

# Request for research participants from ACOs

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# Agenda

User research with ACOs

1. Intro to our team
2. A new tool for ACOs
3. User research to improve the tool
4. Request for research participants
5. What's involved?
6. How this research helps ACOs



# —● The Open Source Program Office (OSPO) team

Meet the members of the OSPO working on DedupliFHIR.



**Remy DeCausemaker**  
OSPO team lead



**Natalia Luzuriaga**  
Software engineer



**Isaac Milarsky**  
Software engineer



**Meg Peters**  
User researcher

## —● New open source tool for ACOs

Last year, CMS held listening sessions with ACOs to get feedback on challenges with eCQM reporting.

The OSPO listened to ACOs' feedback and identified a way to make eCQM reporting easier.

**Then the OSPO built open source software to help ACOs deduplicate patient records when reporting eCQMs.** This tool is called “DedupliFHIR.”



## —● User research to improve the tool

### Why are we doing user research?

- The only guaranteed way to improve a product is to **test the product with the people who will use it.**
- This means we need to speak with **technical ACO staff who prepare eCQMs to report to CMS.**



## Request for research participants

**If an ACO can answer “yes” to the questions below, we’d like to talk to one technical ACO staff member:**

- ✓ Does your ACO have multiple Electronic Health Records systems that pose challenges for eCQM reporting?
- ✓ Does your ACO lack sufficient IT support internally?
- ✓ Do you have an individual on staff who works directly on deduplicating data used for reporting eCQMs — someone who’s very hands-on? (Not a vendor.)
- ✓ If you do, has that person done deduplication work for at least 1 cycle of reporting eCQMs to CMS?



## What's involved?

**We're asking for 60-75 minutes of time from 5 to 8 ACO staff members (each from a different ACO) in the next couple weeks.**

During the research session, we will:

- Show the staff member our open source tool and ask them to do key tasks
- Ask questions about the ACO's eCQM reporting process, focusing on deduplication (workflow and technical questions)
- Collect all feedback and keep it confidential



## How this research helps ACOs

Each ACO staff member's feedback will **help us understand ACO needs.**

**We're designing DedupliFHIR for ACOs that:**

- don't have much IT support,
- have staff who work directly on deduplicating data used for reporting eQMs, and
- have multiple Electronic Health Records systems.

By gaining a better understanding of ACO needs, **we can improve our open source tool and plan future features to fit ACO needs.**







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## **Questions or comments?**

Contact Meg Peters

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