

Physician-Focused Payment Model Technical Advisory Committee

Potential Questions for [Listening Session #1](#) for the June 2024 Theme-Based Meeting:
**Addressing the Needs of Patients with Complex Chronic Conditions or Serious Illnesses
in Population-Based Total Cost of Care (PB-TCOC) Models**

*Topic: Best Practices for Measuring Quality and Outcomes Related to Caring for
Patients with Complex Chronic Conditions or Serious Illnesses in PB-TCOC Models*

Monday, June 10, 2:40 p.m. – 4:10 p.m. EDT

Listening Session Subject Matter Experts (SMEs):

- **Brynn Bowman, MPA** – Chief Executive Officer, Center to Advance Palliative Care
- **Paul Mulhausen, MD, MHS** – Chief Medical Director, Iowa Total Care, a Centene health plan
- **Caroline Blaum, MD, MS** – Assistant Vice President, National Committee for Quality Assurance
- **David Kendrick, MD, MPH** – Chief Executive Officer, MyHealth Access Network

Committee Discussion and Q&A Session

After each SME provides an 8-10-minute presentation, the Committee discussion will focus on questions raised by Committee members in response to the SMEs' presentations.

The following are examples of questions that Committee members may ask.

A. Measuring Quality of Care for Patients During the Last Years of Life

1. ***What are the most effective approaches for measuring the quality of care for high-cost patients with complex chronic conditions or serious illnesses during their last years of life?***
 - a. What kinds of measures can be generalized across settings and/or conditions for this patient population?
 - b. What kinds of measures should be used for specific settings (e.g., inpatient, home health, hospice) or conditions (e.g., heart failure, liver disease, ESRD) to measure patients' quality of care during their last years of life?

B. Incorporating Patient-Reported Experience and Outcomes Measures for Patients with Complex Chronic Conditions or Serious Illnesses in Population-Based Total Cost of Care (PB-TCOC) Models

2. ***What are some effective approaches for incorporating patient-reported experience and outcomes measures for patients with complex chronic conditions or serious illnesses into PB-TCOC models?***

- a. What kinds of patient-reported experience and outcome measures have been most effective in improving quality of care, patient satisfaction, and other outcomes for this patient population?
- b. How might patient-reported experience and outcome measures for this population differ from those used for the general population?
- c. Are there lessons learned from other alternative payment models that have incorporated patient-reported experience and outcome measures for this patient population that can be applied to PB-TCOC models?

C. Developing and Standardizing Health Equity Measures for Patients with Complex Chronic Conditions or Serious Illnesses

3. What are some effective approaches for developing health equity measures for patients with complex chronic conditions or serious illnesses?

- a. How does health equity measurement vary across condition, setting, or patient population?
- b. Is it possible to standardize health equity measurement across conditions, settings, or patient population or are different measures needed?
- c. Are there opportunities to improve health equity measures currently used for this patient population?

D. Improving Technology, Data Collection, and Data Sharing Among Providers that Serve Patients with Complex Chronic Conditions or Serious Illnesses

4. What are some strategies for improving technology, data collection, and data sharing among providers that serve patients with complex chronic conditions or serious illnesses?

- a. How should patient data be standardized for multiple providers caring for patients with complex chronic conditions or serious illnesses in population-based total cost of care models?

Additional Insights

Wrap-up Question: Are there any additional insights you would like to share about measuring quality and outcomes for patients with complex chronic conditions or serious illnesses in PB-TCOC models?