

ATTACHMENT A

Maine Quality Forum Advisory Council

**February 13, 2004
Minutes of Meeting**

The Maine Quality Forum (MQF) Advisory Council met on February 13, 2004 at the Muskie School of Public Service, Augusta. Chair Bob McArtor called the meeting to order at approximately 9:00 a.m. Other members in attendance included Laureen Biczak, Richard Bruns, Rebecca Colwell, Frank Johnson, Nancy Kelleher, Becky Martins, Jim McGregor, Lisa Miller, Charles Morrison, Dan Roet, Cliff Rosen, Janice Wnek and David White. Tom Dunne, Executive Director of the Dirigo Health Agency, and Maureen Booth, of the Muskie School of Public Service, were also in attendance.

Minutes of the January 30 meeting were accepted as submitted.

Update on Dirigo Health

Tom Dunne reviewed activities within Dirigo Health and its related commissions.

- Updates on Dirigo activities will be distributed to participants and interested parties the third week of each month.
- Approved meeting minutes will be posted to the Dirigo web site.
- The benefit plan being developed for Dirigo has been compared (benefits and pricing) to what is available in the market. Much of the Dirigo product will be consistent with what is currently offered. There will be innovative components as well. In the RFP, Dirigo will outline requirements, and the bidders will have some flexibility to propose shifts in the plan design and/or the innovative components – the responses will be judged by how well the proposal aligns with the goals of Dirigo Health. These goals remain a strong emphasis on wellness. Costs to an individual (premiums and deductibles) will be based on their economic circumstances.

No formal role for the MQF to review the Dirigo detailed benefit structure is anticipated at this time.

Recruitment of MQF Director

There are three final candidates each of whom has been asked to complete a baseline assessment. Face to face interviews will be scheduled before final decisions are made.

Provider Subgroup Report

Rebecca Colwell presented the report of the Provider Subgroup which met immediately prior to this meeting.

- The category “Health Care Providers” is changed to “Health Care Organizations” to distinguish it from the name of the Subgroup.

- Under the category “Health Care Practitioners”, physical therapist and occupational therapist were collapsed into a single category entitled “Rehabilitation Therapist”. Two new positions were added to this category: Social Worker and Psychiatrist.
- The function of the Provider Subgroup will be to provide input and guidance on proposed policies, programs and initiatives of the MQF Advisory Council.
- Persons should be selected to the Provider Subgroup who are knowledgeable and experienced in quality and best practices and who broadly represent the field to which they have been assigned.
- Members were encouraged to identify organizations that should be solicited for nominations and to submit their ideas to Becky Colwell. In addition to soliciting provider organizations, it was agreed that general solicitation should be made available on the Dirigo Health Website. Staff was instructed to investigate how that could best be accomplished.
- It was proposed that a member of the MQF Advisory Council chair the Provider Subgroup.
- Following an organizational meeting, it was anticipated that meetings of the Provider Subgroup would occur on an as-needed basis.
- Terms of members should be staggered and provide sufficient continuity.
- Nominations should be submitted to a neutral party. Maureen Booth from the Muskie School agreed to be the central depository for recommendations.

Staff was requested to develop the Charge for the Provider Group based on the above recommendations and circulate it to members and interested parties for further comment.

Quality Counts

Bob McArtor reported that the MQF was invited to join a Maine-based initiative bringing providers, policymakers, employers and payers together to improve healthcare quality. The initiative, *Quality Counts*, has the sponsorship of Anthem, MaineHealth, Muskie School of Public Service, the Maine Primary Care Association and the Maine Health Management Coalition. An inaugural event was held in December 2003 and a second educational symposium is planned for April 7. After discussing how the work of *Quality Counts* aligns with the goals of the MQF, it was recommended that the MQF provide financial support of approximately \$5000 and explore ways that it can assume an active role organizing future events. Tom Dunne agreed to take this recommendation to the Dirigo Board.¹ It was also agreed that this activity should be discussed with Director candidates during the interview process.

Membership in the National Quality Forum

Bob McArtor proposed that the MQF seek membership in the National Quality Forum, a not-for-profit membership organization focused on healthcare quality measurement and reporting. Membership would provide the MQF with early information on and participation in consensus-based national standards for measurement and public reporting of performance data. Members

¹ Subsequently, the Dirigo Board concluded that it would approve the recommendation to lend financial support to Quality Counts but that, at this point in time, it would not be appropriate to assume a broader role.

accepted the proposal to submit the request to the Dirigo Board for the estimated \$5,000-\$6,000 cost of membership.²

Technology Assessment

Members were referred to a discussion paper prepared by Maureen Booth on the scope and content of technology assessment and possible implications for the Maine Quality Forum. Many questions were raised regarding the potential magnitude of the task to both scan emerging technologies for inclusion in the State Health Plan as well as to provide input into specific technology requests under certificate of need (CON). It was recommended that:

- Clarification be sought at the next meeting on the current CON process. It was suggested that a person knowledgeable about the process be invited to address the MQF Advisory Council at its March meeting.
- A subgroup should be established to define the MQF role in the area of technology assessment. Members of the Subgroup include: Frank Johnson (chair), Lisa Miller, Lauren Biczak and David White.
- Copies of the State Study Commission Report on CON should be circulated to MQF Advisory Council members.

Definition of Quality

Members reviewed a revised definition of quality to serve as a preamble to the Mission Statement of the MQF Advisory Council. The following definition was recommended, with one “no” vote:

Good quality health care means doing the right thing at the right time, in the right way, for the right person and getting the best results.

The MQF Advisory Council subscribes to the Institute of Medicine’s definition of “high quality” healthcare as described in its 2001 report, *Crossing the Quality Chasm*. According to the IoM, “high quality care should be:

- **Safe** – avoiding injuries to patients from the care that is intended to help them.
- **Effective** – providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit (avoiding underuse and overuse, respectively).
- **Patient-centered** – providing care that is respectful of and responsive to individual patient preferences needs, and values and ensuring that patient values guide all clinical decisions.
- **Timely** – reducing waits and sometimes harmful delays for both those who receive and those who give care.
- **Efficient** – avoiding waste, including waste of equipment, supplies, ideas, and energy.
- **Equitable** – providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status.”

² Subsequently, the Dirigo Board discussed the matter and, although agreeing with the intent of the recommendation, requested further research on the costs and benefits of membership before making a final decision.

Performance Measurement Subgroup

Cliff Rosen, the appointed chair to the Performance Measurement Subgroup, requested volunteers to assist in this ambitious undertaking to select quality indicators for evaluating and reporting on the healthcare of the State. Jan Wnek, Rick Bruns, David White and Becky Martins agreed to serve on the Subgroup. Members agreed to Cliff's recommendation that:

- A packet of materials be prepared by staff for use by the Performance Measurement Subgroup in assessing current measurement initiatives within the State and nationally. Materials should also include information about converting data into useful formats for consumers.
- The Performance Measurement Subgroup should meet via conference call to develop an initial work plan on how to proceed with this task.

Short and Long Term Goals

Goals developed at the January 30, 2004 meeting were reviewed and the following items were added:

- Develop and implement educational initiatives and information for the provider and consumer communities.
- Pending approval by the Dirigo Board of the MQF's participation in *Quality Counts*, add: "design and conduct public forums on issues of relevance to providers, consumers, policymakers, payors, and employers."

In response to a question on whether separate criteria were needed to measure the outcome of Dirigo Health, it was decided that Dirigo Health should be held to the same quality standards as developed for the healthcare system as a whole.

Public Comments

Members of the audience were invited to address the MQF Advisory Council.

- A representative of the Maine Primary Care Association referred members to a publication with recommendations for the Dirigo Health Plan. Members were also advised about a clinical symposium sponsored by the Association on March 12-14, 2004.
- Gordon Smith cautioned the Advisory Council on its process for reviewing requests to join membership organizations, such as the National Quality Forum. While agreeing with the value of the NQF, there was concern that the Council lacked detailed information on the organization and role of members before rendering its decision to join.
- Becky Martins reported that March 7-13 was Patient Safety Awareness Week.

Next Meeting

The next meeting of the MQF Advisory Council is scheduled for:

Friday, March 12, 2004
Muskie School of Public Service
295 Water Street, Augusta
First Floor, Riverview Room

Adjournment

There being no further business, the meeting adjourned at noon.