



The Future of HEDIS®

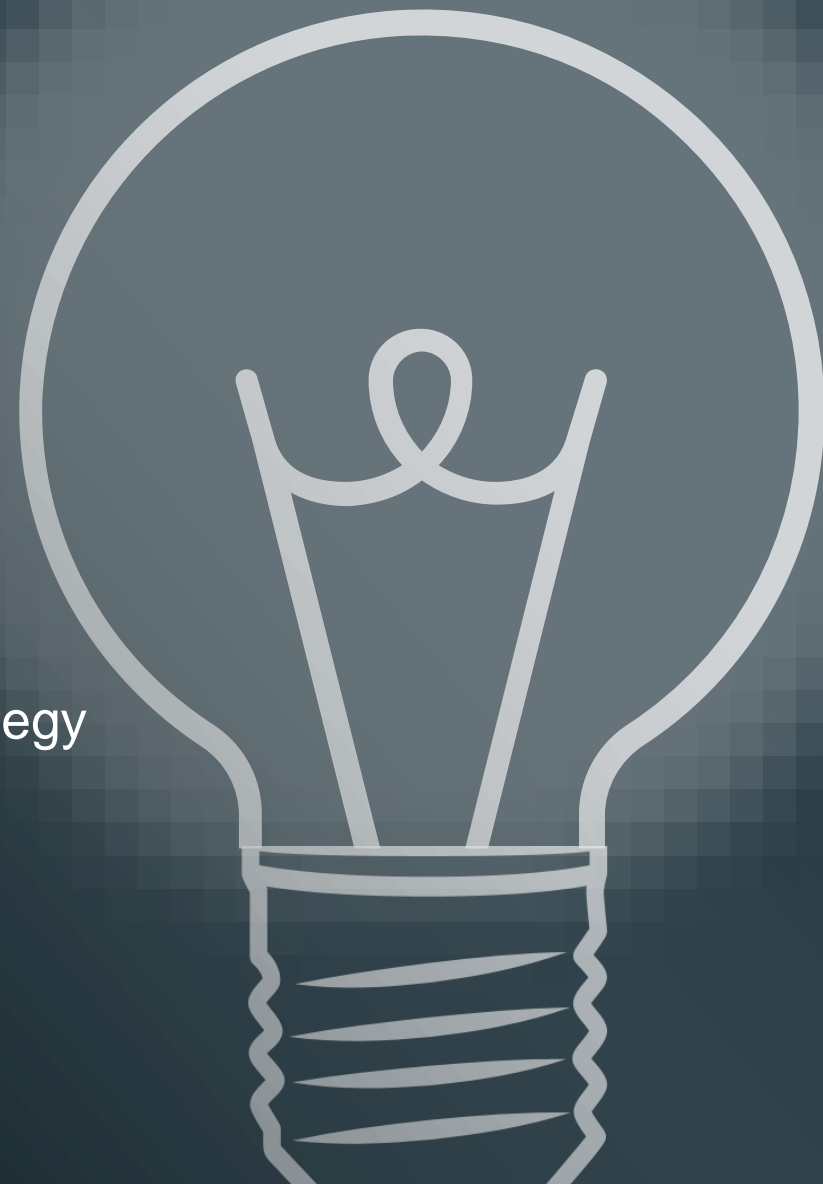
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Ben Hamlin, NCQA Senior Research Informaticist

Episode 4: December 10, 2019

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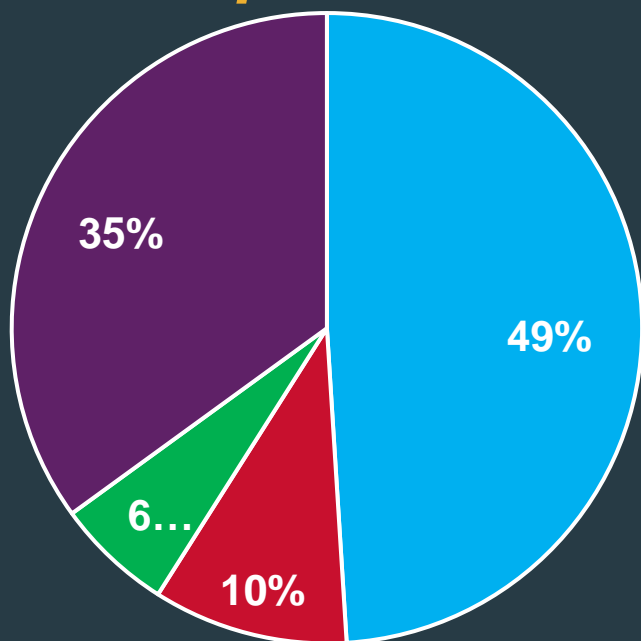
Welcome!

*Episode 4 of
this webinar series*

*6,622 registrants
in this series*



*49% of series
registrants are
from health plans*



■ Health Plan ■ Health IT ■ Government/Public Policy ■ Other



Welcome!

*Episode 4 of
this webinar series*

*43% of registrants
are new*



Recommended Viewing

*See our earlier webinars:
[ncqa.org/future of hedis](https://ncqa.org/future-of-hedis)*



Episode 1: The Basics
(July 12, 2019)



Episode 2: Answering
Common Questions
(September 27, 2019)



Episode 3: Let's Get Technical –
Digital Measures & ECDS
(October 30, 2019)

The background of the slide features a desk calendar on the left side, with several pages of papers flying off it in a dynamic, swirling motion towards the right. The entire scene is rendered in a monochromatic blue-grey color scheme, creating a professional and modern aesthetic.

Why change HEDIS, and why now?

Health care environment

Feedback

Market research

What's the purpose?

Improve utility of HEDIS

Maintain integrity of measures
throughout the system



We don't have all the answers



Changes will be gradual

A process, not an event

Collaboration, not commands

Readiness varies, so the pace will vary

An aerial photograph of a sailboat sailing on a dark blue sea. The boat is white and is moving towards the bottom right of the frame, leaving a white wake behind it. The text is overlaid on the left side of the image.

We are early in this journey

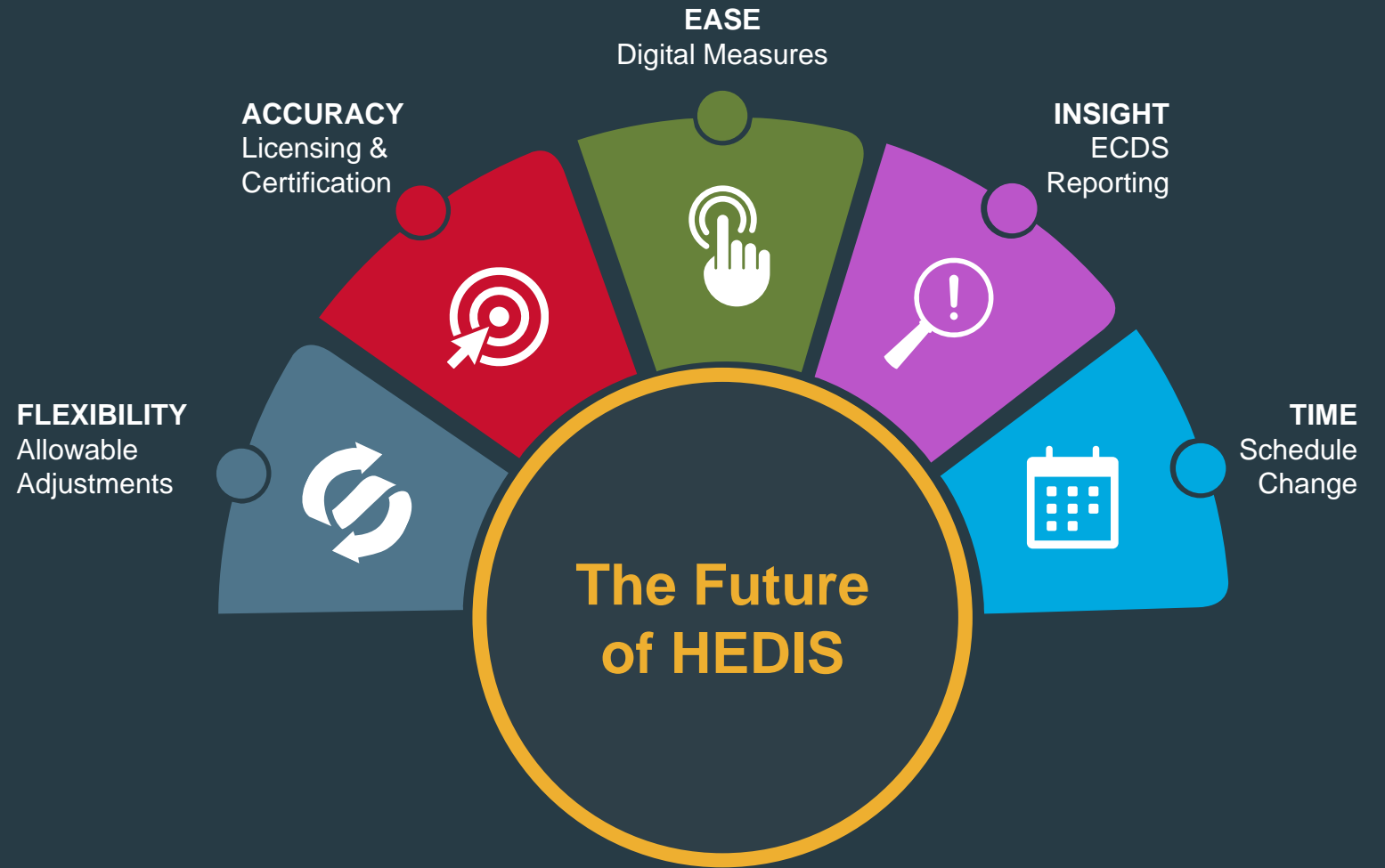
More webinars and dialogue to come

5 Core Topics

“Infrastructure”
How HEDIS works

NOT

Content
What HEDIS measures



Allowable Adjustments

What? “What’s the vision?”



Adjust measures

Keep clinical intent

Use HEDIS at different
levels of system

Allowable Adjustments

So What? “Why should I care?”



Customize *correctly*

Study gaps in care

Reduce burden

Allowable Adjustments

Now What? “What’s my next step?”



Consider how you use or
want to adjust our measures

Read what’s allowable
(end of Vol. 2
measure sections)

Contact MyNCQA

Licensing & Certification

What? “What’s the vision?”



All HEDIS users need
a license agreement

Commercial services based on
HEDIS also need certification

Licensing & Certification

So What? “Why should I care?”



Accuracy, reliability

Trust in value-based
payments

Apples-to-apples
comparability

Licensing & Certification

Now What? “What’s my next step?”



How do you use HEDIS?

Commercial Users:
MyNCQA> Ask a Question>Orders>
Custom License Agreement

Digital Measures

What? “What’s the vision?”



Digitalized versions of
existing measures that use
traditional reporting

Measures written as
computer code
(machine-readable)

Download measures directly

Digital Measures

So What? “Why should I care?”



Easier transfer of measures
into your IT system

Reduce interpretation,
recoding, human error

Standardize to ease use
across care continuum

Digital Measures

So What? “Why should I care?”



Our most-viewed video of 2019: “An Introduction to Digital Measures”

ncqa.org/digital-hedis-video



4:00



Digital Measures

Now What? “What’s my next step?”



Take our real-time survey



ECDS Reporting

What? “What’s the vision?”



A type of digital measure

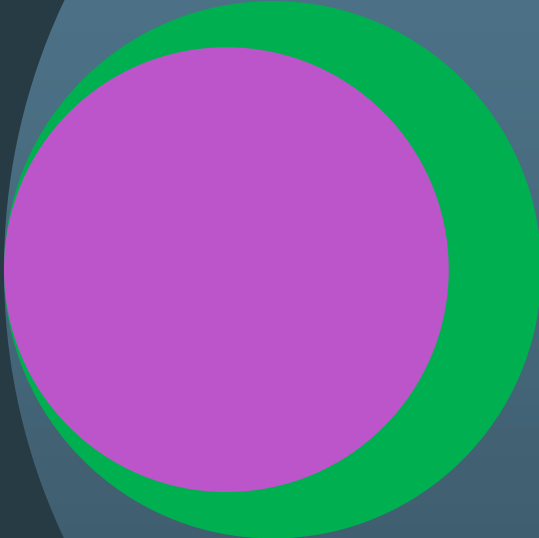
Report clinical data according
to data source

ECDS Reporting

What? “What’s the vision?”



ECDS / 11

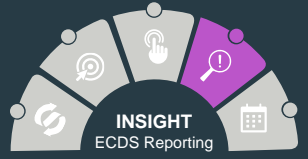


HEDIS / 88
non-survey measures

DIGITAL / 19

ECDS Reporting

So What? “Why should I care?”



Leverages more and better data
into greater insight

Fosters patient-centered care

ECDS Reporting

Now What? “What’s my next step?”



Order ECDS measures:
(store.ncqa.org/ECDS)

Report ECDS measures

Share experiences about
ECDS reporting

*First ECDS measure to be **publicly reported***

Prenatal Immunization Status

HEDIS MEASUREMENT YEAR 2020
(Reported **June 2021**)




ECDS Reporting

Now What? “What’s my next step?”



Health Plan Report Card will highlight ECDS-reporting plans.


Health Plan Listing



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REPORT CARDS | Health Plans | Providers | Practices | Other Health Care Organizations | Get More Data | Methodology | My Saved




Health Plans

Last update: 08/15/19. Ratings are updated annually (September).

Refine By

ELECTRONIC CLINICAL DATA ⓘ

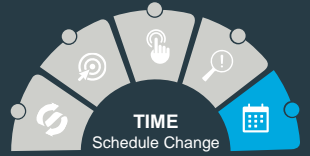
☐  ECDS (50)

Example Health Insurance Plan also known as "Example Plan"	★★★★☆	Accredited
Example Health Insurance Plan		Not Accredited
Health plan example name ⓘ	★★★★☆	Accredited
Example Health Insurance Plan		Not Accredited

ECDS Tooltip for icon's definition.

Schedule Change

What? “What’s the vision?”

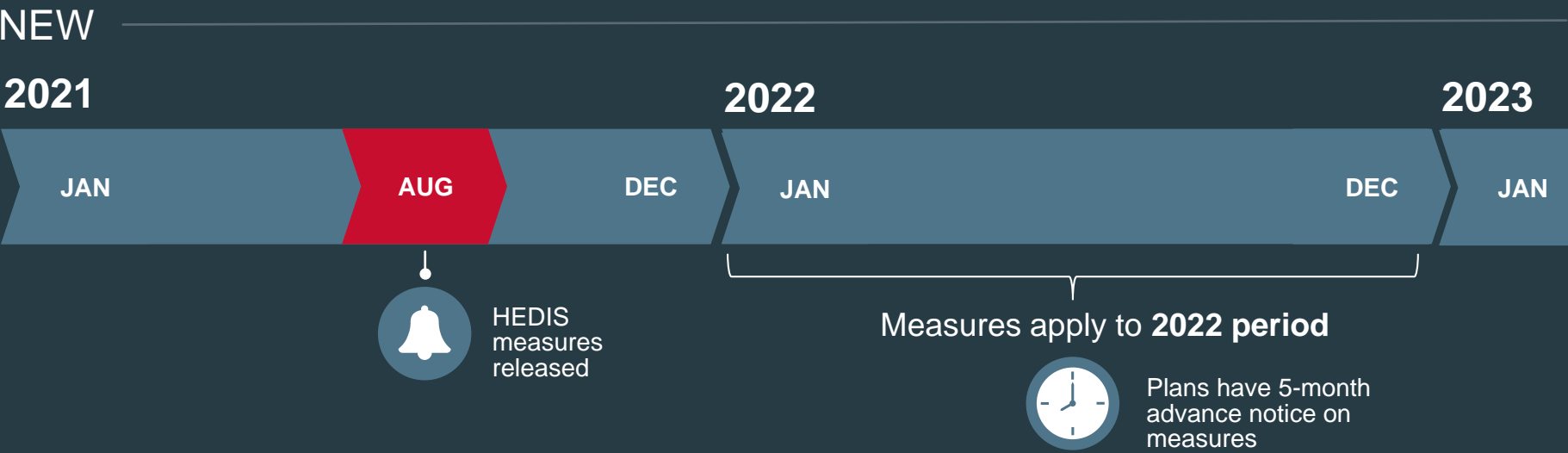
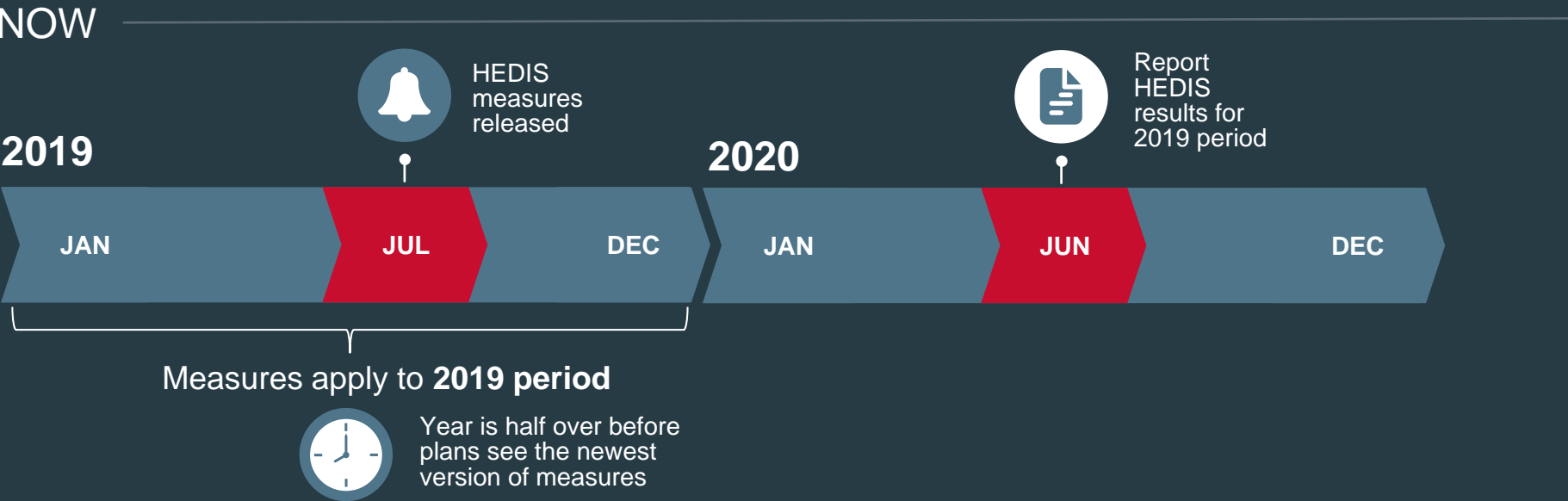


Current: 6-month lag
(Jan-Dec measures = July notice)

Future: 5-month head start
(Jan-Dec measures = *prior* Aug notice)

Schedule Change

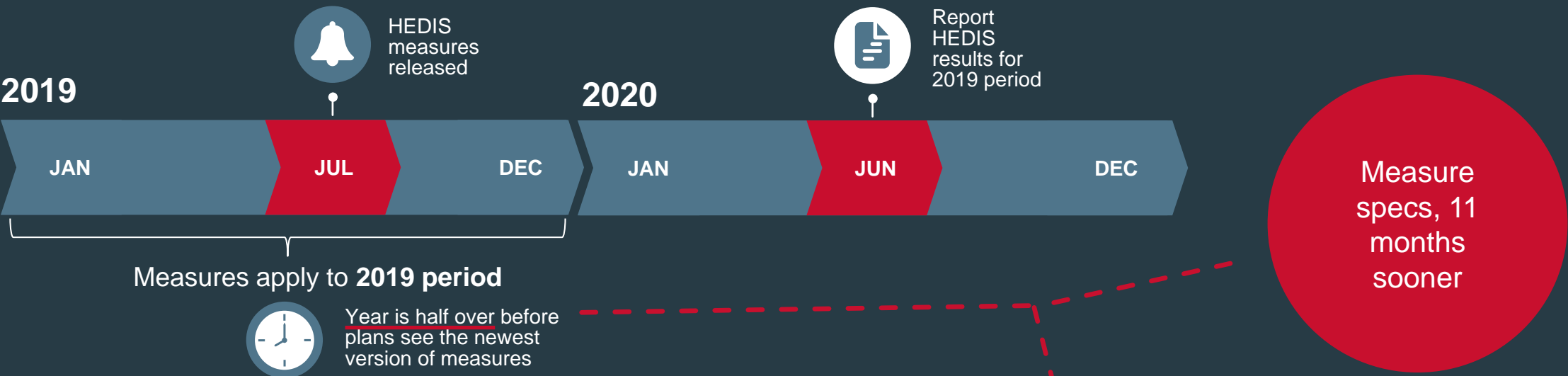
So What? “Why should I care?”



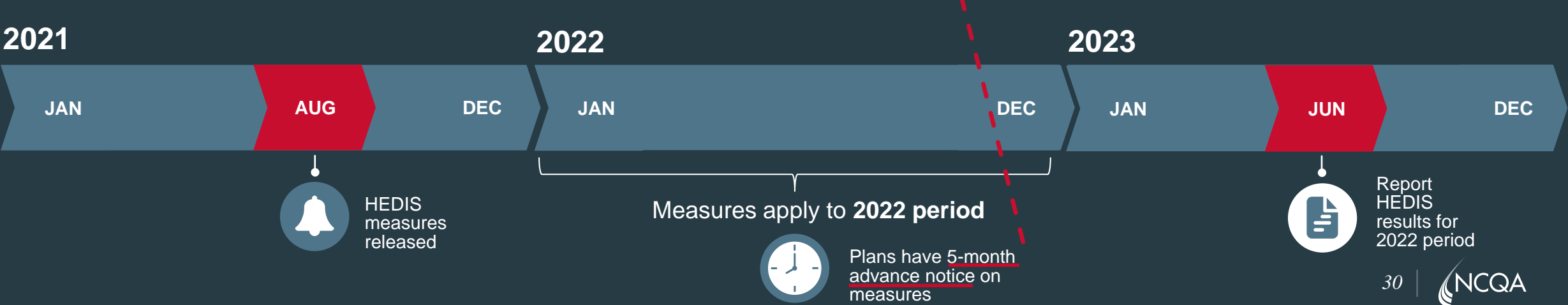
Schedule Change

So What? “Why should I care?”

NOW



NEW



Schedule Change

Now What? “What’s the next step?”

A related simplification: the HEDIS naming convention.



What’s the difference?

Why so many?

Schedule Change

Now What? “What’s the next step?”

Transition Year: Two HEDIS editions coming July 1, 2020.

	HEDIS MY 2020	HEDIS MY 2021	HEDIS MY 2022
Publish Vols. 1 & 2	7/1/2020	7/1/2020	8/1/2021
Publish Vol. 2 Technical Update	10/1/2020	3/31/2021	3/31/2022
First Year Public Reporting	10/1/2020	10/1/2021	10/1/2022
Complete HEDIS Vendor Certification (Survey)	12/15/2020	12/15/2021	12/15/2022
Complete HEDIS Vendor Certification	2/15/2021	10/1/2021	7/1/2022
Data Submission Due	6/15/2021	6/15/2022	6/15/2023

Before we continue...

Let us hear from you again





Learning Collaboratives with ECDS

Implementation of Measures and Quality Improvement



Alcohol Learning Collaborative

(2017-2020)

Funded by the Centers for Disease Control and Prevention & Substance Abuse and Mental Health Services Administration

Participants: EmblemHealth (NY), GOBHI (OR), S. CA Kaiser Permanente (CA)

NCINQ Adolescent Depression Collaborative

(2018-2020)

Funded by the Agency for Healthcare Research and Quality & CMS

Participants: Affinity (NY), Excellus BCBS (NY), GOBHI (OR), CenCal (CA), AmeriHealth Caritas (DC)

Learning Collaborative Target Measures

Unhealthy Alcohol Use Screening
and Follow-Up

Depression Screening and Follow-
Up for Adolescents and Adults

Utilization of the PHQ-9 to Monitor
Depression Symptoms for
Adolescents and Adults

Depression Remission or Response
for Adolescents and Adults



Electronic Clinical Data Systems

Plans collect data from various sources to accurately assess performance.

Clinical data may be captured in electronic health records, health information exchanges, clinical registries, case management records and administrative claims.

What have we learned?

Key facilitators and barriers to improving behavioral health ECDS measures



Which Interventions have Plans Found to be Helpful?

Strategies for Improvement



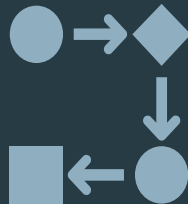
Access to Data

- Leverage health information exchanges
- Incentivize provider reporting
- Partner with provider groups to exchange data
- Incorporate LOINC codes into provider EHRs
- Work with data vendors



Increase Screening

- Educate providers on use of standardized tools and coding terminology
- Incorporate screenings into clinical workflow
- Use apps to engage patients



Follow-Up and Management

- Educate and train providers on evidence based care
- Develop workflows for follow-up/management
- Outreach to members with positive screening and/or diagnosis
- Utilize case management resources

Accessing Clinical Data for HEDIS Reporting

Learning from the experiences of AmeriHealth Caritas District of Columbia

- Began effort ~5 years ago with collection of supplemental data from EHRs of two large Federally Qualified Health Centers
- With focus on depression ECDS measures also explored getting clinical data from internal case management programs and health information exchanges
- Findings:
 - Focus on practices/exchanges where the bulk of plan membership is represented
 - Incorporate data exchange with practices into value-based payment arrangements
 - Transform manual data collection processes into automatic feeds
 - Provide relevant data back to clinicians (e.g., provider portal)

Listen to full podcast available here:

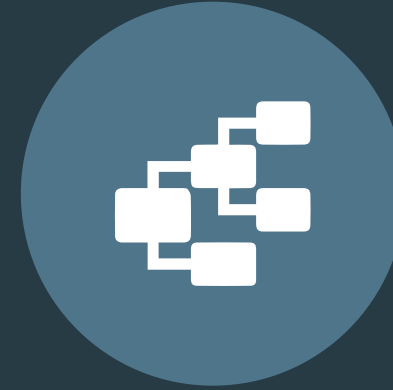
<https://blog.ncqa.org/inside-health-care-020-pete-stoessel-amerihealth-caritas/>

What's Ahead for 2020



Collecting and Reporting Measures

- Reporting the behavioral health ECDS measures for HEDIS 2020



Quality Improvement Resources/Tools

- Develop guide for reporting ECDS measures:
 - Addressing barriers/challenges
 - Using data collection tools
 - Balancing & interim measures to track performance
- Identify best practices and resources for improving care
- Case studies describing successful changes



7 Principles

(per NCQA-CMS/ONC discussions)

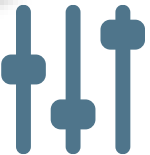
1



Minimize Reporting Burden

- Use data generated in the course of planning, delivering, or paying for care
- Use common measures across programs
- Use common measure set for all providers

2



Strengthen Data's Scope, Quality and Validity

- Use data from all suitable sources, not just payers and providers
- Independently verify data quality and validity to provide info on issues and gaps
- Strengthen knowledge generated using the most granular information possible
- Assess all sites and care types (in part by being person-centric)



Establish National Systems and Data Infrastructure

- Maximize health IT and computable data's potential to help providers improve
- Create timely point-of-care decision support based on data from many sources
- Provide community- or region-level infrastructure and support

4



Ensure Clinical Soundness

- Align with clinical guidelines that advance quality measurement to a continuous cycle of information supporting QI
- Preserve meaningful comparison and quantifiable progress as guidelines evolve
- Aid improvement through continuous measurement, intervention, assessment

5



Ensure Fairness

- Avoid disadvantaging providers or patient populations
- Create a more inclusive QI approach that accommodates all people and groups
- Standardize risk adjustment for populations
- Determine population-level risk adjustment and stratification one measure at a time
- Make measurement methods, data sources and results transparent

6



Align with Societal Goals

- Select measures for impact on cost, quality, social determinants, equity and wellbeing
- Prioritize measures by anticipated benefit (value = resources used/projected benefit)
- Incentivize care for complex patients based on shared savings and improving health, not on benchmarks that complex patients cannot reach
- Separate patient characteristics from provider performance to avoid cherry-picking

7



Provide Timely and Targeted Analysis and Feedback

- Build benchmarks cautiously and include statistical results
- Provide fast, actionable information from CQMs



Digital Measurement Community

Digital Measurement Community

Coming Soon!

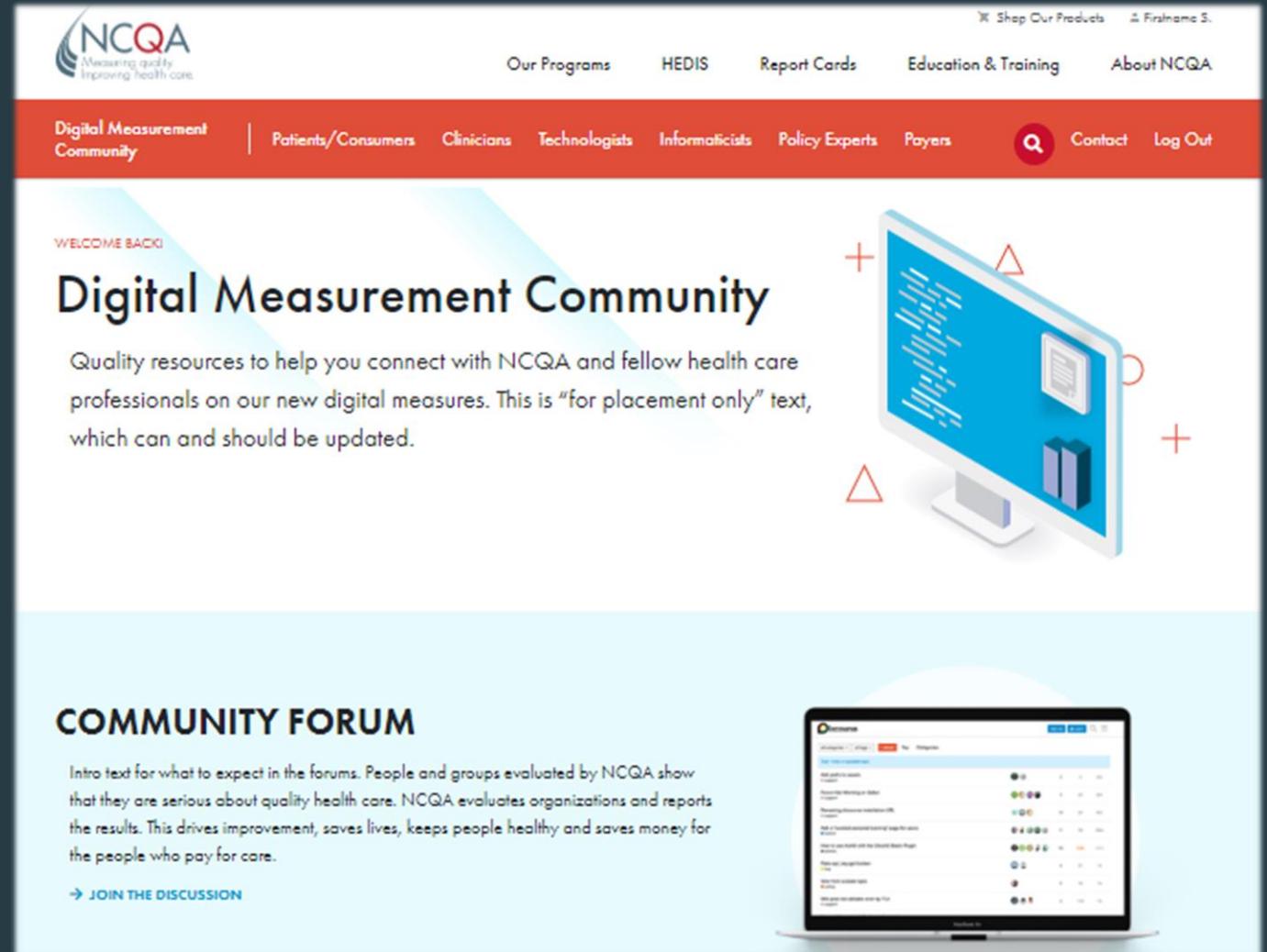
A **NEW** interactive platform for stakeholders engaged in the development and implementation of digital quality measures

To sign up, visit:

www.ncqa.org/dmc

or email

digital.measures@ncqa.org



A New Interactive Digital Measurement Community

Addressing Knowledge Barriers and Lack of Coordination Across Disciplines



The Digital Measurement Community will foster collaboration around three primary areas of high impact and value:

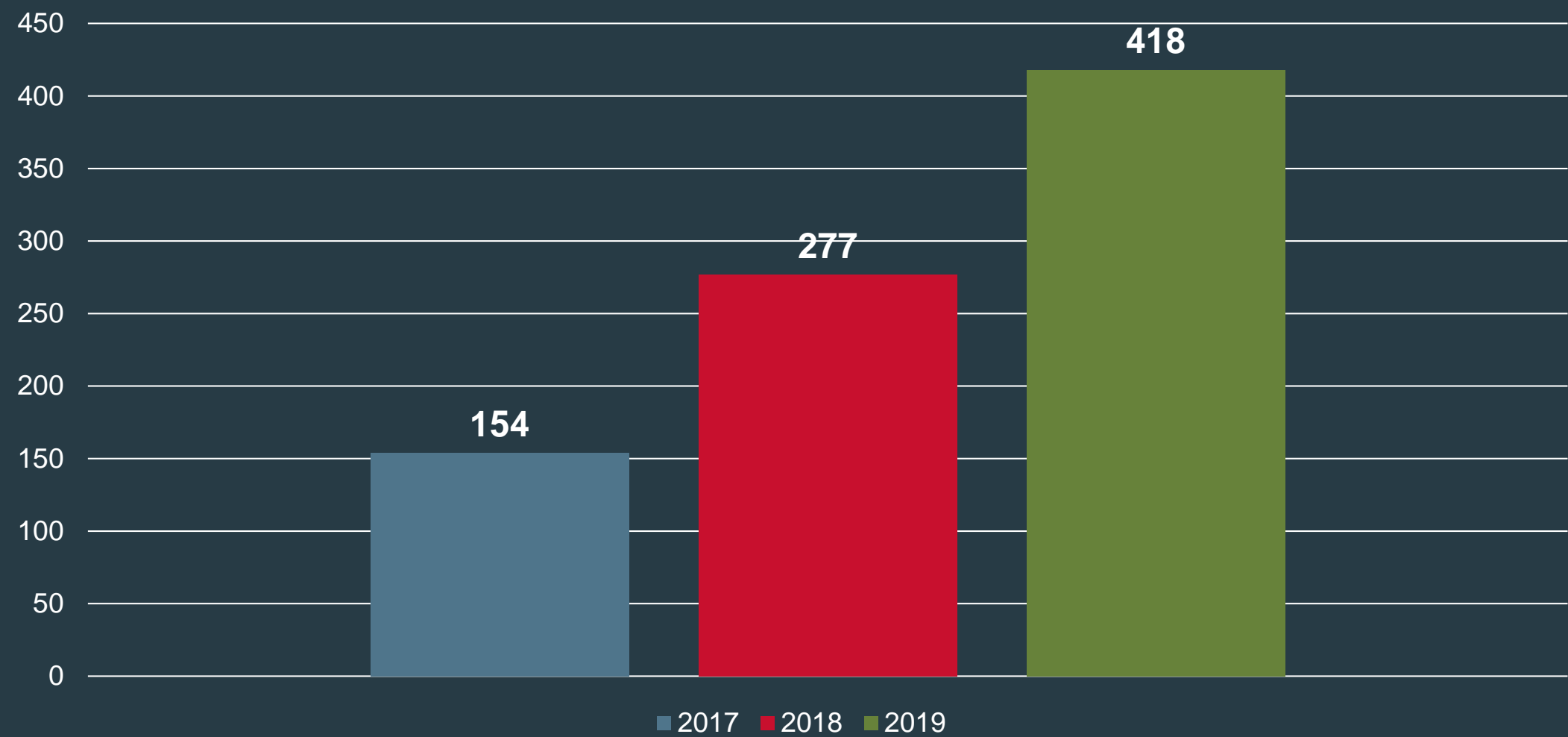
- **Sharing Best Practices**
To promote quality and accountability in the field
- **Education**
To facilitate the adoption of digital measures and related standards
- **Collaboration**
Collaborating to build a vibrant digital measurement community



Digital Quality Summit

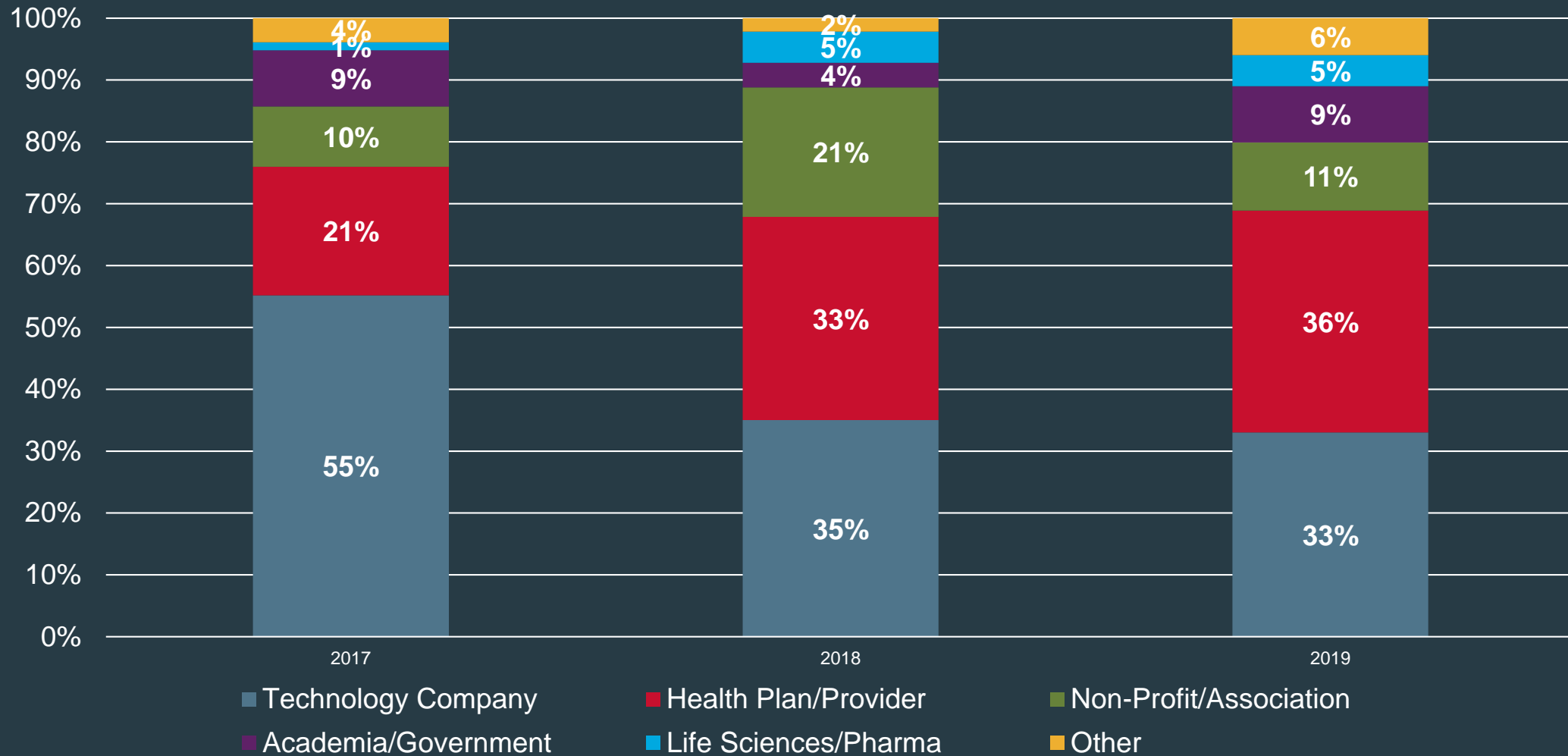
The Digital Quality Summit has grown quickly

Registrations 2017-2019



Who attends the Digital Quality Summit

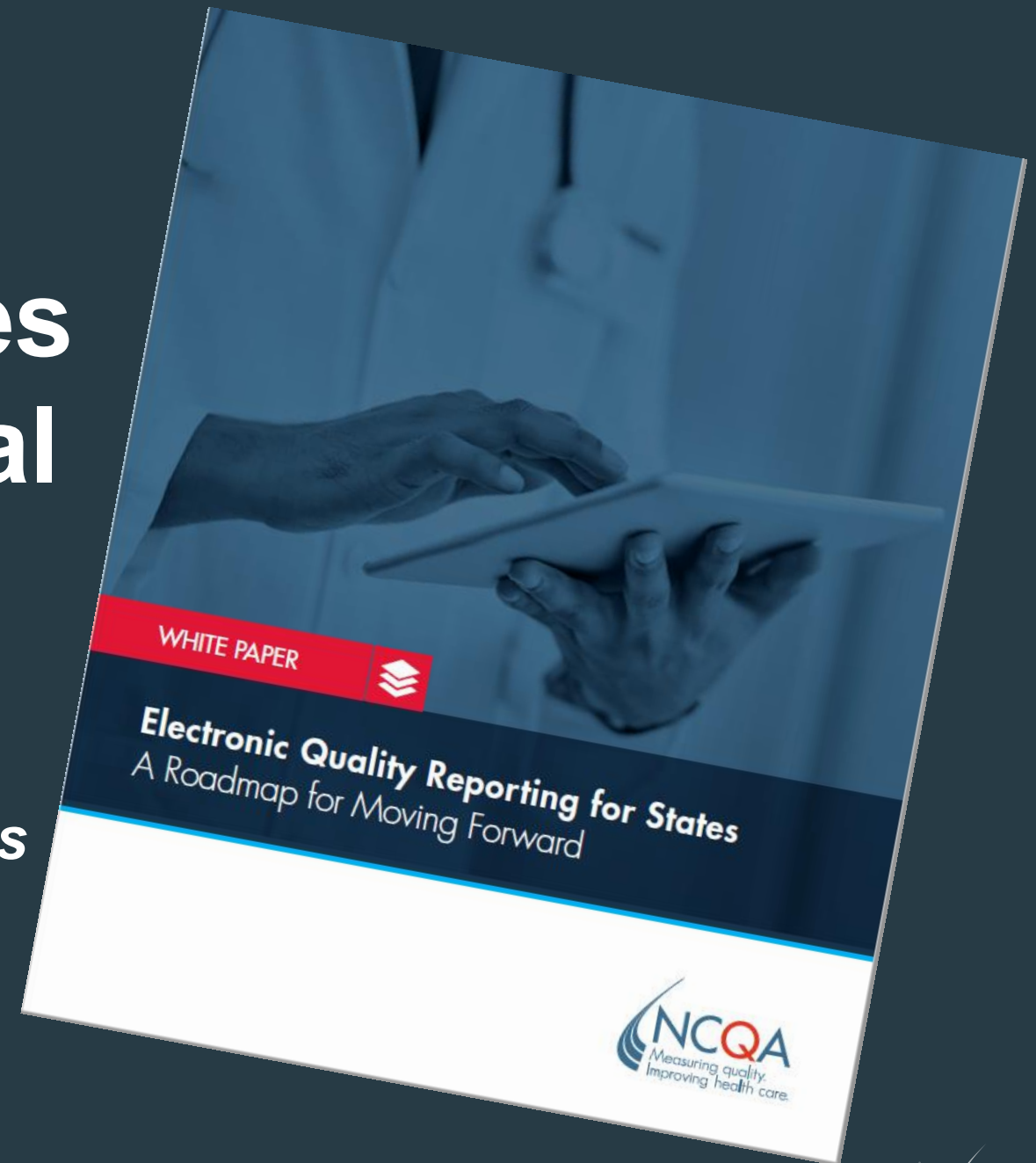
Attendance by org type 2017-2019



Available for download

A resource for states from the 2019 Digital Quality Summit

ncqa.org/electronic-reporting/states



Save the date!

Digital Quality Summit 2020

Washington, DC

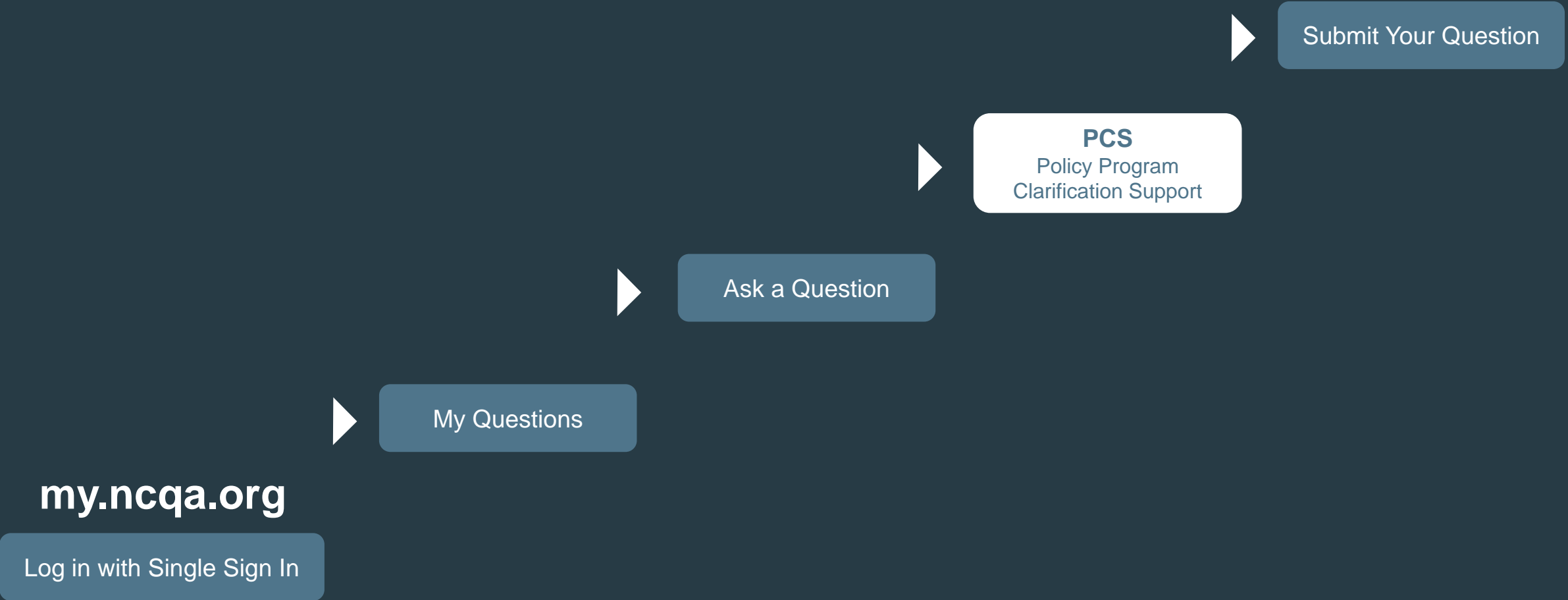
July 22-24





Questions

How to ask questions after today's Q&A



Use the Q&A chat window to ask a question

