

# Revised Procedures for Decisions, Appeals, and Nominations



NQF's continuous improvement efforts are enhancing procedures for evaluating and endorsing quality measures. NQF is revising how final measure endorsement decisions are made and how any appeals to these decisions are reviewed and decided. In addition, NQF has shortened the time that nominations to standing committees remain open from two years to one. This change will also apply to nominations for Measure Applications Partnership (MAP) workgroups and taskforces.

## WHAT'S CHANGING

The CSAC will make final measure endorsement decisions.

A new Appeals Board will review and make final decisions on appeals.

Nominations for all committees will be valid for one year.

## MEASURE ENDORSEMENT DECISIONS

As of early 2017, the Board of Directors will no longer ratify NQF measure endorsement decisions. The **Consensus Standards Approval Committee (CSAC)** will review recommendations of the standing committees and the rationale for those recommendations, then endorse or decline to endorse a given measure. This change applies to measure endorsement projects that have their in-person meetings after August 2016.

## NEW APPEALS PROCESS

In August 2016, NQF implemented changes to its **appeals process** that were initiated and approved by its Board of Directors. NQF's Board, Executive Committee, and CSAC will not participate in the appeals process of measure endorsement decisions. A newly established **NQF Appeals Board** will adjudicate all appeals of measure endorsement decisions. These changes apply to measure endorsement projects that have their in-person meetings after August 2016.

Measure endorsement decisions are eligible for appeal only if the CSAC endorses a measure or declines to endorse a measure that a standing committee recommends for endorsement.

Eligible measure endorsement decisions may only be

appealed on the following grounds:

- Procedural errors reasonably likely to affect the outcome of the original endorsement decision, such as a failure to follow NQF's consensus development process; or
- New information or evidence, unavailable at the time the CSAC made its endorsement decision, that is reasonably likely to affect the outcome of the original endorsement decision.

Once the appeals period for a measure has closed, the Appeals Board will meet to review an appeal within 45 days. All appeals received by NQF will be reviewed by the Appeals Board.

## The Appeals Board

The NQF **Board of Directors** appoints Appeals Board members, drawing from former members of the CSAC, NQF standing committees, and current Board members to include individuals with diverse stakeholder perspectives, experience reaching consensus, and familiarity with NQF's consensus process for making measure endorsement decisions.

### The 2016-2018 Appeals Board includes:

**Pam Cipriano, PhD, RN**  
President,  
American Nurses Association

**Joyce Dubow, MUP**  
Retired,  
AARP

**William Golden, MD, MACP**

Medical Director,  
Arkansas Medicaid

**Laurel Pickering, MPH**

President and CEO,  
Northeast Business Group on Health

**David Shahian, MD**

Vice President,  
Massachusetts General Hospital Center for  
Quality and Safety

Each Appeals Board member will be eligible to serve two two-year terms as approved by the NQF Board. An individual will be eligible to serve again on the Appeals Board after a one-term hiatus. Terms will run from November 1 through October 31.

The Appeals Board will be subject to a conflict-of-interest policy and disclosure requirement. Appeals Board members will complete a measure-specific disclosure of interest form prior to considering whether an appeal should move forward. For the measure(s) being appealed, Appeals Board members will disclose whether they were involved in measure development activities or whether they previously reviewed or voted on the measure(s) either as a

member of the standing committee, the CSAC, or the NQF Board of Directors or Executive Committee, in addition to other information about activities related to the measure on appeal. Any recusals by members will be announced before an appeal is considered.

The Appeals Board may act on appeals through a simple majority of votes when a quorum is present. A quorum is at least three Appeals Board members. A tie vote could occur because of a recusal. If a tie vote occurs, it will constitute dismissal of an appeal, and the CSAC’s original endorsement decision will be upheld.

*Questions? Contact NQF staff at [appeals@qualityforum.org](mailto:appeals@qualityforum.org).*

**Committee Nominations**

The change to one-year nominations is intended to ensure that NQF standing committees (committees of experts that review measures submitted for endorsement in topical areas) and MAP reflect the broad interests of healthcare stakeholder groups, and that nominations remain current. These changes took effect in August 2016.

*Questions? Contact NQF staff at [nominations@qualityforum.org](mailto:nominations@qualityforum.org).*

**2016-2018 APPEALS BOARD**

**Pamela F. Cipriano, PhD, RN,** is president of the American Nurses Association. She served two terms on the NQF’s CSAC and co-chaired the NQF Patient Safety Complications Steering Committee. She also serves on The Joint Commission’s National Nursing Advisory Council.

**Joyce Dubow, MUP,** retired from a 40-year professional career in healthcare, most recently as senior principal for health policy at AARP. She now represents the consumer perspective on the Geriatric Medicine Board of the American Board of Internal Medicine, the Measures Advisory Panel of the National Committee for Quality Assurance (NCQA), and the board of the Informed Patient Institute. At NQF, Joyce was a member of the board of directors, was the inaugural chair of the CSAC, co-chaired the Patient-Reported Outcomes Expert

Panel, represented AARP in the Measure Applications Partnership, and participated on many other committees.

**William E. Golden, MD, MACP,** is professor of medicine and public health at the University of Arkansas for Medical Sciences and the medical director of health policy at Arkansas Medicaid. He has served on the NQF Board of Directors and on numerous NQF committees, some of which he chaired, which examined measures for endocrine, pulmonary, mental health, and asthma care, as well as measures of resource use. He also served on an NQF committee that helped develop a framework for evaluating the efficiency of care over time.

**Laurel Pickering, MPH,** is president and CEO of the Northeast Business Group on Health (NEBGH), an employer-led coalition of 170

healthcare leaders and other stakeholders. She chairs the board of directors of The Leapfrog Group and serves on NQF’s board as well as on the board of the National Business Coalition on Health.

**David Shahian, MD,** is professor of surgery at Harvard Medical School, vice president of the Massachusetts General Hospital (MGH) Center for Quality and Safety, and associate director of the MGH Codman Center for Clinical Effectiveness in Surgery. He is a member of the NQF Board of Directors and previously chaired the NQF Evidence Task Force, served on the technical advisory panel for NQF’s Cardiac Surgery Project, and was a member NQF’s Composite Evaluation Framework and Composite Measures Project steering committee.