



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

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).



A young girl with pigtails is standing on a paved surface, wearing a light-colored face mask. She has her hands on her hips and is looking directly at the camera. The background is slightly blurred, showing a bicycle and other people in the distance. The overall image has a dark, monochromatic tint.

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



An aerial photograph of a dense, green forest. A light-colored, winding road or path cuts through the trees, forming a large, irregular loop. The text is overlaid on the central part of the image.

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

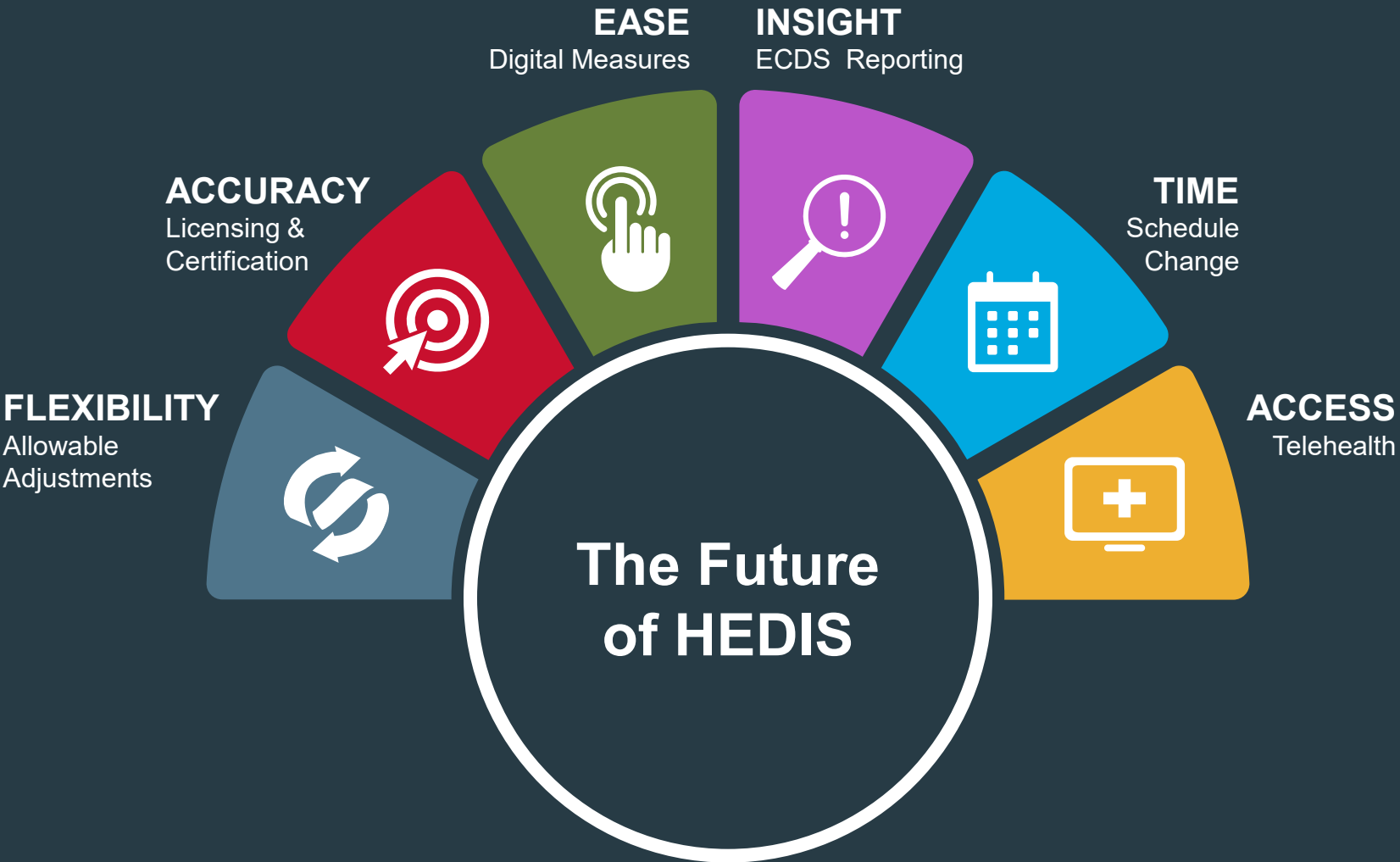


Episode 4: 2019 Year in
Review: What's New &
What's Next
(December 10, 2019)

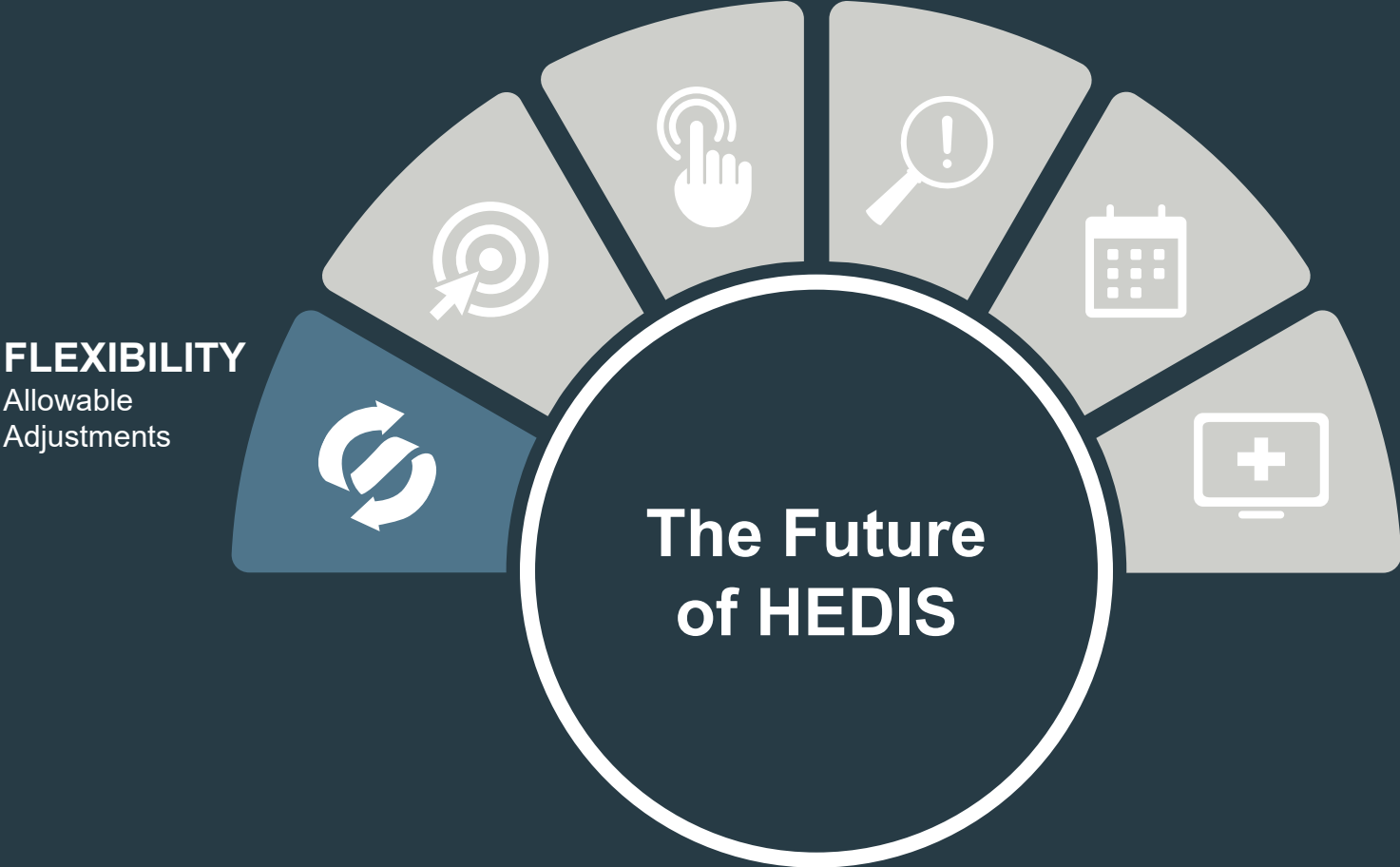


Episode 5: FHIR in Our
Future – HEDIS and New
Data Standards
(February 24, 2020)

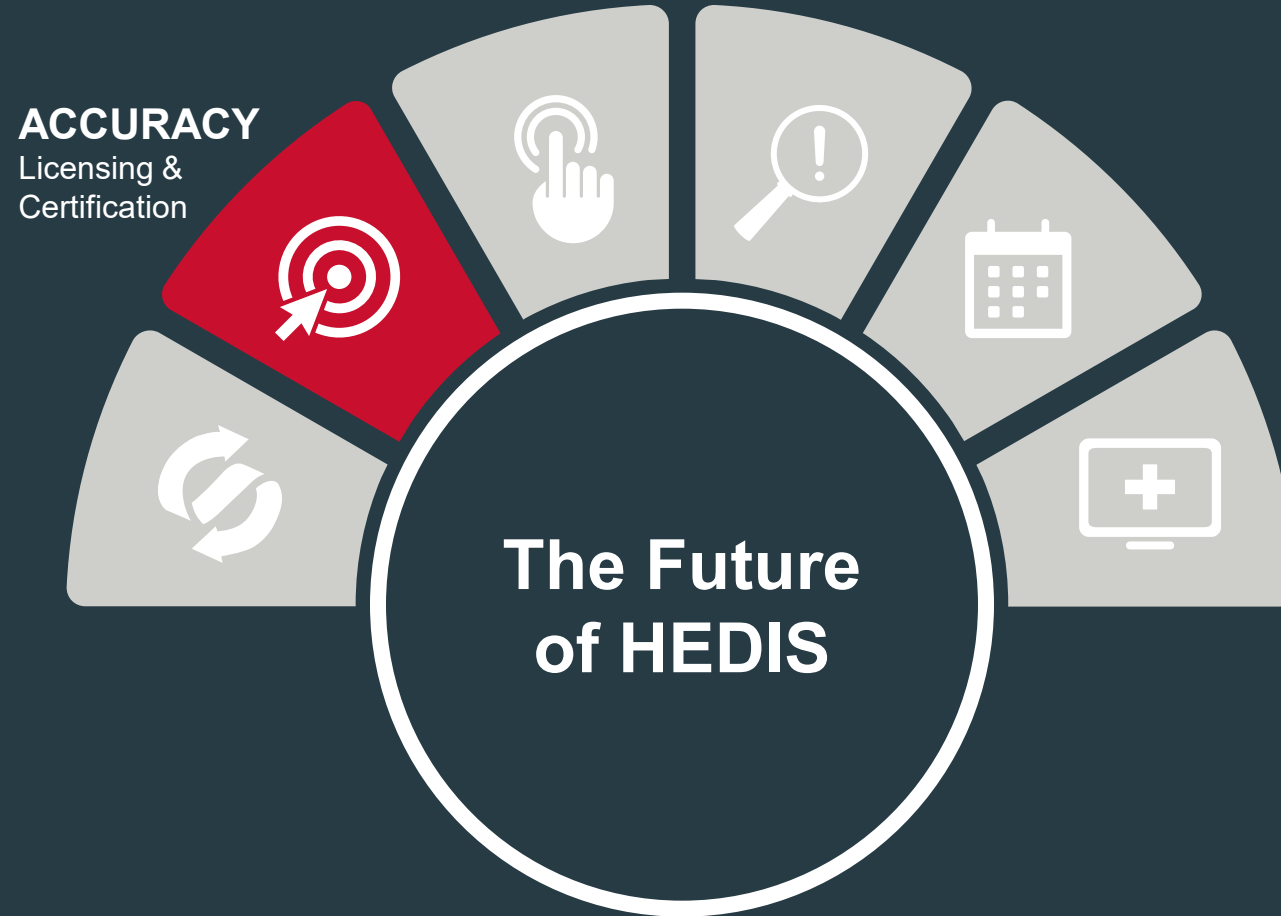
6 themes



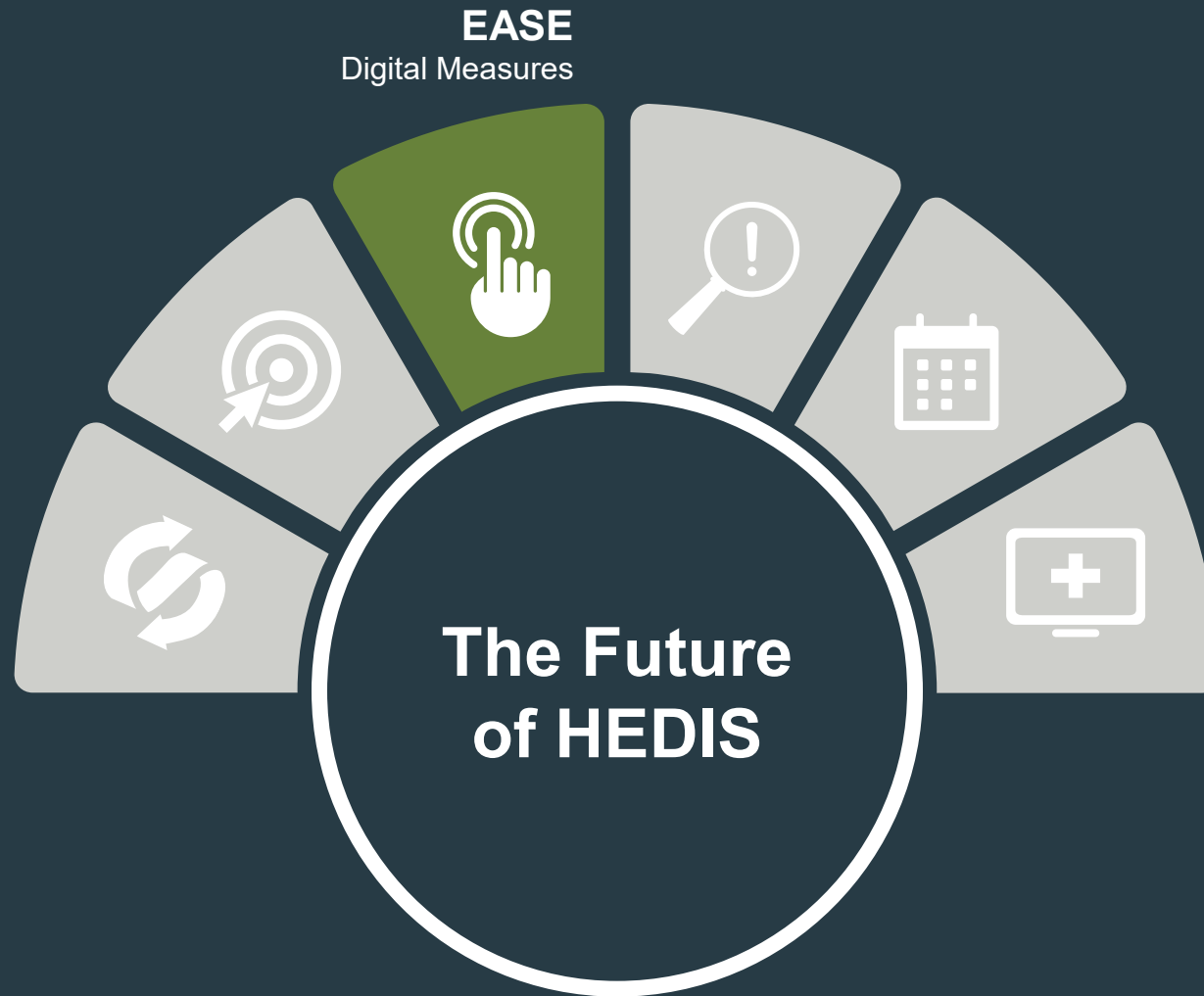
6 themes: *Allowable Adjustments*



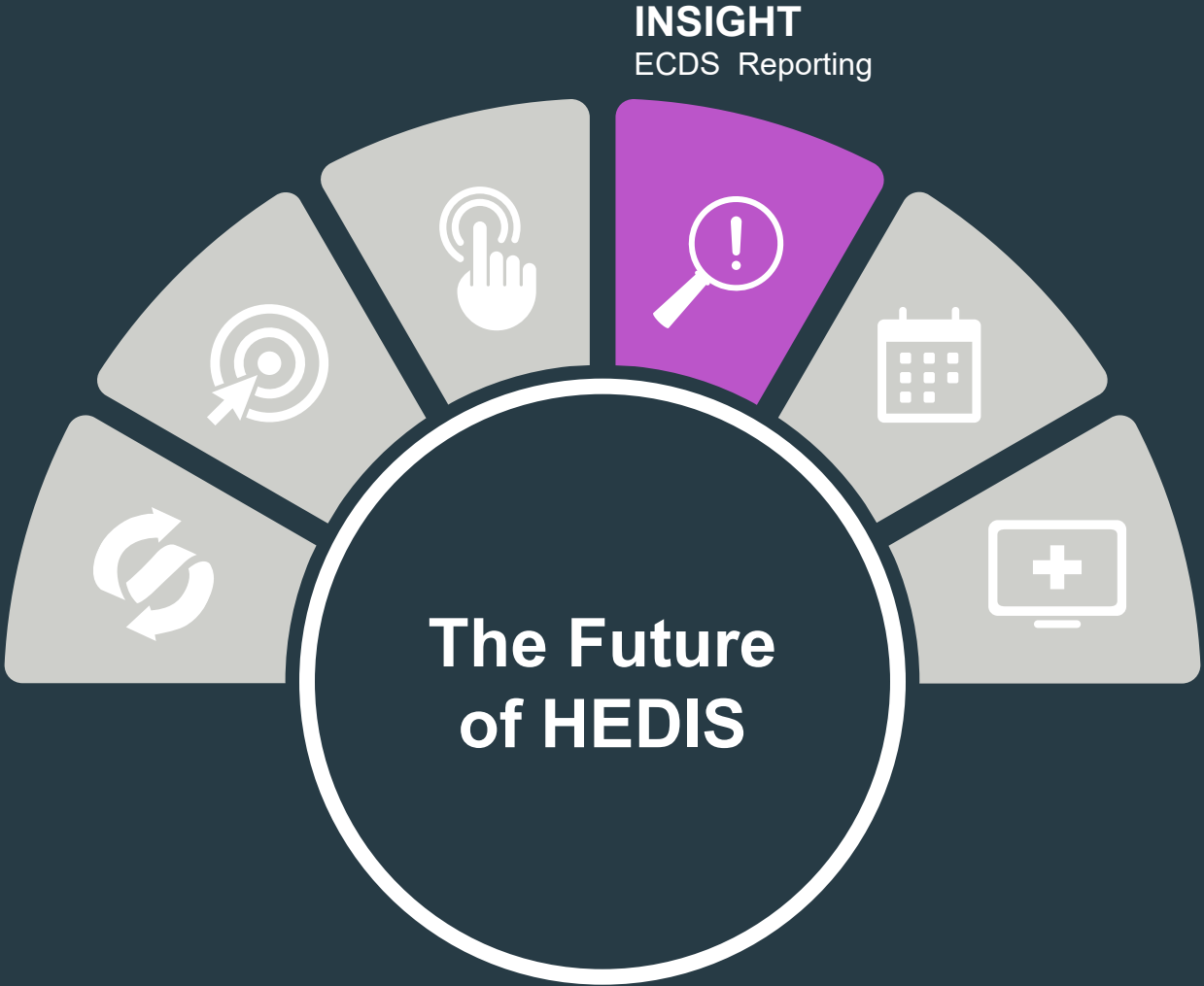
6 themes: *Licensing & Certification*



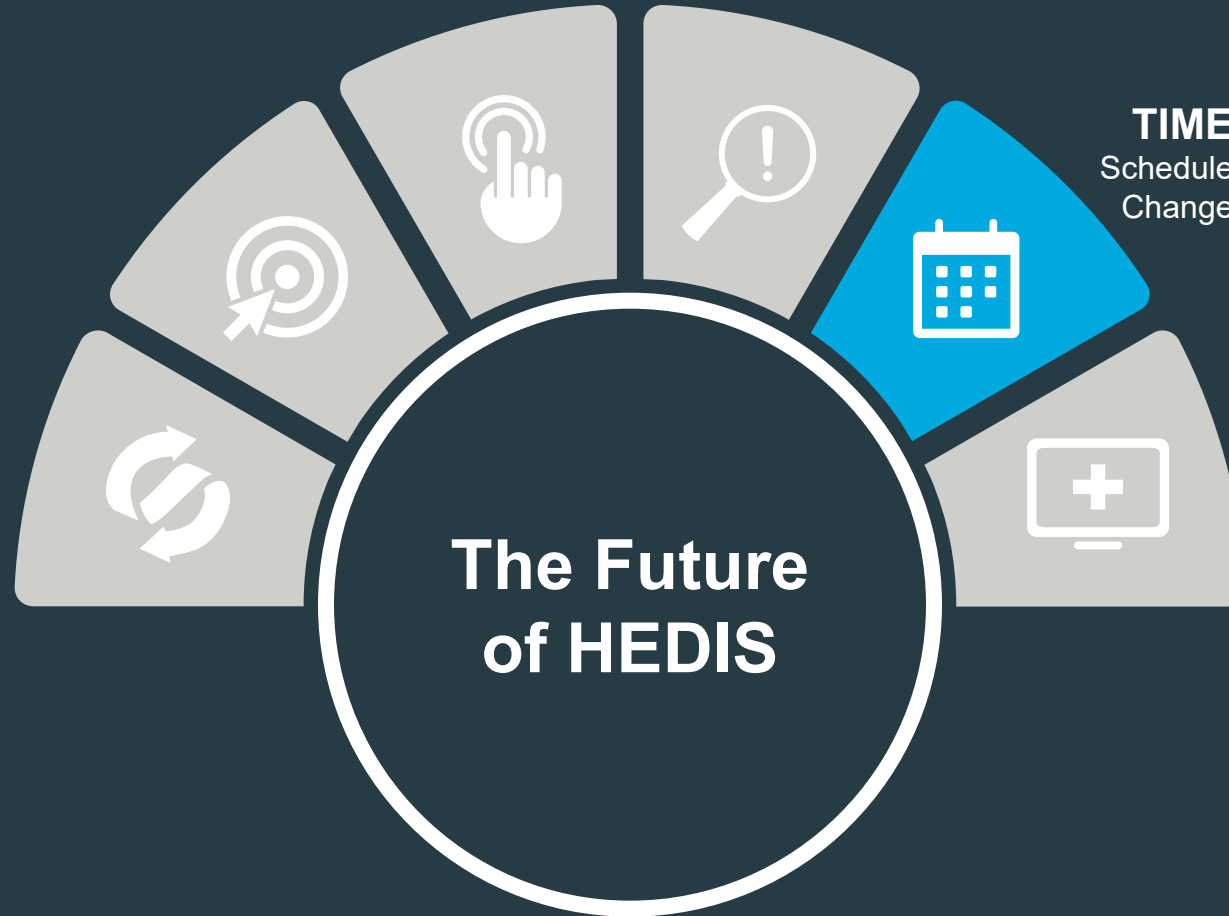
6 themes: *Digital Measures*



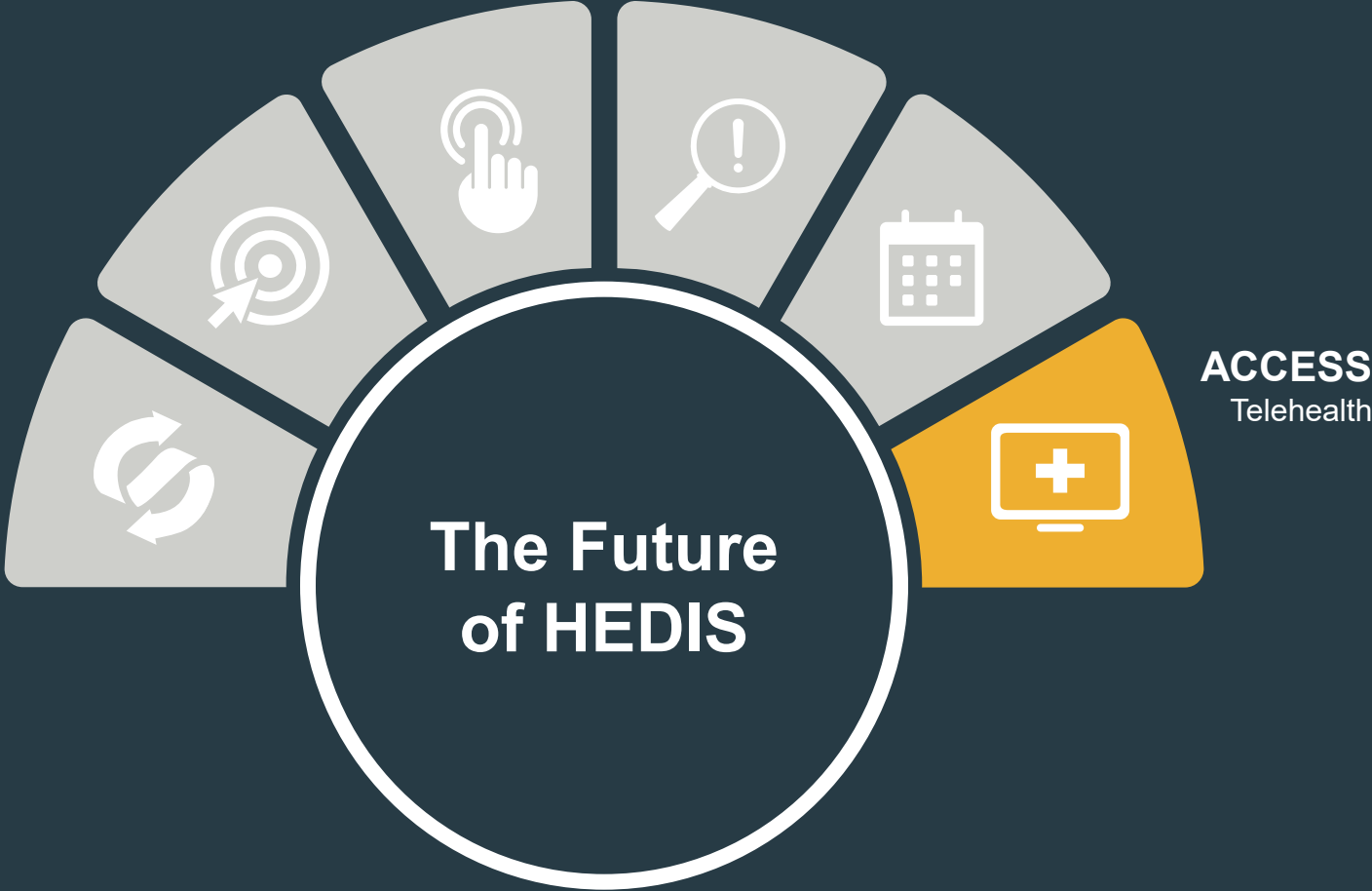
6 themes: *ECDS Reporting*



6 themes: *Schedule Change*



6 themes: *Telehealth*



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

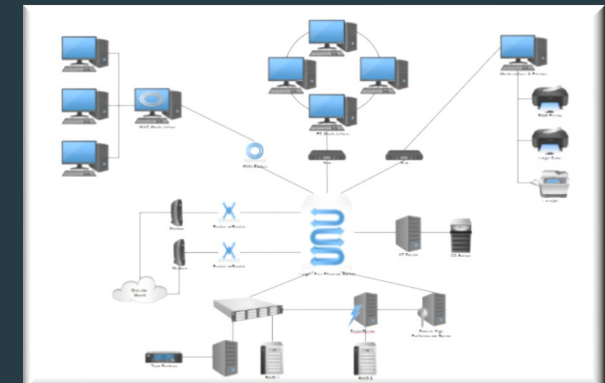
Data primarily from electronic health records (EHRs)



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

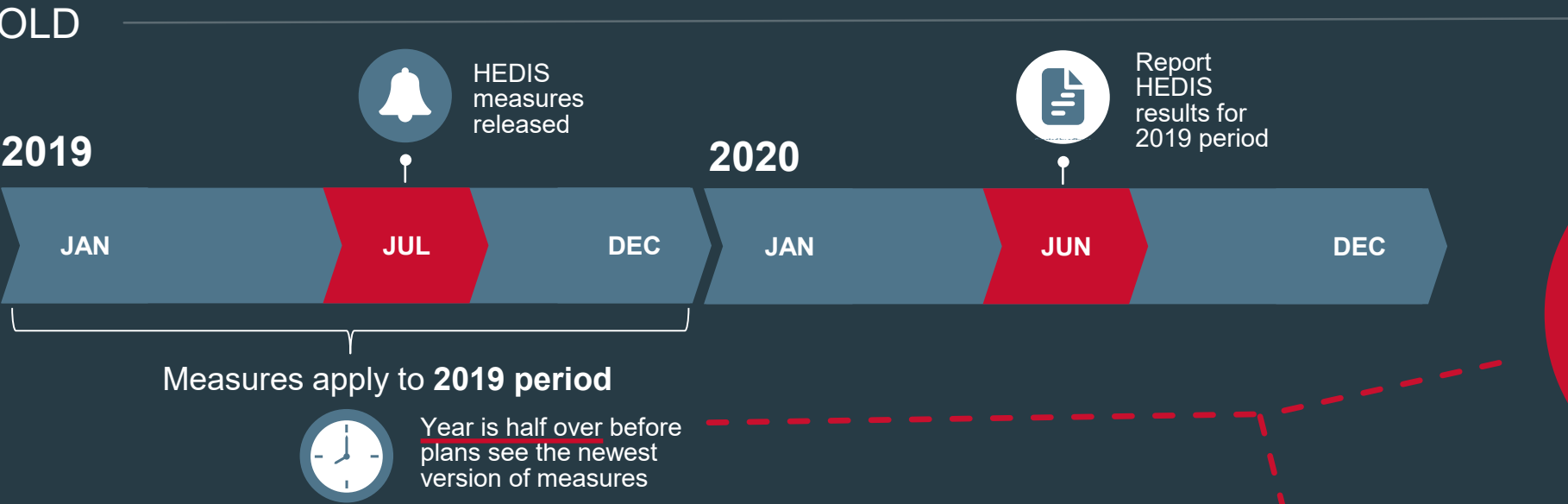
Two years of HEDIS volumes coming July 1, 2020

2020 is transition year to earlier release of measures

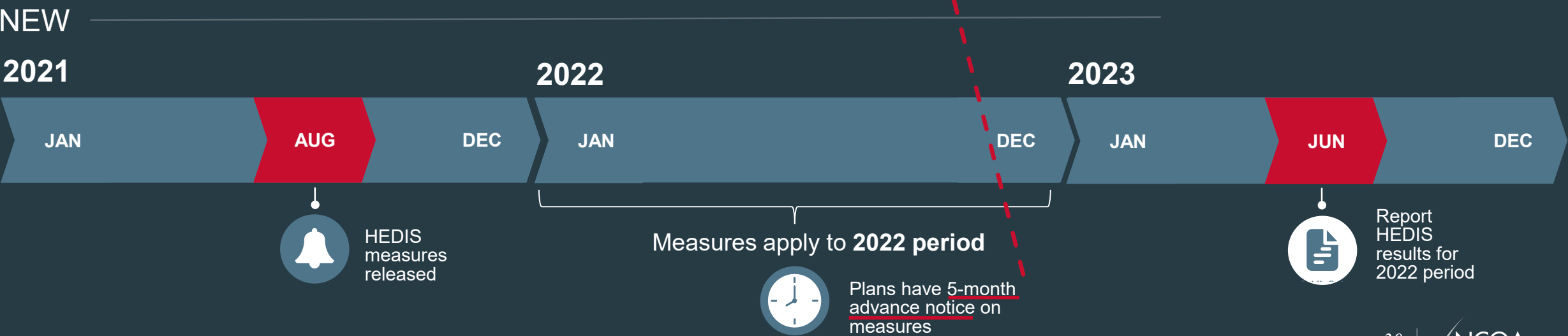


	HEDIS MY 2020	HEDIS MY 2021	HEDIS MY 2022
Publish Vols. 1 & 2	7/1/2020	7/1/2020	8/1/2021
Publish Vol. 2 Technical Update	10/1/2020	3/31/2021	3/31/2022
First Year Public Reporting	10/1/2020	10/1/2021	10/1/2022
Complete HEDIS Vendor Certification (Survey)	12/15/2020	12/15/2021	12/15/2022
Complete HEDIS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

Earlier release of measures starts in 2021



Measure specs, 11 months sooner





Register at
[ncqa.org/
digital-quality-summit](https://ncqa.org/digital-quality-summit)

FAST TRACKING DIGITAL
DATA COLLECTION AND
EXCHANGE: Connective
Providers, Payers and Others

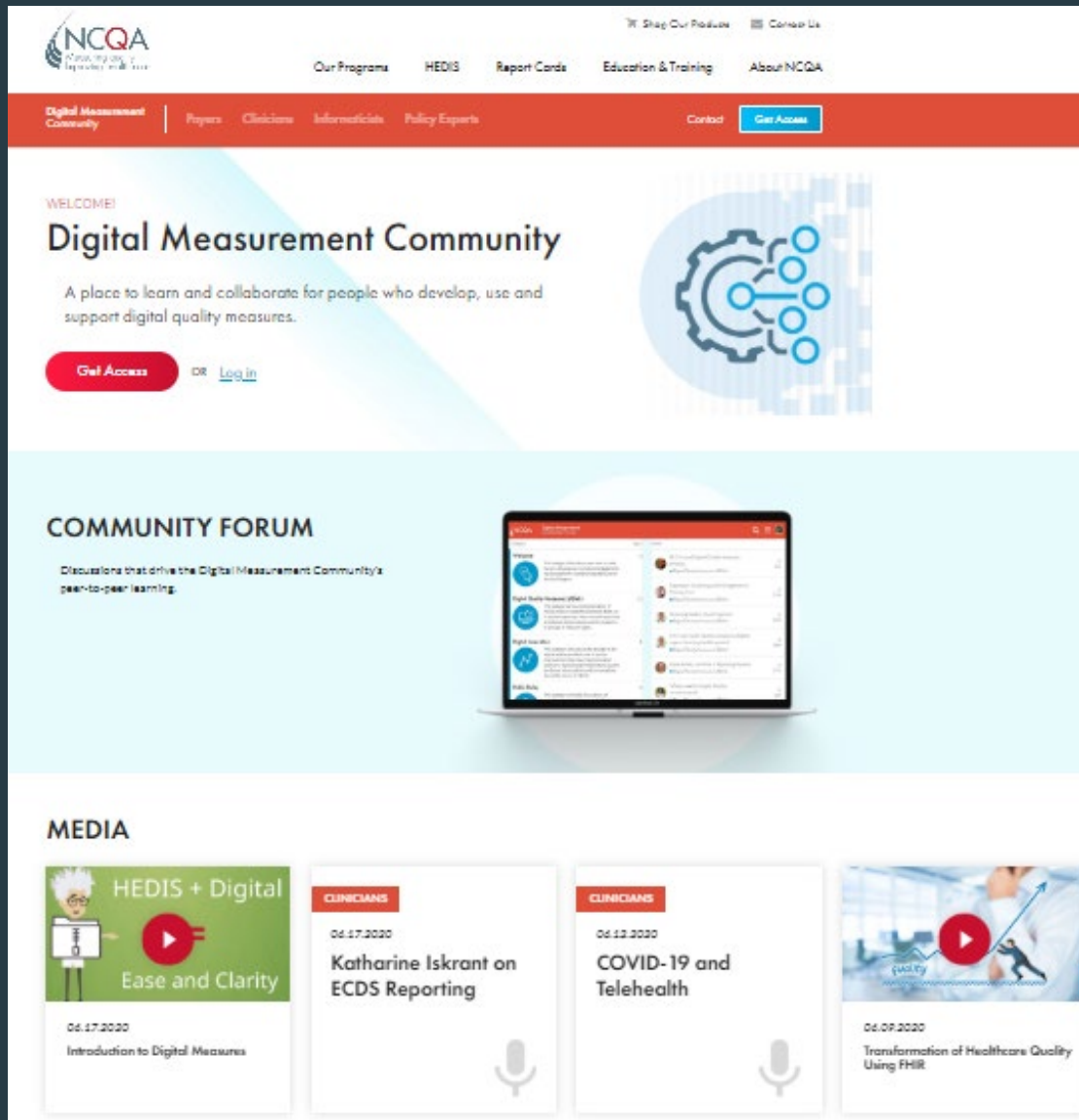
COMPUTABLE GUIDELINES
IN THE 21ST CENTURY:
Evidence-Based Knowledge
Assets and Digital Quality

CLINICAL QUALITY IN TIMES
OF UNCERTAINTY: What We
Can Do to Prepare for the Next
Public Health Threat

PATIENT-CENTERED OUTCOMES:
Integrating Social Determinants, Patient
Experience and Outcomes

PUBLIC POLICIES DRIVING PERFORMANCE
MEASURE INNOVATION:
The Intersection of State and Federal Policy and
Digital Quality Reporting Goals

Coming July 22...



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

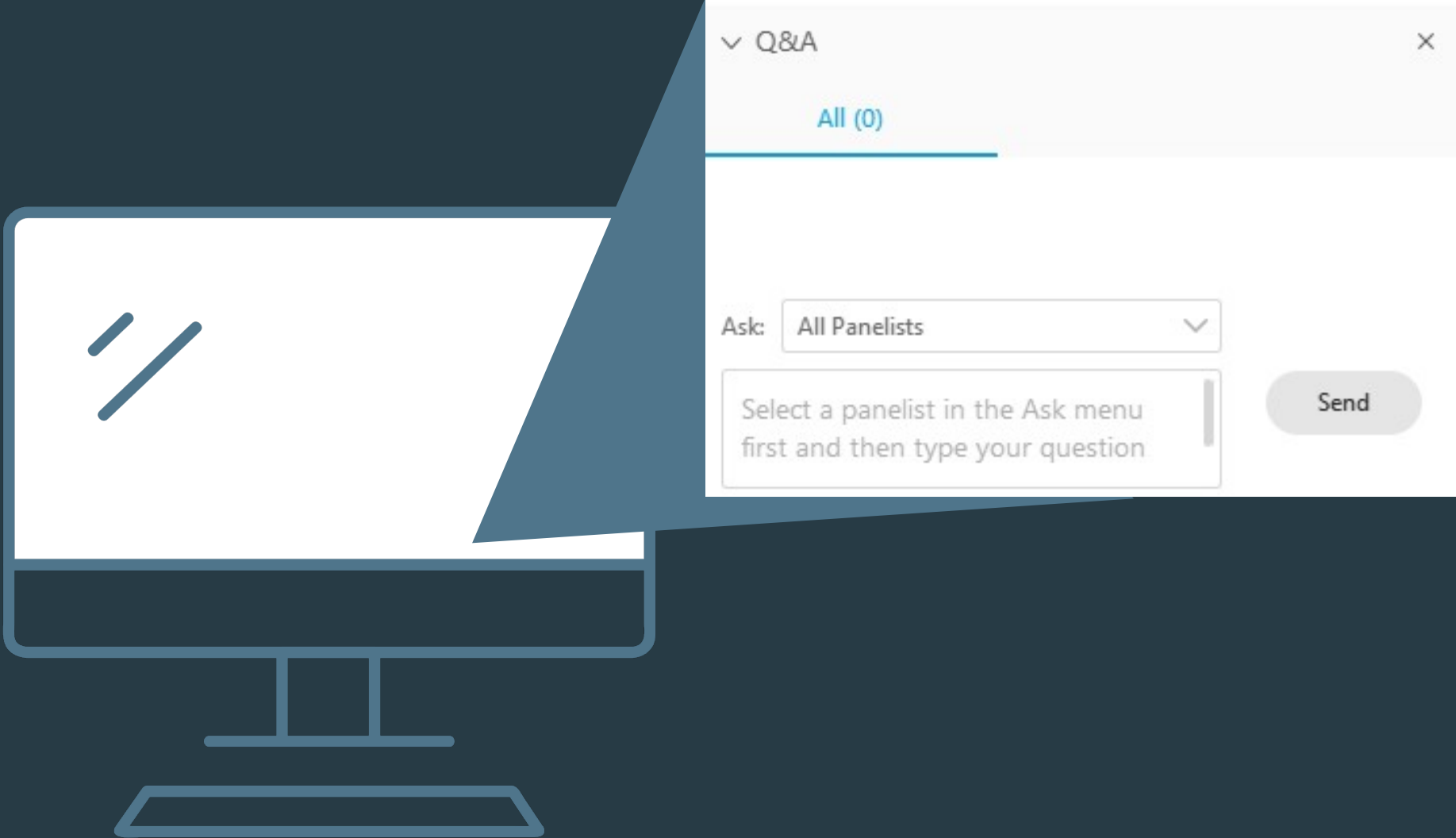
SCHEDULE CHANGE HAS ARRIVED

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



	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

