
Quality Framework Steering Team Meeting Summary

MAD Draft 5/9/18

Meeting Date: May 1, 2018

Present

Steering Team: Kelly Fluharty, Deatrick LaPointe, Jennifer Lundblad, Ross Owen, Diane Rydrych, David Satin, Julie Sonier, Mark Sonneborn

MDH Staff: Marie Dotseth, Sarah Evans, Stefan Gildemeister, David Hesse, Denise McCabe

MAD Consultants: Lisa Anderson, Stacy Sjogren

Opening Activity

As they arrived, Stacy Sjogren instructed the Steering Team members to provide one-to three-word responses to the question: “What values are fundamental to how we measure Minnesotans’ health?” This information would be used later in the meeting.

Welcome

Stacy Sjogren from Management Analysis and Development (MAD) welcomed everyone to the meeting. Steering Team Co-Chairs Jennifer Lundblad and Diane Rydrych reminded the group of the goals of the meeting and the goals of the project.

Jennifer introduced the Framework Development Arc as documentation of the intended flow of the project toward a quality framework. Steering Team members commented that the document was helpful but that they would like to know more about what it means to implement a framework. Stacy clarified that implementation would be a topic of future conversations.

Diane reviewed the Steering Team Meeting 2 Summary. Members observed that some conflicting perspectives exist and will need to be discussed.

Stacy reviewed the ground rules and acknowledged the challenge of adhering to the agenda versus allowing productive conversations to continue. Members approved a process of turning their name tents on end when they want to speak to ensure everyone who wants to speak gets a chance.

Stakeholder Conversations

Lisa provided a brief overview and explanation of the process for stakeholder conversations and development of the interview guide. Members asked for clarification on who within an organization the

project team intends to target as that would inform feedback on the interview guide. MDH reflected the question to the group about who should be interviewed within an organization. The group agreed diversity of positions and perspectives was important.

Lisa also asked the group to share any thoughts they had for additional stakeholders to contact.

Lisa walked the group through the interview guide. Steering Team members diverged on whether all stakeholders should receive a uniform set of questions or there should be tailored guides for each stakeholder group, based on their level of familiarity with health care quality measurement. Members also provided the following feedback:

- There are too many questions in the guide.
- There are too many broad questions in the beginning. Technical experts will want to “cut to the chase.” Perhaps save broader questions for the end, at least for those who are familiar with health care quality measurement.
- It would be nice to give stakeholders something to react to.
- There are different groups, but it is not as simple as people in the health care industry and people outside the health care industry. It is also not as complex as the stakeholder groups outlined in statute. There may be up to four groups with differing levels of familiarity with health care quality measurement, but none of them are completely unfamiliar with it.
- Different people will have energy for different questions, and it will be up to the interviewer to navigate that.
- The possibility exists to test the guide with one or two groups.

Quality Framework Principles

Values

Stacy asked members to share their responses to the opening activity regarding values and identify where their responses overlapped with the responses of others. Nine general value clusters emerged from the conversation:

1. Fairness and equity
2. Connection and collaboration
3. Measurement that matters
4. Actionable information
5. Improvement
6. Accuracy and rigor
7. Innovation
8. Transparency and simplicity
9. Efficiency

Review Draft Principles

Stacy asked the group to reflect on the Quality Framework Steering Team April 4, 2018 Meeting Outputs and Draft Quality Framework Principles documents. Steering Team members provided the following feedback on the draft principles:

- Feedback specific to principles:
 - Principle 2: provider satisfaction versus balancing burden with value, changing patient satisfaction to patient experience.
 - Principle 6: language about variation being meaningful.
 - Principle 7: provider tiering and decision-making.
- Need for consistency in style of principles overlapping versus being exclusive.
- This draft is missing mutual accountability to positive health outcomes.
- Patient centeredness is missing a direct reference, though it is inherent in most principles.
- The Steering Team should be mindful of what it means to implement health equity and what measurement could be involved.
- Steering Team members would like to know more about sample local and national frameworks that have been successful.
- What are the next steps after good principles are established?

Survey Results

Lisa presented the Minnesota Quality Framework Steering Team Sample Framework Survey Results document. Members discussed the scope of the quality framework and how that relates to the current measurement system. They reminded one another that when SQRMS was created, Minnesota was leading innovation. It is important to look at current context and determine what is most appropriate in terms of quality measurement.

Next Steps

The next Steering Team meeting will be **Monday, June 4th from 9:30 a.m. to 12:00 p.m.** at HIWAY Federal Credit Union.

Homework

The Steering Team will review and provide input on the following documents by Monday, May 14th:

- Revised interview guide
- Compilation of values document
- Revised principles document

Steering Team members requested at least two days to complete homework assignments. Steering Team members also asked if they could attend the stakeholder engagements. MDH will reflect and respond.

Public Comment

There was no public comment.