

# 2024 Person and Family Engagement Cost Measures Field Testing Feedback Survey

Winter 2024 Field Testing



# Table of Contents

<b>1.0 Overview</b> .....	<b>3</b>
1.1 Background.....	3
1.2 Commenter Information .....	3
<b>2.0 Movement Disorders</b> .....	<b>4</b>
<b>3.0 Non-Pressure Ulcers</b> .....	<b>6</b>
<b>4.0 Thank You for Your Help</b> .....	<b>8</b>

## 1.0 Overview

The Centers for Medicare & Medicaid Services (CMS) and Acumen, LLC (“Acumen”) are field testing episode-based cost measures for clinicians. We’re seeking patient and caregiver/family feedback on these draft measures. Your input based on your lived experiences will help refine the specifications. You can provide input from February 1, 2024, to February 29, 2024. This survey will close at **11:59 PM ET on February 29, 2024**.

The survey described below is available here:

[https://acumen.qualtrics.com/jfe/form/SV\\_5dmUz0oopkM2ea2](https://acumen.qualtrics.com/jfe/form/SV_5dmUz0oopkM2ea2), or you may submit a letter with your feedback (instructions below).

The following episode-based cost measures are being field tested:

1. Movement Disorders [i.e., Parkinson’s and Related Disorders, Multiple Sclerosis (MS), and Amyotrophic Lateral Sclerosis (ALS)]
2. Non-Pressure Ulcers

If you have experience with any of the conditions listed above as either a Medicare patient or a caregiver for a Medicare patient, we’re seeking your input for this survey. Your lived experiences receiving care for yourself or assisting someone else receiving care is what is most valuable for this survey. We estimate that it may take approximately 20-40 minutes to complete this survey. **Please feel free to answer as many questions as you would like.** Your time and feedback are greatly appreciated.

## 1.1 Background

Acumen is a measure development contractor working with CMS to develop episode-based cost measures for the [Merit-based Incentive Payment System \(MIPS\)](#). MIPS assesses clinicians across 4 performance categories: Quality, Cost, Promoting Interoperability, and Improvement Activities. Performance category scores are combined into an overall MIPS score that affects payment adjustments in subsequent years.

Acumen has developed draft specifications for 2 episode-based cost measures based on empirical analyses, input from expert panels, and person and family engagement (PFE). Field testing is an opportunity for all interested parties to provide input on the measures to refine the specifications. Public comments will be shared with Clinician Expert Workgroups and summarized in a report in the coming months.

The following reference materials are available on the [QPP Cost Measure Information Current Work Page](#) (see the items under “Wave 6 cost measures field testing”):

- Draft measure specifications
- Testing results
- A mock report
- A summary of the development process
- Frequently Asked Questions (FAQ)

## 1.2 Commenter Information

1. Contact Information
  - Name:
  - Email Address:

## 2.0 Movement Disorders

Please feel free to answer as many questions as you would like.

### 1. Care Team:

- What types of clinicians and non-clinicians are part of your care team?
- If the following types of clinicians were part of your care team, when and how often would you see them?
  - Family Practice
  - Internal Medicine
  - Nurse Practitioner
  - Neurologist
  - Physical Therapist
  - Physician Assistant
  - Cardiologist
- If your needs increase over time, what services do you believe will be most useful to help maintain your lifestyle?
- Does your care team coordinate with each other about your care? How does that affect your care?
- Does your care team have resources for non-English speakers?

### 2. Access to Care and Treatment:

- What is your current understanding on post-acute care services and long-term services and support?
- What is your experience in accessing non-procedural medical care?
- Do you have any barriers to accessing chronic outpatient care after receiving acute care services (inpatient and urgent care)?
- Do you have any concerns about your current Durable Medical Equipment (DME) (e.g., wheelchairs, oxygen supplies, hospital beds, ventilators, and walkers) covered by Medicare?
- What were the barriers, if any, to complimentary interventions (e.g., massage therapy, chiropractic care, nutritional support)? Complimentary interventions are services that are usually not a part of standard care and may not be covered by Medicare.
- What treatment outcomes matter most to you and your caregivers?
- Please share any information about out-of-pocket costs you accrue (e.g., complimentary interventions) and their impact on your access to quality care.
- Have you experienced any difficulty obtaining medications? If so, why?
- Have you experienced any difficulty being referred to additional clinicians? If so, why?

### 3. Complications:

- What complications or side effects have you experienced? Which one(s) required medical care?
- What do you feel your care team could have done (if anything) to help avoid or reduce the severity of these complications?
- Did your care plan change after you experienced these complications?

4. **Value of Care:**

- What treatment or services are the most effective in helping you feel better?
- Which of these were least effective?
- What aspects of your care experience could have been improved?
- How is your current treatment affecting your current lifestyle?
- Do you feel supported in other aspects outside of physical care (e.g., behavioral, community, employment support, etc.)?

### 3.0 Non-Pressure Ulcers

Please feel free to answer as many questions as you would like.

1. **Care Team:**

- What types of clinicians and non-clinicians are part of your care team?
- If the following types of clinicians were part of your care team, when and how often would you see them?
  - Family Practice
  - Nurse Practitioner
  - Podiatrist
  - Internal Medicine
  - Physician Assistant
  - Vascular Surgeon
  - General Surgeon
- Do you feel like your clinicians are taking your concerns seriously? Why or why not?
- Do you feel your family/caregivers receive appropriate and comprehensive education to aid wound care? Why or why not?
- Does your care team coordinate with each other about your care? How does that affect your care?

2. **Medications:**

- Do you have any concerns about adhering to your medication dosage or frequency?
- How do you and your care team decide which medications you should take?
- Which clinician(s) oversee(s) your medications?
- Have you experienced any side effects from your medications? If so, did any require medical care?
- Have you experienced any difficulty obtaining medications? If so, why?

3. **Additional Costs:**

- Please share any information about out-of-pocket costs you accrue and its impact on your ability to access care.
- Do you have any concerns regarding the frequency of home dressing care provided by any caregivers? If so, what are they?

4. **Complications:**

- What complications or side effects have you experienced? Which one(s) required medical care?
- What do you feel your care team could have done (if anything) to help avoid or reduce the severity of these complications?
- Did your care plan change after you experienced these complications?

5. **Services:**

- Can you speak to your experience or perspective on redundant services being provided (e.g., getting an imaging service when the patient just had one elsewhere and the facility cannot access the previous one)?
- Please share any information about the impact of preventive care or follow-ups after wound closure. Has it had an impact on wound recurrence?
- What durable medical equipment (DME) do you think was the most helpful to improve or maintain your current lifestyle?

- If you've experience wound care at an inpatient rehabilitation facility and at home, what was the difference in care for these settings (e.g., the resources provided)?
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**6. Value of Care:**

- What treatment or services are the most effective in helping you feel better?
- Which of these were least effective?
- What aspects of your care experience could have been improved?
- How is your current treatment affecting your current lifestyle?
- Do you feel supported in other aspects outside of physical care (e.g., behavioral, community, employment support, etc.)?

## 4.0 Thank You for Your Help

Thank you for completing the 2024 Person and Family Engagement Cost Measures Field Testing Feedback Survey! We appreciate your feedback and will take your comments into consideration for measure refinement and future measure development activities.

If you have questions or want more information, please contact the Quality Payment Program Service Center at 1-866-288-8292 or via email at [gpp@cms.hhs.gov](mailto:gpp@cms.hhs.gov). The Help Desk is available Monday – Friday, 8 a.m. – 8 p.m. ET. To receive assistance more quickly, please consider calling during non-peak hours—before 10 a.m. and after 2 p.m. ET.

- [Customers who are hearing impaired can dial 711 to be connected to a TRS Communications Assistant.](#)