

Quality Payment Program (QPP) Merit-based Incentive Payment Systems (MIPS) MIPS Value Pathways (MVPs)

The MVPs Learning Experience A Case Study on the Value of User Engagement





#### AGENDA

- QPP & HCD Introductions
- Why We Listen
- What We Learned
- Designing a Solution
- Next Steps
- Resources
- Q&A Session

#### PRESENTERS

Sophia Sugumar – QPP Health Insurance Specialist Sammy Levy - QPP Human Centered Design (HCD) Team Kiel McLaughlin - QPP Human Centered Design (HCD) Team



## **User Engagement Role in Shaping QPP Policy**

#### **QPP: A Focus on Human-Centered Design (HCD) to Inform Policymaking**

• CMS is continuously listening to and learning from the public to improve the Quality Payment Program (QPP) policies to create meaningful participation for clinicians and improved outcomes for patients

#### **One Important CMS Strategic Pillar is to:**

• Engage our partners and the communities we serve throughout the policymaking and implementation processes

#### The Future of QPP: MVPs

- Merit-based Incentive Payment System (MIPS) Value Pathways (MVPs) are part of CMS efforts to support systemic, scalable, meaningful healthcare transformation that puts patients at the center
- We want MVPs to reflect the patient journey– not a single specialty or care given during an episode
- Visit this page at <u>https://qpp.cms.gov/mips/mips-value-pathways</u>



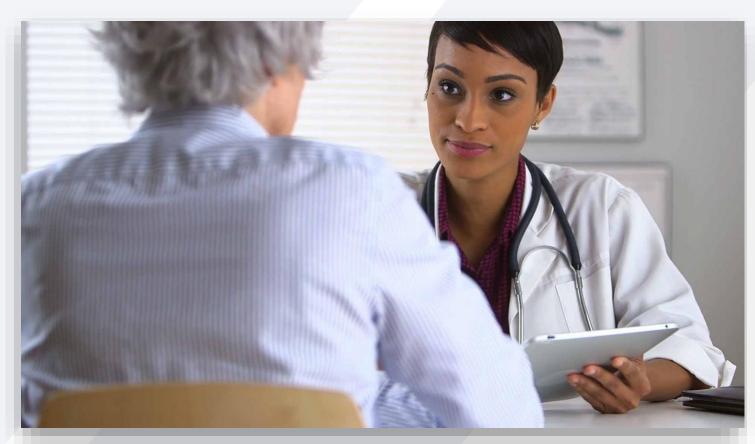


## Why We Listen





## We Listen



"Human-Centered Design research is a critical component to the Quality Payment Program. We are continuously striving to increase engagement between individuals and their care teams to improve quality, establish trusting relationships, and bring the voices of people and caregivers to the forefront."

Dr. Michelle Schreiber, Deputy Director





## We Learn

# 350+

#### Interviews since 2019



Survey responses since 2022





## Speaking With People From All Roles and Backgrounds



Clinicians, Office Managers, Billing Specialists, Quality Specialists, Registries, QCDRs, Societies, Health Systems, Solo Practitioners, Primary Care, Specialists, ACOs





## **What We Learned**





## The QPP Community Has Questions

#### Awareness

## Information Gathering

## Selecting an MVP





## Awareness

 What are MVPs?
 How is this different than what I am currently doing?







## **Information Gathering**



 What changes do I need to make?
 How much will it cost?
 How will it benefit me?





## Selecting an MVP



 Which MVP(s) are right for my practice?
 Should I be reporting in a subgroup?





# **Designing a Solution**





Initia	l Desi	gns
muu		8113

Quality Payment

	ITTETTU The Quarky Prysent PROGRAM Program Understand Advances Account Program Understand Advances Account Advances Advanc			
About ** MIPS * APMs * Resources * Sign In movers ************************************	MIPS Value Pathways (MVPs)	<ul> <li>The Query Payment Physics - X</li> <li>→</li> </ul>		
www.ue Pathways (MVPs)	Understanding MVPs Implementing MVPs	Quality Payment	About       Ho Quarty Payment      The Quarty Payment      Payment      System      Apply      Appl	
VVPs reporting framework? conflux Pyrmet System)	Are MVPs Right for Me? There's a lot to learn about OPP's newest reporting framework, MIPS Value Pathways (MVPs), available starting in 2023. To begin preparing, check out the steps below.	E	eer ( Beacting Ontons Denoved / HTS Value Dathways Explore MIPS Value Pathways (MVPs)	
us to most your MIPS reporting requirements. subate of measurus and activities tief of a specific genetality, cinical of ens. subs. allow energy in the specific genetality to inarn waliable and proceeded VINs. to for reporting starting in Performance Year 2023.	1. Learn About MIPS  Resources: MIPS User Guide ±		Explore Available 2023 MVPs	
Traditional MVPs APP	2. Learn About the MVP Framework	Anesthesia Chronic Disease Management	MIPS Value Pathways (MVPs) Anesthesia Patient Safety and Support of Positive Experiences with Anesthesia	
	3. Explore Proposed and Finalized MVPs	Emergency Medicine Heart Disease Lower Extremity Joint Repair Rheumatology	Mast applicable medical specialty(s) Anesthesiology The Poliet Edity and Support of Positive Exercises with Anesthesia HVP focuses on increasing quality of anesthesia care, improving postportaritive outcomes, promoting patient safety, and enhancing staffiction for patients receiving anterthism. The measures are used for a variety of suppid procedures that anosthesioogists deliver care for, and are braskly applicable to anesthesioogists practicing within ambulatory, outpatient, are insignation Toppid anterings.	
	Timeline and Important Dates	Stroke Care and Prevention	Quality	
parnelin 20227 🔹	Timeline and Important Dates		Improvement Activities v Cost v	
NEADOR	Want to have a voice in the future of MVPs?		Foundational Layer (Promoting Interoperability + Population Health)	
VALUES IN PROORESS CONTENT	Provide Feedback:		< MVP.Framework   Getting Started with MVPs   Prepare for MVP.Registration >	
	thttP://interdenance         thttP://conditate.Development.&Submission           Already selected an MVP and planning next steps?			
	Learn How to Implement NVPs 5			

Building Resilient Communities: Having an Equitable Foundation for Quality Healthcare



## Post-Launch



Users since launch "I think it's a great start in helping us to understand this process, and know what is expected of us and our providers."

- QPP Website User





# **Usability Testing**

Participants:

- Valued the step-by-step layout and the timeline section
- The references to downloadable resources
- Appreciated the opportunity to have a voice in MVPs





## **Next Steps**





### Sign Up To Find Out About Feedback Opportunities

- Usability Testing
- Subject Matter Discussions
- Program Milestone Surveys

Email us at <a href="mailto:qppuserresearch@cms.hhs.gov">qppuserresearch@cms.hhs.gov</a>







## **Resources & Q&A**





## Resources

We encourage you to review MVPs resources and past webinars for more information:

- You can find more information available on the QPP website at: <u>https://qpp.cms.gov/mips/mips-value-pathways</u>
- Review the 2023 QPP Final Rule Resources
- Review our previous MVPs webinar slide deck and recording on the QPP Webinar Library: <u>https://qpp.cms.gov/resources/webinars</u>
- QPP Service Center: Contact the QPP Service Center Monday Friday 8 am 8 pm ET:

Call 1-866-288-8292 (TRS: 711) or via email at QPP@cms.hhs.gov



