Telehealth and the Future of Quality

Margaret E. O’Kane, NCQA President
Brad Ryan, MD NCQA Chief Product Officer
Michael S. Barr, MD NCQA Executive Vice President

June 29, 2020
Facing facts about the pandemic

Quality more important than ever
The fight for equity and justice

Disproportionate illness and death

Unacceptable gaps in care
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 steady

A process, not an event
Collaboration, not commands
Move deliberately, but don’t rush
We are early in this journey

More webinars and dialogue to come
Meet someone who will help us chart our new path...
Brad Ryan, MD
NCQA Chief Product Officer
Michael S. Barr, MD
NCQA Executive Vice President
Episode 6 of Future of HEDIS webinar series

13,749 series registrants

33% of you are new
Recommended Viewing
See our earlier webinars: ncqa.org/future-of-hedis

Episode 1: The Basics (July 12, 2019)

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


Episode 5: FHIR in Our Future – HEDIS and New Data Standards (February 24, 2020)
6 themes

EASE
Digital Measures

INSIGHT
ECDS Reporting

ACCURACY
Licensing & Certification

TIME
Schedule Change

FLEXIBILITY
Allowable Adjustments

ACCESS
Telehealth

The Future of HEDIS
6 themes: **Allowable Adjustments**

**The Future of HEDIS**
6 themes: Licensing & Certification

ACCURACY
Licensing & Certification

The Future of HEDIS
6 themes: Digital Measures

The Future of HEDIS
6 themes: ECDS Reporting

The Future of HEDIS
6 themes: *Schedule Change*

The Future of HEDIS
6 themes: Telehealth

The Future of HEDIS
What?
“What’s the vision?”

So What?
“Why should I care?”

Now What?
“What’s my next step?”
Telehealth

**What?** “What’s the vision?”

**ALIGN**
Align policies to enhance telehealth, guard against waste and fraud, protect patient safety

**ADAPT**
Update the quality enterprise to optimize and promote telehealth

**INNOVATE**
Create new methods that integrate and enable telehealth
Telehealth

**So What? “Why should I care?”**

**ALIGN**

*Telehealth Taskforce:*
Experts across health care developing recommendations for integrated, accessible, effective telehealth

**ADAPT**

*Revised Measures:*
40 telehealth-enabled HEDIS measures announced June 5 for release July 1

**INNOVATE**

New measures and evaluations programs to help integrate, demonstrate high quality telehealth
Telehealth

Now What? “What’s my next step?”

**ALIGN**

Telehealth Taskforce:
Participate in Public Comment
June 25 – July 9

Look for policy recommendations in September

**ADAPT**

Join the Digital Measurement Community to learn about telehealth and related topics

**INNOVATE**

Take our Telehealth Care Delivery Survey June 25 – July 27

Say in the survey if you’re open to a follow-up phone call with us about how you use telehealth
What else is new, besides telehealth?
Clarifying important terms
The journey from paper to digital

- **Traditional**
  - Paper Quality Measures
    - Data from claims, manual chart extractions and patient experience surveys

- **eCQMs**
  - Electronic Clinical Quality Measures
    - Data primarily from electronic health records (EHRs)

- **dQMs**
  - Digital Quality Measures
    - Data from EHRs, registries, HIEs, claims, patient experience surveys, etc.
“This is awesome news! Thank you so much. I am certain many others will be super happy about this.

I will never forget the time our quality vendor missed putting in the FOBT code because someone missed typing it.

Have a great day – you made mine!”

– Terri Kitchen, Divisional VP, Quality & Accreditation
Health Care Service Corporation
Timeline for HEDIS in FHIR-CQL

2020
- Update HEDIS digital measures to QDM (5.5)
- Release of HEDIS Measures in FHIR-CQL for Trial Use, Fall 2020

2021
- Release HEDIS digital quality measures in FHIR-CQL for HEDIS reporting

2022
- Continue release of HEDIS digital quality measures in FHIR-CQL for HEDIS reporting
Two years of HEDIS volumes coming July 1, 2020
2020 is transition year to earlier release of measures

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<thead>
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Earlier release of measures starts in 2021

OLD

2019

JAN

HEDIS measures released

JUL

Measures apply to 2019 period

DEC

Year is half over before plans see the newest version of measures

2020

JAN

Report HEDIS results for 2019 period

JUN

DEC

NEW

2021

JAN

HEDIS measures released

AUG

Measures apply to 2022 period

DEC

2022

JAN

DEC

2023

JAN

JUN

DEC

Measure specs, 11 months sooner

Year is half over before plans see the newest version of measures

Plans have 5-month advance notice on measures

Report HEDIS results for 2022 period

Create by aditvest

Report HEDIS results for 2019 period

Created by aditvest

Report HEDIS results for 2022 period

TIME

Schedule Change

30 | NCQA
Register at ncqa.org/digital-quality-summit
A place to learn and collaborate for people who develop, use and support digital quality measures

Sign up for free: www.ncqa.org/dmc or email digital.measures@ncqa.org

Take a virtual tour: bit.ly/NCQA-DMC
In summary...

**TELEHEALTH**
Align, Adapt, Innovate
Formally part of The Future of HEDIS

**MEASURES TERMINOLOGY**
Traditional, eCQMs, dQMs

**UNLOCKED VALUE SETS**
Reduce errors, omissions and manual work

**DIGITAL QUALITY SUMMIT**
July 22-23 online

**DIGITAL MEASUREMENT COMMUNITY**
Join, learn, collaborate for free
Launches July 22

**FHIR MEASURES**
A few for trial use in 2020
More measures in 2021, 2022

**SCHEDULE CHANGE HAS ARRIVED**
2 years of HEDIS volumes coming July 1:
Measurement Years 2020, 2021
Questions
Use the Q&A chat window to ask a question
Two years of HEDIS volumes coming July 1, 2020
2020 is transition year to earlier release of measures

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