



NCQA State Solutions: Performance Measurement Services

The National Committee for Quality Assurance (NCQA) is the Healthcare Effectiveness Data and Information Set (HEDIS) measure steward and uniquely positioned to support states with clinical quality and patient satisfaction measurement activities.

Expertise	Capabilities	Current Clients (Sampling)
<p>MEASURE DEVELOPMENT, RESPECIFICATION, AND MAINTENANCE</p> <p>NCQA offers unparalleled experience with new measure development, respecification and maintenance activities for plans, providers and ACOs.</p>	<ul style="list-style-type: none"> Literature reviews Technical specifications development Identification of valid data sources Stakeholder engagement and public comment Field-testing for feasibility, reliability and validity Manual development and annual reassessment Guidance-material development and annual reassessment 	<ul style="list-style-type: none"> CA IHA (Align. Measure. Perform.) CA OPA (Report Cards) CA SNI (PRIME/QIP) CDC (Perinatal, Antibiotics Use) CMS (Depression, ECQMs) SAMSHA (Substance Use)
<p>MEASUREMENT SELECTION, ALIGNMENT AND GUIDANCE</p> <p>NCQA offers substantial technical expertise to support state P4P/VBP programs; public reporting activities, such as scorecards and quality rating systems; evaluation design and implementation; as well as special state projects or initiatives.</p>	<p>Selection</p> <ul style="list-style-type: none"> Methodology design and implementation Environmental scans Development and application of criteria Annual reevaluation <p>Alignment</p> <ul style="list-style-type: none"> Methodology design and implementation Measure crosswalks Stakeholder engagement Technical reports, guidance materials <p>Guidance</p> <ul style="list-style-type: none"> P4P/VBP establishing minimum performance P4P/VBP benchmarks and thresholds P4P/VBP transition plan for P4R to P4P Summarize HEDIS specification changes and public comments Tactics to address HEDIS specification changes Tactics to address HEDIS data reporting issues <p>Related Capabilities</p> <ul style="list-style-type: none"> Public reporting and report card methodology design 	<ul style="list-style-type: none"> CA IHA (Align. Measure. Perform.) CA OPA (Report Cards) CA SNI (PRIME/QIP) DE Medicaid (Scorecards) IN Medicaid (1115 waiver evaluation) CMS (Medicaid Core Sets & Marketplace QRS)
<p>RESEARCH & ANALYSIS</p> <p>NCQA's Research & Analytics team is experienced in supporting delivery system reforms, innovative initiatives, special projects, studies and program evaluation.</p>	<ul style="list-style-type: none"> Qualitative Methods (Focus Groups, Interviews) Quantitative Methods (Statistical Analysis) Applying risk adjustment methodologies Best practices Ad hoc analysis <ul style="list-style-type: none"> Interpreting measure results Trending analysis Identifying high performers and measure gaps Data aggregation Special populations, social risk 	<ul style="list-style-type: none"> CA IHA (Ad hoc analysis) CA OPA (Ad hoc analysis) CA SNI (Ad hoc analysis) CMS (Health disparities) Johns Hopkins (Patient safety) The Scan Foundation (LTSS) RWJ Foundation (Social Risk)
<p>DATA COLLECTION & VALIDATION SERVICES</p> <p>NCQA offers expertise in standardized data collection and validation methodology design/application.</p>	<p>Data Collection</p> <ul style="list-style-type: none"> HEDIS and non-HEDIS Training and technical support <p>Data Validation</p> <ul style="list-style-type: none"> Methodology design Audit manuals Manage appeals process 	<ul style="list-style-type: none"> NY Department of Health (collection) TX Center for Health Statistics (collection) OPM (collection) CDC (validation—Million Hearts) CA SNI (audit methodology)

To learn more, contact Jennifer Zutz, Quality Solutions Group, at Zutz@ncqa.org