

# **Virtual Meeting Track 2: Quality Measurement Part Two**

Maternity Multi-Stakeholder Action Collaborative

# March 20, 2017

2:30-4:00pm ET

## **Highlights and Key Takeaways**

MAC members participated in the second part of the two-part series on quality measurement. Below are highlights and key takeaways from the interactive meeting, which included live interviews with:

- Mary Applegate, MD, Medical Director from Ohio Department of Medicaid
- Karin Hoyt, Section Chief, Bureau of Health Plan Policy, Ohio Department of Medicaid
- Douglas Fish, MD, Medical Director, New York State Department of Health, Office of Insurance Programs

Ohio Medicaid and New York Medicaid each used different processes to develop measure sets for maternity episodes and achieved different results. The expert discussants shared with the audience details on whose performance is being measured within each state and to what purpose, the data collection methods and sources, and how each state set benchmarks and performance threshold for accountability and payment. These session highlights are intended to serve as a recap and reference for MAC participants and support shared learning with those not able to participate in this session.

#### **Steps to Performance Measure Selection**

During the MAC Kickoff Meeting on December 1, 2016, ten steps for measure selection were reviewed with MAC participants with the goal of helping the participants determine how to identify quality measures that will support the design and implementation of episode payment. Five of these steps were reviewed in more detail during the part one *Quality Measurement* virtual meeting on March 3<sup>rd</sup>, with the remaining five steps discussed during the part two *Quality Measurement* virtual meeting held March 20<sup>th</sup>. The following five steps were discussed during this meeting:

- <u>Determine Whose Performance is to be Measured.</u> There are various choices an organization has when assigning accountability for performance. Some options include maternity care providers (e.g. obstetricians, family practitioners, or midwives), hospitals, birth centers, neonatologists, or pediatricians. Organizations may choose one entity that would be solely responsible, or more likely, organizations may use a combination of these entities that would share accountability for performance. It is important to decide on whose performance you are going to measure <u>before</u> you start the measure selection process to help guide your decision making.
- Identify the Intended Use(s) of the Measure Set. When undergoing the process of identifying a measure set, it is important to categorize the measures in terms of their potential use. You may want to use quality measures to monitor performance without applying any financial consequences. For example, a purchaser or payer may have interest in measuring how performance is changing in response to a new payment model without modifying current payment. Or they may give data back to providers and inform them on how they can use this data to improve quality. Another potential use of



the measure set may include collecting baseline data on new measures that are not included in the measure set yet, but ones for which you would like to include in the future. Whether your organization decides to look at various measures with different intended uses within the measure set, or develop a measure set for only one intended use, it's important to identify this upfront as many measures can serve multiple purposes.

MAC participants also pointed out during the meeting that other potential uses, in addition to the ones presented, may include public reporting for transparency and consumer education, and to evaluate the effectiveness of the measures.

- Identify Populations and Performance Domains for Measurement. It is important to know the patient population you will be including in your maternity care APM before you select the measure set so you have a better understanding of what areas of performance you want to measure. The population may be as simple as all pregnant women, or you may decide to include or exclude certain subpopulations, such as women with substance use disorder, women with mental illness, or women with high-risk pregnancies. Performance domains refer to the sub-episodes within maternity episodes (e.g., prenatal care, labor and delivery, and postpartum care), or specific populations (e.g., general newborn, high-risk newborn, maternal complications, and emergency care) that are representative portions of the continuum of care. Each organization should ensure that the measure set being developed includes all areas of performance that are important for your organization to measure. The provided examples of population and performance domains are not definitive lists, and organizations may find new and innovative ways to define these areas to fit their organization goals.
- Identify Potential Data Sources and Operational Means for Obtaining Data. The primary sources
  from which data may be collected include clinical data, claim data, survey data, and vital records.
  There are limitations and challenges with each of these sources, though. For example, if an
  organization knows they only have access to one of these sources, that will limit the potential
  measures you may include in your measure set.
- Estimate Desired Size of the Measure Set. This step ties back to the *Identifying the Use of the Intended Measure Set* step. This is an important question to discuss and consider in the process of developing your measure set as you may want to estimate or limit how big of a measure set you want to develop.

These ten *Steps to Performance Measure Selection*, which include the steps discussed on March 3<sup>rd</sup> and March 20<sup>th</sup>, have been presented as if they are to be pursued in sequence. In some sense, they are, but they also are to be considered in iteration. For example, you might start your measure selection process by determining the estimated size of the measure set, but then you may revisit that step again to make the measure set larger or smaller after you have established a candidate measure set.



# Interactive Poll Results – Quality Measurement within Participant Organizations

Quality Measurement Poll Question	Participant Response	Total Percent
What actions or steps have you taken so far to begin selecting measures?*	Continued preliminary research	43%
	Used the Buying Value tool	0%
	Met w/ senior leadership	21%
	Developed a process	7%
	Selected measure criteria	14%
	Identified candidate measures	29%
	Identified likely data sources	36%
	Other Responses from Chat Box  • No "other" responses were typed into the chat box	7%
	Reviewed prior to today, useful	17%
How useful did you find the pre-read	Downloaded, not yet reviewed	44%
materials supplied on the MAC events page?	Not accessed, know where to find	28%
materials supplied on the MAC events page:	Will not use/do not find useful	0%
	Did not know about pre-reads	11%
	Hospital	50%
	OB/GYN	72%
For a maternity APM, who are you planning	PCP/Family Physician	33%
to/who are you currently holding	Midwives	44%
accountable for performance?*	Nurses	17%
	Other Responses from Chat Box  • Birth center for low risk  • Neonatologist/pediatricians	28%
	Medical records clinical data	30%
	Claims data	74%
	Patient-reported data	13%
	All-payer claims database	22%
What source are you/do you plan to collect	Vital records	30%
data for the quality measures?*	Already-reported measures	26%
	Other Responses from Chat Box  • PDR Prenatal Registry of Birth Centers collecting data and measurements	9%
	Relevant benchmarks	58%
	Evidence-based	50%



	Scientifically acceptable	42%	
	Address overuse/underuse	42%	
	Feasible to collect	75%	
Those who have selected and/or	Likely to transform care/quality	42%	
implemented measures, what criteria did you	Balance outcome/process measures	17%	
use?*	Aligned with other measure sets	58%	
	Potential improvement opportunity	58%	
	Stakeholder buy-in	42%	
	Additional Chat Box Response: NQF End	ditional Chat Box Response: NQF Endorsement	

<sup>\*</sup> Participants had the option to choose more than one response for these questions, therefore results do not equal 100%

## Interview: Maternity Value Based Payment Measure Selection in Ohio and New York State

The expert discussants participating in this session are from Ohio and New York State. New York is currently working with two providers to implement pilots for maternity episodes, and in contrast, Ohio Medicaid implemented their maternity episode-based payment through their managed care organizations one year ago.

- Mary Applegate, MD, Medical Director for the Ohio Department of Medicaid
- Karin Hoyt, Section Chief, Bureau of Health Plan Policy for the Ohio Department of Medicaid
- Douglas Fish, MD, Medical Director for the New York State Department of Health, Office of Health Insurance Programs
  - Question 1: How many providers are participating in your model, how is your state using managed care plans to implement the model, and to what extent have you done this in the context of a broader episode-based payment strategy?

#### Ohio's Response

- The first wave of episodes in 2015 included six episodes: perinatal maternity care, asthma, emphysema, acute and non-acute heart catheterizations, as well as joint replacement. In 2016 we had seven episodes, and in a push for transparency, our third wave has 34, which we will start reporting on this year. That is a total of 47 episodes for Ohio. There were many considerations when determining which episodes would comprise the first wave, including feasibility, as we are a largely rural state with three large urban centers, and prior experience in the field, including with Medicare.
- We worked with our Office of Health Transformation whose purpose is to bring all the agencies together to work toward common goals, such as to achieve better health outcomes for the people of Ohio. Since Ohio Medicaid pays for the majority of births about 52% for every dollar we spend, we want better outcomes. We reviewed the high-volume episodes and the high cost episodes as well to determine where there was variation in care, particularly where a practice departed from accepted standards of good practice.
- Particularly for the perinatal episode, we had 749 principle accountable entities or providers. For Ohio, this was the entity responsible for the delivery, which included midwives, family practitioners, and obstetricians.
- The newborn episode is not a part of the maternity care episode. The initial focus was on the maternity episodes; next we will develop pediatric episodes for all wellness levels of



newborns being delivered including preterm infants. Finally, we will bring those two models together to capture the value of being born in the right level facility because that is directly connected to outcomes for the baby. Part of this transformation process includes having transparency in data and getting all clinicians and systems recalibrated to a new way of doing business.

- The managed care organizations already have contracts with our largest hospitals, and many of the clinicians are employees of health systems, so the managed care plans can help push for improved quality. We also have the five top commercial payers in the state agreeing to this design and they too have different types of contracts with those same entities. With the perinatal episode, Medicaid has a greater volume of the patients, and because we are public we are able to show our data to all of the payers. One challenge we came across was involving malpractice reporting for some of the larger hospital systems. They have separate reporting and accounting for measures that are important from a litigation perspective and they were placing a greater focus on those measures than the quality measures we have in our systems. This was discovered when only 11% of OB providers were looking at their reports from us, and after investigating, we found that more emphasis was placed on the malpractice contract requirements than this effort, so that was a lesson to us.
- The managed care organizations in Ohio implement the maternity episode using the same methodology for all covered lives, although some facilities already had different stages of ACO-type arrangements in place with bonuses for certain types of performance. However, the maternity episode was not an attempt to replace any of the existing contracts, and would be implemented in addition to what might have already been in place.

## New York's Response

- Currently, 30-35% of managed care payments for Medicaid are in some type of value-based payment arrangement and New York is in the process of launching a larger value-based payment initiative. We have a roadmap approved by CMS which requires 80-90% of all managed care payments be in some type of VBP arrangement by 2020.
- Maternity care is one of the new value-based payment pilots for episodes. Contracts for this pilot are due April 1<sup>st</sup>, we are working with managed care organizations, and this will be part of a broader launch of value-based payment initiatives. We have had about 20 value-based payment contractors express interest in the pilot and 5-10 will be chosen to participate. We have interest from large urban health centers and hospital based systems.
- The role of the state is very flexible. New York is assisting with setting a target budget with the health plans for their various value-based payment arrangements. After that, New York will allow the health plans and provider organizations tailor the program to their needs.
- In addition to the maternity episode, New York is also implementing a Total Care for the Population model as well as an Integrative Care model that's focused on PCP-controlled activities (i.e., prevention activities including well visits and sick visits, and 14 high-cost chronic conditions). These two models can be implemented in addition to the maternity episode. Other New York value-based payment arrangements focus on the HIV/AIDs sub-



- population and our health and recovery plan population (i.e. serious mental illness and substance use). We are considering a future arrangement for managed long term care.
- It is important to note the managed care organizations are not specifically required to implement maternity episodes, however, a maternity episode would be considered as a type of Total Care for the Population model since it includes prenatal care, labor and delivery, 30 days post-discharge for the newborn, and 60 days post-discharge for the mother.
- Question 2 [to Ohio]: Some of your quality measures are linked to gain-sharing and some are for reporting only. How did you select these measures, why did you chose different measures for different purposes, and what were your considerations?
  - Our gain-sharing measures were chosen based on what the evidence suggests care should include for all women (i.e., prenatal HIV screening rate, prenatal group B streptococcus screening rate, cesarean rate, and 60-day postpartum follow-up visits). Although we did look at a much broader set, those measures were big priorities for Ohio because they were supported by the American Congress of Obstetricians and Gynecologists and other best practices. We included the postpartum visit because we had such a low incidence of return visits for postpartum care, we felt it was important to link that with gain-sharing.
  - [Asked by MAC Participant Fran Schwartz asked] Did you notice a higher hospital admission rate due to a lack of postpartum continuity of care?
    - The postpartum hospital admission rate related to the mother may not have as much as an impact as other factors that may impact the health of the infant, like maternal depression. We lose opportunities for important care or screenings when this follow-up care is missed, although it may not necessarily result in a postpartum-related emergency department visit or inpatient stay. Evidence suggests that a lack of follow-up care postpartum does impact the infant, though.
  - Our Reporting Only measures (i.e., prenatal gestational diabetes screening, prenatal hepatitis B screening, number of ultrasounds, and chlamydia screening), include care that should happen, but we did not have confidence that our claims systems were capturing all of the encounters for these screenings. We wanted to report on these measures to bring attention to their importance, but they are not included as part of the gain-sharing measures. Just because a measure is being reported now though does not mean it will eventually become a gain-sharing measure.
  - [Asked by MAC Participant Karen Shea asked] In Ohio's measure set, are ultrasounds included in the episode definition even though they are for reporting only?
    - Yes
  - Ohio placed more emphasis on the screening measures for our measure set because they are an indication of future possible maternal complications. For example, STI's are connected to pre-term births, and Group B Strep screening will provide an indication of whether the newborn will need NICU treatment, depending on if the mother was appropriately treated.



- Claims are the primary data source because that is what most private payers and Medicaid managed care organizations are using. This data source was more feasible for Ohio, however, we appreciate New York's example of having vital staff present to assist with measures such as exclusively breastfeeding at the time of discharge.
- o Question 3 [to New York]: What are New York's measures and how did you choose those?
  - We used quality measures that we had experience with, measures used in other quality programs by our Department of Health, Office of Quality and Patient Safety, measures that are similar to those used in our Delivery System Reform Incentive Payment (DSRIP) program, and measures that came out of our Clinical Advisory Group meetings.
  - The Clinical Advisory Group was a convening of stakeholders from around New York, which included clinicians (i.e., obstetricians, pediatricians, perinatologists, advocacy groups). This group developed a "wish list" of measures and categorized them into three areas, 1) feasible for year one of the program, 2) aspirational measures which need more work and development in the pilots, and 3) measures that are not feasible for various reasons.
  - Our final Category 1 measures used in the maternity pilots require reporting on nine measures, two of which are pay for performance measures: NTSV C-Section; Frequency of Ongoing Prenatal Care; Incidence of Episiotomy; Long-Acting Reversible Contraception Update; Low Birth Weight, Percent of Babies Exclusively Fed Breast Milk During Hospital Stay; Percent of Preterm Births; Prenatal and Postpartum Care including Timeliness of Prenatal Care and Postpartum Care; and Preventive Care and Screening: Screening for clinical depression and follow up.
  - Although the pay for performance measures have recently lost NQF endorsement, we are committed to these measures. The Clinical Advisory Group will reconvene each year to review changes, make recommendations, and reconsider measures which have changes in terms of endorsement or retirement.
  - The health plans and contractors will negotiate whether the measures are provider reported or if payers will generate the measure results from claims data. Non-claims based measures will need to come from the contractors, providers, or hospitals themselves.
- Question 4 [to Ohio]: Are your measures more clinician focused than hospital focused?
  - Although we agree that measures such as having vital staff present, measuring breastfeeding rates, and measuring long acting contraception placement are useful, we had to find a feasible place to start. In our current design, data goes back to the accountable provider to review, and in most cases, that is the obstetrician or midwife. We chose measures for which they had responsibility and we could gather information based on claims data. As we become more sophisticated with EHR driven measures, we will move in that direction.
- Question 5 [Asked by MAC Participant Elliott Main]: Are the measures calculated for each managed care organization or is there a single Medicaid rate used across all MCOs?

Ohio's Response



We use an all Medicaid aggregate rate for benchmarking. We are currently providing feedback to each provider, but we are moving toward an aggregated report because it's difficult for providers to look in so many places to determine their performance.

#### New York's Response

- In the beginning, each plan will work with their individual contractor and calculate their rate at the local level. If the contractor is working with three different plans, then they would have three different calculations and results for their measures.
- Question 6: Based on your experience, what advice do you have for states and health plans just starting work on a quality measure set that they plan to use for value-based payment?

## Ohio's Response

Look at their constraints. New York's example of using vital stats in a timely manner is ideal. If I had to start this process over today, I would also report a percentage of newborns who had to go to the NICU, or find a reporting measure that bridges across the outcome of the pregnancy. Be aware that state constraints do impact the measure sets that are chosen.

#### New York's Response

- In the interest of getting our pilots implemented quickly, our Clinical Advisory Group was convened by a consultant and not by staff from the Department of Health. We were not involved in that early process, and by the time measures were released, we had to complete a detailed feasibility review on a much larger list to determine which Category 1 measures were possible in the first year. An important first step would have been to set expectations with the stakeholders about to provide them with a better understanding of what is realistic and what is not.
- Question 7 [Asked by MAC Participant Sean Currigan to Ohio]: Can you clarify whether you are using the regular cesarean rate or NTSV cesarean rate?
  - My recollection is Ohio uses the NTSV rate, but I will confirm that and share our technical specifications for all of our measures with the LAN to be included in the modified Buying Value Tool discussed during the March 3<sup>rd</sup> meeting.
- Question 8 [Asked by MAC Participant Sean Currigan]: New York is using the Screening for Clinical Depression and Follow-up measure, which does not include pregnant women. Pregnant women were just added to the denominator of this measure for this year, which will be included in the 2018 specifications that have not been released yet. What version is New York referring to in their measure set, and does it include the pregnant or postpartum women?
  - We did struggle with this measure, but we thought it was important to have some measure of depression and we are aware there is a new measure that has postpartum depression included as part of a composite measure. This is something we are looking forward to in future years, but we are not prepared to undertake this in 2017.
  - We are using this standard measure in our measure set for all women as part of the broader population so that is why we brought it in for this episode as well. We count any acceptable measure screening the woman received.



 Question 9 [Asked by MAC Participant Elliott Main]: What do you see as the role for the pay for reporting measures (e.g., are they used for public release or do you see them as future pay for performance measures)? Further, for New York, you currently only have two NQCA HEDIS measures listed as pay for performance and those are built into most health plan data sets now.

#### Ohio's Response

Our reporting measures may potentially be used as performance measures in the future. Part of our data transparency effort is to create dashboards related to variation of performance with a focus on the impact of social determinants of health and measuring that, particularly as it relates to postpartum follow up for maternity care. This mapping will provide us insight into what fosters better performance that is not just dependent on the health systems and hospitals.

## New York's Response

- Our view is that as we gain more experience and understand how these measures work, they would graduate to pay for performance. Our state doesn't dictate a minimum number of performance measures that contractors and MCOs must use, the measure list is a menu for them to choose as many or as few where they would like to focus. We want them to gain experience on reporting all measures, with the goal of more measures becoming pay for performance over time. Our roadmap suggests 50% of metrics be met to share in savings, and they can choose performance and/or reporting measures. This may change over time based on feedback from the contractors and managed care organizations.
- Question 10 [Asked by MAC Participant Fran Schwartz]: Was the information for midwifery reporting different than the information for physician data?
  - Both Ohio and New York stated that the reporting information is the same.
- Question 11 [To New York]: Within New York's shared savings model, what percentage of savings is being shared?
  - Our website provides our guide for this in the <u>value-based payment roadmap</u>. In Level 1, there is no risk and there is the opportunity for 50/50 shared savings if 50% of outcome metrics are met. In Level 2, there is risk sharing in addition to shared savings. The guidance is 90/10, but this can be negotiated among the managed care organizations and the contractor. If there are savings, 90% could be shared by the contractor and 10% would go to the health plan.
- Question 12 [Asked by MAC Participant Sean Currigan]: Are you stratifying by provider taxonomy code (Maternal Fetal Medicine vs Obstetricians) and are you expecting a separate expected observed ratio?

#### Ohio's Response

- Ohio is not stratifying by provider taxonomy code, although we are in discussion to add a maternal fetal episode that includes the obstetrical maternity piece, labor and delivery, and newborn care. The assumption is that the moderate and high-risk patients would be combined, and then we would also have a lower risk group.
- Our obstetricians and neonatologists work closely on several quality improvement efforts so they are supportive of a more holistic approach to perinatal care.



#### New York's Response

- Currently, we are not stratifying by provider taxonomy code. Providers are bundled into the entire arrangement and are not stratified out separately.
- It is important to look at the types of measures to indicate the need for stratification. Process or screening measures need to be completed during every pregnancy no matter if the patient is higher risk or lower risk, therefore no stratification is needed. Cesarean is an exception to this, as this measure rate may vary significantly depending on the patient's risk status, and this measure does stratify out some risk factors. When using outcome measures, these are dependent on underlying risk strata of the patient, therefore more risk adjustment will be needed for these measures. Stratification of measures will vary based on which measures are selected and on who the contractor is (e.g., hospital/health system or a group of obstetricians).
- New York discussed risk stratification in depth for the measures, and determined we would not risk stratify for our specific measures, but the stratification would occur in terms of how the payment is applied. Measures may be weighted differently within plan-specific contracts, therefore they may not all be weighted equally, so measures are weighted and stratified based on the payment end instead of the measure specific end. It should be noted that the approach taken with stratification will look different depending on if you are attempting a statewide initiative compared to a one to two provider implementation.
- Our hope in New York is that there will be broad uptake statewide and not just within the pilots. The measure sets are publicly posted and available for use outside of the pilot setting.
- Question 13 [To Ohio]: Have you assessed the impact that changing payment methodology has had on quality performance?
  - Preliminary data suggests our quality measures have not moved, which is consistent with the challenge that only 11% of clinicians have assessed their own reports. There is a segment of clinicians who think payment reform is theoretical, so until there is actual money connected to it, it is difficult to effect change.
  - Providers are not eligible for any gain sharing unless they pass the quality measures, which we initially set so that 75% of providers could pass during this current year. Over time we hope to advance that threshold to higher quality care.
  - Clinician groups are realizing they need to assess the performance of their entire group and not just themselves to be eligible for gain sharing.
- Question 13 [To Ohio]: New York shared earlier their process of convening a group of stakeholders to pick their measures and review them once a year, do you have a similar process? Who came and how often to review?
  - In the beginning, we did have a large stakeholder group with over 30 participants including but not limited to: midwives, specialty obstetricians, family practitioners, and general obstetricians. We recognize that we need a process in place to clarify coding questions, refine measures, and listen to feedback from the field. We are currently determining how soon we should start this process and at what interval this group should meet. It may be 18



months before we start this process in order to have time to analyze the data and understand the financial impact from the models before convening the group to discuss changes.

- Question 14 [Asked by MAC Participant Elliott Main to Ohio]: You are showing low rates for the HIV and GBS screening measures. Do you double-check the codes received from claims as opposed to from medical records?
  - Ohio presumes that the testing is completed in the antenatal period, however, if the testing is completed at the time of delivery, it may be hidden within the DRG hospital claim. We assume there is an average screening rate across the state which would include the variations in billing practices. We do include all the codes that have those panels from any claim, no matter who performed the test, however, there are is still a lot of variation with those measures in who provides the services so the claims data alone may not be collecting all of the data for those measures.
- Question 15 [To Ohio]: What were your biggest barriers and lessons learned over the past year?
  - The way Ohio designed our episode is too complicated with the myriad factors that impact performance, and length of time before clinicians are financially gaining from this model. We are working to improve transparency and data, and bring the clinicians and physicians together to figure out how to drive measures. Another barrier was with confusion caused by the switch from ICD-9 to ICD-10 codes.
  - Providers also have difficulty finding a total view of their practices' performance with so many payers providing separate reports. Data transparency needs to be easy and understandable for providers, and available on a continuous cycle. We currently offer quarterly reports, but there is a lag, so there needs to be investments in advancing IT data systems to improve this.

## Interactive Poll Results - Feedback on the Value of this Meeting

Question	Answer	<b>Total Percent</b>
Please let us know how you would rate the value of this meeting?	Very Valuable	48%
	Valuable	38%
	Somewhat Valuable	14%
	Not Valuable	0%
How can the next meeting be more valuable?*	Allow for more Q&A time	0%
	Restructure guest presentation	0%
	More aligned reporting focus	55%
	Provide meeting agenda sooner	9%
	Other Responses from Chat Box	
	<ul> <li>Provide opportunity for</li> </ul>	
	input before the meeting	
	<ul> <li>Results! Changes in</li> </ul>	
	quality metrics	36%



•	Experience from other
	states - how many have
	maternity episodes?

<sup>\*</sup> Participants had the option to choose more than one response for this question, therefore results do not equal 100%

Written Feedback from Participants		
Have you any requests	"Member/Patient education and consumer engagement"	
for future meeting	"Consider adding some "pay for reporting" criteria within our	
content?	blended case rate pilot"	
What action steps related to quality measurement will be feasible for you to undertake based on this meeting?	<ul> <li>"I will take some of the excellent questions raised back to our VBP workgroup for discussion."</li> <li>"Claims data analysis on measures"</li> <li>"Provider involvement in program design and measure acceptance"</li> <li>"Oregon Maternal Data Center investigation, considering asking</li> </ul>	
	clinical providers about access to clinical data"	
Overall Feedback from Participants	<ul> <li>"Either during the meeting or following the meeting, provide some more detailed information on presenter contenthaving the information from today's Q&amp;A written up would be helpful"</li> <li>"Liked having Michael keep the conversation going with his questions, which were great in guiding us toward more detail."</li> <li>"Thanks for a great webinar"</li> <li>"I thought the meeting and speakers were informative. There was a lot of interesting information that came out regarding the measures, the thought that went into picking them, and the reaction of the clinical providers."</li> </ul>	