

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 & PRESENTERS

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

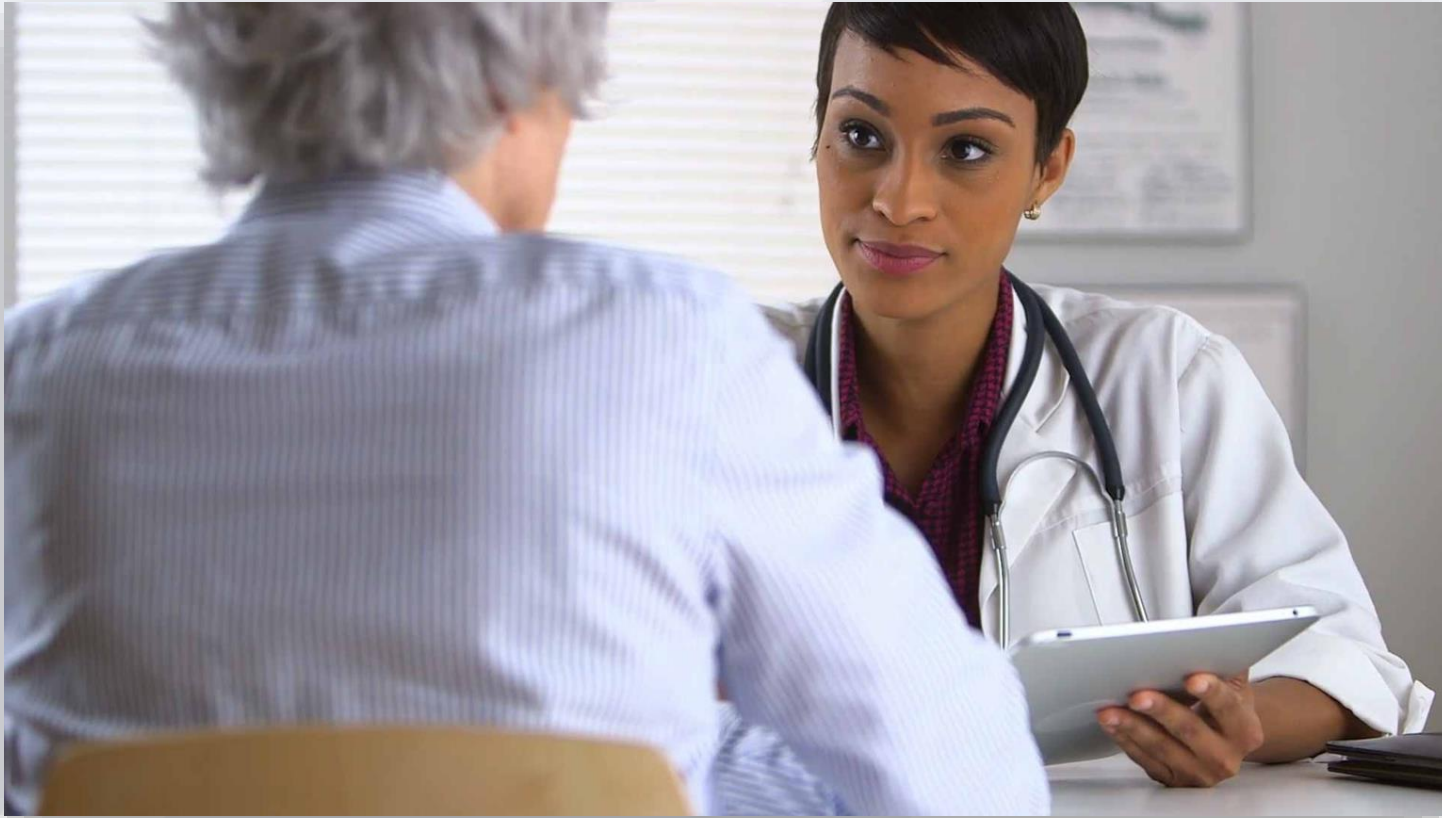
- Merit-based Incentive Payment System (MIPS) Value Pathways (MVPs) are part of CMS efforts to support systemic, scalable, meaningful healthcare transformation that puts patients at the center
- We want MVPs to reflect the patient journey– not a single specialty or care given during an episode
- Visit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



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+

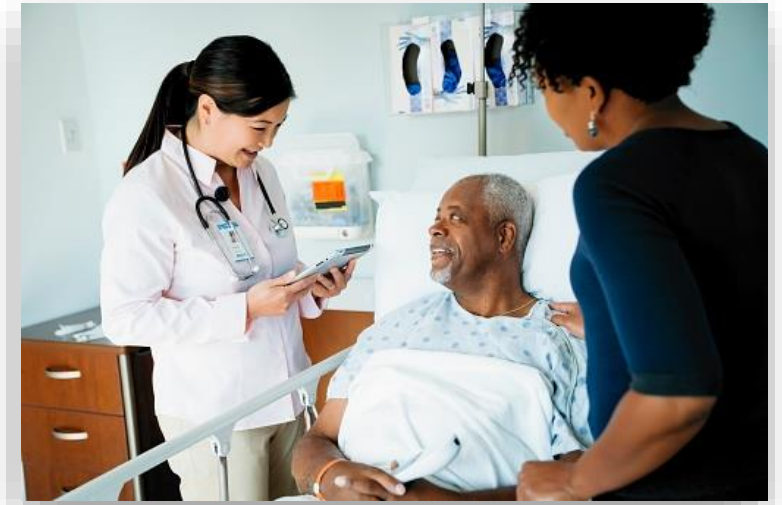
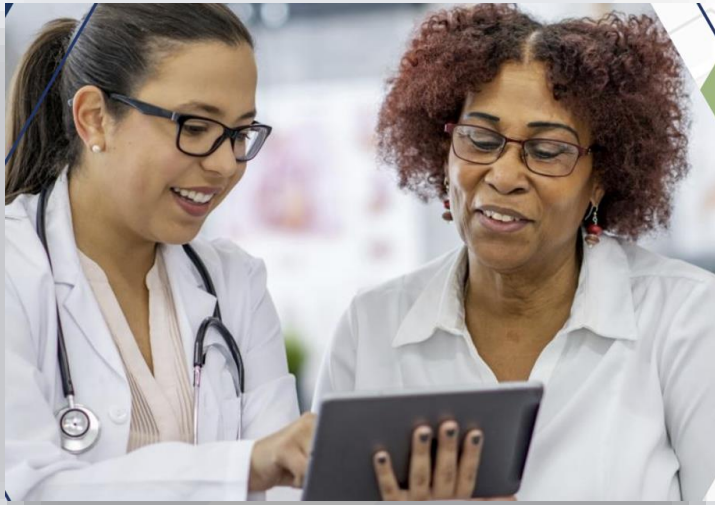
Interviews
since 2019

2,000+

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

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



Information Gathering



1. What changes do I need to make?
2. How much will it cost?
3. How will it benefit me?

Selecting an MVP



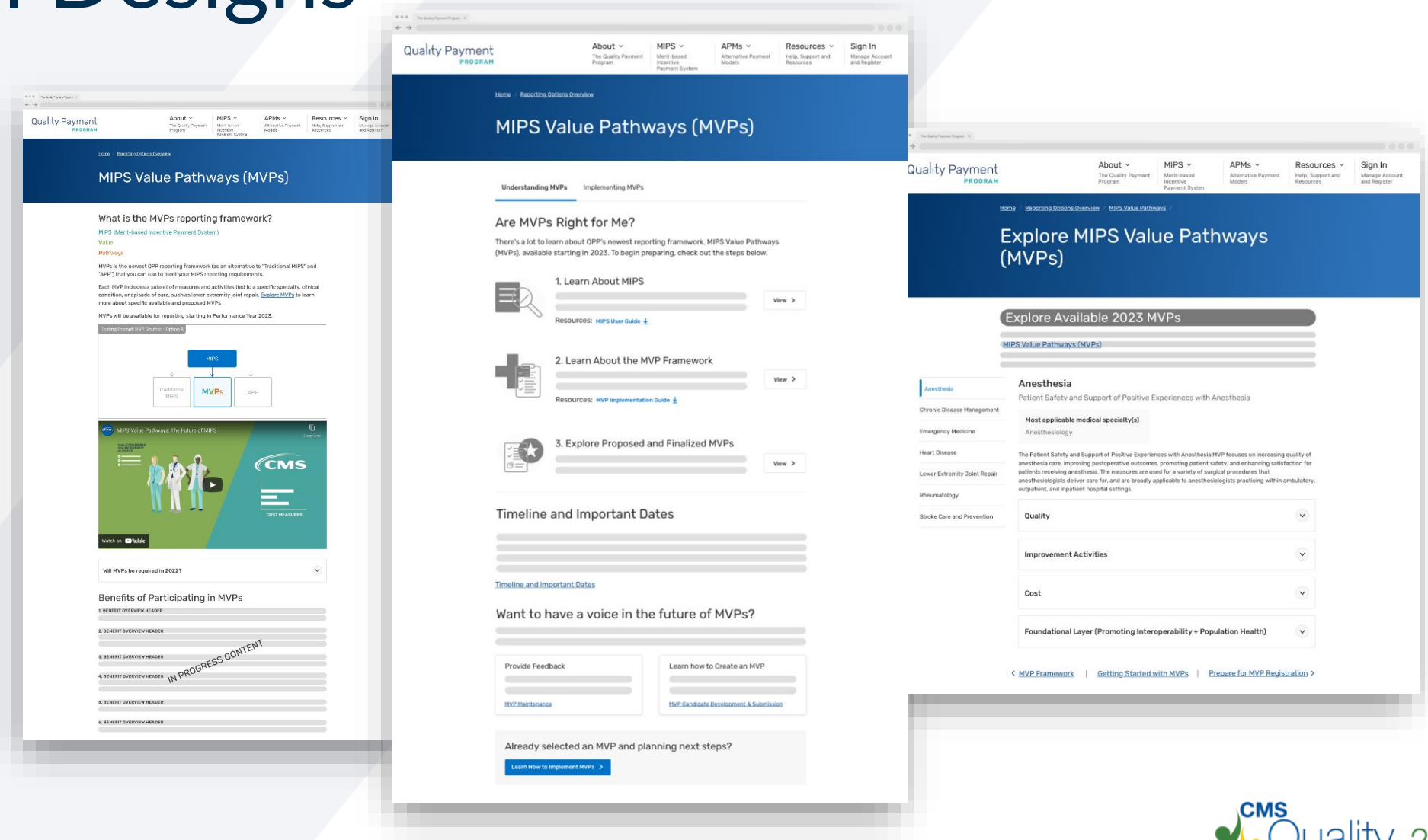
1. Which MVP(s) are right for my practice?
2. Should I be reporting in a subgroup?

Designing a Solution



12

Initial Designs



Post-Launch

7k

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

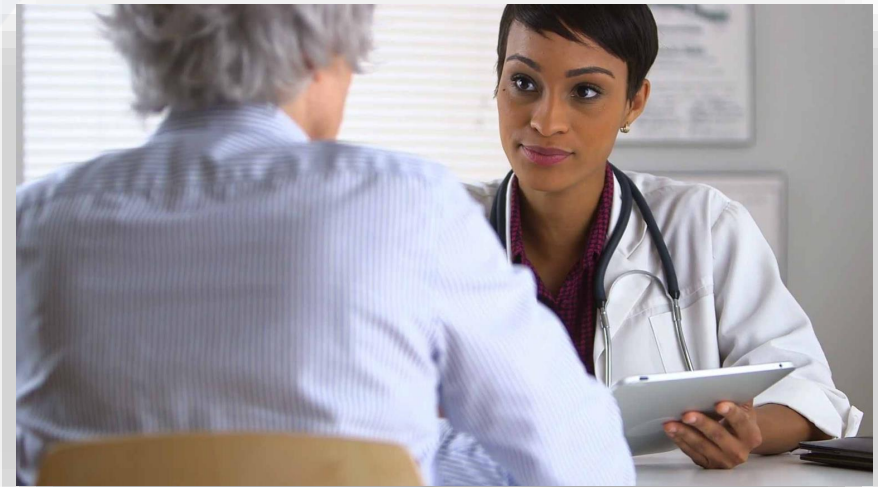


Sign Up To Find Out About Feedback Opportunities

- Usability Testing
- Subject Matter Discussions
- Program Milestone Surveys

Email us at

gppuserresearch@cms.hhs.gov





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: <https://qpp.cms.gov/mips/mips-value-pathways>
- Review the [2023 QPP Final Rule Resources](#)
- Review our previous MVPs webinar slide deck and recording on the QPP Webinar Library: <https://qpp.cms.gov/resources/webinars>
- 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

