



## Pioneers in Quality™ Common Questions

### What is Pioneers in Quality™?

A collaborative program to improve health care quality and patient safety through education, innovation, and recognition of pioneering practices for Joint Commission stakeholders. For additional information about the Pioneers in Quality program, see [Pioneers in Quality Facts](#).

### How do hospitals benefit from the Pioneers in Quality™ (PIQ) program?

- Educational content, such as webinars for continuing education (CE) units:
  - o Pioneers in Quality™ general session webinars (i.e., ORYX reporting requirements, on-boarding for Direct Data Submission platform).
  - o Expert to Expert webinar series to connect hospitals with technical expertise on eQMs, CQL (clinical quality language) and measure specifications.
  - o Proven Practices webinar series to share peer-to-peer successes, tips, and guidance regarding health IT and performance measure use (eCQM and chart-abstracted).
- An online resource portal is offered to health care organizations collecting and submitting data.
- Recognition for eCQM pioneering practices.
- Proven Practices Collection describes eCQM data utilization and optimization success stories.
- Outreach is available through the Joint Commission's speaker's bureau.

### What is the difference in the kinds of Pioneers in Quality Webinars?

Joint Commission provides quality measure related webinars for our accredited/certified health care organizations through the Pioneers in Quality Program. Some of the sessions offer Continuing Education credits for viewing the live session. Three kinds of webinars are offered:

- o Pioneers in Quality™ General Session webinars that present information about ORYX reporting requirements, on-boarding for Direct Data Submission platform and other general measure topics.
- o The Expert to Expert webinar series provides hospitals with technical information about the clinical intent and measure specifications for eQMs.
- o The Proven Practices webinar series shares hospital and health system best practices, successes, tips, and guidance regarding health information technology and performance measure use (eCQM and chart-abstracted) as a source for other organization to adapt and apply to their own performance improvement activities.

### Where can I locate information about upcoming and previous Pioneers in Quality and other measurement-related webinars?

Information about all Performance Measurement-related webinars can be found on the [Measurement Webinars landing page](#). Webinars and Series include: PIQ General Sessions, Proven

Practices Webinar Series, Expert to Expert Webinar Series, Measure-Specific Webinars, and Continuing Customer Engagement webinars. Both information about current/upcoming sessions, as well as recordings and materials from previous sessions are available on that page.

### **What is the Proven Practices Program?**

Annually, The Joint Commission invites hospitals and health systems to submit best practices, successes, tips, and guidance regarding health information technology and performance measure use that are reviewed by the Pioneers in Quality Advisory Panel. Those hospitals and health systems' submissions selected as Expert Contributors are invited to present on a Pioneers in Quality Proven Practices webinar and both Expert and Solution Contributors are recognized within the Proven Practices Collection. See the [Proven Practices](#) page for additional information.

### **Does Pioneers in Quality™ recognition mean a hospital provides better patient care?**

Pioneers in Quality recognition does not necessarily connote better quality of care or data quality at a hospital. Annually, through its Pioneers in Quality Program (PIQ), The Joint Commission recognizes health care organizations and health systems that have demonstrated advanced use of measures and health information technology (HIT) for performance improvement. There are several different efforts/activities for which recognition can be earned and there are also levels of achievement. For additional information about PIQ Recognition, click [here](#).

### **How can my organization be recognized through the Pioneers in Quality program?**

There are different efforts/activities for which recognition can be earned and there are also several levels of achievement. Currently submitting a Proven Practice for consideration as part of the Proven Practices program and volunteering for Measure Development and Testing are types of recognition. For additional information, see this [Recognition page](#).

### **My hospital was previously a “Top Performer.” Why is the “Top Performer” recognition no longer awarded?**

Over several years the Centers for Medicare & Medicaid Services (CMS) removed numerous chart-abstracted measures that were used in Top Performer calculations. The Joint Commission, where possible, maintains close alignment with CMS measures and has also retired many of the same measures.

Also changed, and still evolving, is the use of eCQM data- eCQM data requires additional validation; performance rates between eCQMs and chart-abstracted measures may not be equivalent and eCQM data is currently not publicly reported. As such, The Joint Commission has placed its Top Performers on Key Quality Measures program on hold to permit time for the national measurement environment to evolve before considering reintroducing the program.

## Data Collection and Submission

### How is the Direct Data Submission platform different than how hospitals previously reported eCQM and chart-abstracted data?

The Joint Commission launched the Direct Data Submission Platform (DDSP) in 2018 for submission of eCQM data directly to The Joint Commission. The goal was to enable all accredited hospitals to reduce reporting burden and expense by using a safe and efficient environment for the exchange of performance measurement data with The Joint Commission. For 2020, submission of chart-abstracted data will be on the DDSP to offer hospitals one place to manage their accreditation ORYX performance measurement reporting activity.

### Where can I find eCQM specifications?

The Joint Commission specific eCQM specifications, [ePC-01 and ePC-02](#), can be found at the “Measurement” link under Specifications ([https://www.jointcommission.org/performance\\_measurement.aspx](https://www.jointcommission.org/performance_measurement.aspx)).

eQMs in alignment with CMS are housed on the eCQI Resource Center at <https://ecqi.healthit.gov/eh-cah-ecqms>

### How do I report an issue with an eCQM?

For issues or questions related to ePC01 and ePC02 please visit The Joint Commission eCQM Service Desk. <https://apervita.atlassian.net/servicedesk/customer/portal/12/create/253>

To submit a ticket for eQMs in alignment with CMS, please visit the ONC JIRA site. Create a log in if not already a registered user <https://oncprojecttracking.healthit.gov/support/projects/CQM/issues>

### Where do we find definitions for eCQM-related terms? (i.e., what is an eCQM, Quality Data Model (QDM) category, eCQM union; value set)

The CMS eCQI Resource Center has a glossary available here: <https://ecqi.healthit.gov/glossary>