



COURSE CATALOG

50+ Speakers. 40+ Courses. 3 Months. 2 Tracks.

Quality
INNOVATION
SERIES

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Overview: QUALITY INNOVATION SERIES

The Quality Innovation Series is a new, all-virtual series of seminars, talks and panels to help move health care quality forward. Learn from experts, connect with peers and do it all from the safety of your home or office.

- 100% virtual: Attend the comfort of your home or office.
- Access to experts: Talks and presentations feature leading industry voices. All sessions will be recorded and available on-demand. Watch them multiple times or at your convenience.
- Connect with Peers - Registering for the Quality Innovation Series gets you access to hundreds of your peers. Network virtually with other health care quality pros through the event app.
- Made for you: Topics include NCQA programs, COVID-19, quality measurement, telehealth, vaccinations, behavioral health and more.
- NCQA Virtual Solutions Center offers networking opportunities with experts across all health care delivery sectors, sharing insights on issues that have become urgent in light of the current public health crisis, answering your most pressing questions.
- Monthly Technology Hubs feature NCQA staff demonstrating NCQA systems for Health Plan Accreditation, HEDIS® data collection and clinician Recognition programs. Join the Plus Package to access demonstrations of IRT, IDSS and Q-PASS.

Packages and Pricing

BASIC PACKAGE \$900

Health Plan & HEDIS® Track.

- Attend select health plan and HEDIS-track courses
- Recordings for 6 MONTHS
- NCQA PCMH Certified Content Experts can earn required and/or elective CE credit toward maintaining certification

Provider & Practice Track.

- Attend select provider and practice-track courses
- Recordings for 6 MONTHS
- NCQA PCMH Certified Content Experts can earn required and/or elective CE credit toward maintaining certification

[Register](#)

PLUS+ PACKAGE \$1,140

Health Plan & HEDIS® Track.

- Attend ALL health plan and HEDIS-track courses
- Recordings for 1 YEAR
- Virtual kick-off event featuring keynote from NCQA President Peggy O'Kane
- Bonus: "How-To" demo of IDSS and IRT
- Access to QUALITY CONNECTIONS hub to interact with NCQA experts
- NCQA PCMH Certified Content Experts can earn required and/or elective CE credit toward maintaining certification

Provider & Practice Track.

- Attend ALL provider and practice-track courses
- Recordings for 1 YEAR
- Virtual kick-off event featuring keynote from NCQA President Peggy O'Kane
- Bonus: "How-To" demo of Q-PASS
- Access to QUALITY CONNECTIONS hub to interact with NCQA experts
- NCQA PCMH Certified Content Experts can earn required and/or elective CE credit toward maintaining certification

[Register](#)

BEST VALUE



ALL-ACCESS SERIES PASS \$1,440

Both Tracks. All Sessions.

- Attend ALL courses (both tracks)
- Recordings for 1 YEAR
- Virtual kick-off event featuring keynote from NCQA President Peggy O'Kane
- Bonus: 3 "How-To" demos of NCQA systems: IRT, IDSS and Q-PASS
- Inside Health Care podcast series
- Access to QUALITY CONNECTIONS hub to interact with NCQA experts
- NCQA PCMH Certified Content Experts can earn required and/or elective CE credit toward maintaining certification
- BONUS: Access to recordings from the 2020 Digital Quality Summit

[Register](#)

Quality INNOVATION SERIES

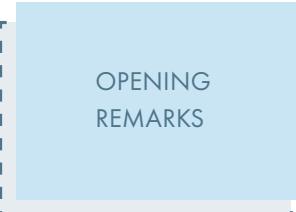
Kickoff Event: REDEFINING THE QUALITY PLAYBOOK

We bring together some of the leading voices in health care quality for a kickoff to the fall series. COVID-19 accelerated change and innovation that has the potential to improve the way we measure and improve quality. Leaders from accredited health plans will discuss how they quickly pivoted to respond to COVID-19 while keeping quality in their mission. Hear lessons learned that created the new playbook for responding during a pandemic. NCQA leadership will discuss the decisions made to support health plans and practices during the pandemic, as well the long-term vision of how we all improve health care quality.

SEPTEMBER
17, 2020

1:00 pm ET –
4:00 pm ET



SPEAKER	TITLE	DESCRIPTION
 Peggy O'Kane President - NCQA	 OPENING REMARKS	NCQA President, Peggy O'Kane, welcomes attendees to the kickoff of the Quality Innovation Series, a new, virtual learning experience aiming to redefine the quality playbook by hearing from industry-leading experts, sharing successes, and shedding light on rapidly changing innovation during these challenging times.
 Will Shrank, M.D. Chief Medical Officer - Humana	 LESSONS LEARNED TO CREATE A NEW PLAYBOOK: HUMANA	Dr. Will Shrank speaks on how Humana quickly adapted to the COVID-19 pandemic while still maintaining quality as an integral part of its mission. The Humana health plan has done incredible things to respond to the pandemic and care for its members. They switched to telehealth right away, helped deliver meals and organize transportation for members, and made care managers responsible for doing outreach to geriatrics and people who are unable to leave their homes. The health plan's ability to pivot and prioritize its members' changing needs during this difficult time speaks to their continued commitment to providing equitable care.

SPEAKER



Andrea Willis, M.D.
Chief Medical Officer - Blue
Cross Blue Shield Tennessee

TITLE

EMBRACING
TELEHEALTH

DESCRIPTION

Blue Cross Blue Shield was the first major health plan in the nation to commit to covering telehealth services as a response to the COVID-19 crisis. Dr. Andrea Willis, Blue Cross Blue Shield Tennessee's Chief Medical Officer, presents on how the health plan is maintaining their mission during the pandemic. By ensuring members, especially those who are most vulnerable or live with chronic conditions, are getting the care and medicine they need, they illustrate their dedication to quality.



Peggy O'Kane
President - NCQA



Will Shrank, M.D.
Chief Medical Officer - Humana



Andrea Willis, M.D.
Chief Medical Officer - Blue Cross Blue Shield Tennessee

DISCUSSION:
QUALITY AND THE
COVID-19 ERA

Dr. Shrank and Dr. Willis join Peggy O'Kane for a discussion on adapting to COVID-19 and health care quality, as well as how to prepare for a post COVID-19 world.



Lisa Slattery
Vice President, Accreditation
and Recognition Operations -
NCQA

NCQA RESPONSE
TO THE COVID-19
PANDEMIC

NCQA's Vice President of Accreditation and Recognition Operations, Lisa Slattery, explains the "what, how and why" of NCQA's response to COVID-19. Disaster protocols that allow exceptions to quality reporting requirements are among the adjustments she will outline.



Michael Barr, M.D.
Executive Vice President,
Quality Measurement &
Research Group-NCQA

LOOKING FORWARD:
DIGITAL MEASURES

Dr. Michael Barr, Executive Vice President, Quality, Measurement & Research Group at NCQA, speaks on the industry transition to telehealth and NCQA's Digital Roadmap. If anything has become apparent in the past few months, it's that healthcare is becoming increasingly digital. Listen as he presents on the strategic plan to migrate our measures into the more digital space to reduce reporting burden and the impact telehealth will continue to have on putting the patient at the center of healthcare quality.

SPEAKER**TITLE****DESCRIPTION****Panel: NCQA Leadership**

Peggy O'Kane
President - NCQA

CREATING A
NEW QUALITY
PLAYBOOK

NCQA leadership offers discourse on their perspective and vision for the future of healthcare quality. They will discuss NCQA strategic direction including where they propose taking HEDIS, what role digital and electronic measures play in product development, and the potential policy impact with the upcoming election.



Lisa Slattery
Vice President, Accreditation and
Recognition Operations – NCQA



Michael Barr, M.D.
Executive Vice President,
Quality Measurement & Research
Group-NCQA



Brad Ryan, M.D.
Chief Product Officer – NCQA



Frank Micciche
Vice President, Public Policy and
External Relations - NCQA



COURSES by track

BASIC

Health Plan and HEDIS Track – BASIC

SCHEDULE OF COURSES

Note: All times listed are Eastern Time.

Session	Date	Time
Emerging Strategies for Telehealth, HEDIS and NCQA Products PEGGY O'KANE, President - NCQA MICHAEL BARR, MD, Executive Vice President, Quality Measurement & Research Group - NCQA BRAD RYAN, MD, Chief Product Officer - NCQA The founder, top doctor and chief architect of NCQA products discuss what telehealth, reporting of Electronic Clinical Data Systems data and other innovations mean for HEDIS and NCQA evaluation services such as Health Plan Accreditation. This session performs double duty as the latest installment in NCQA's most popular webinar series, The Future of HEDIS.	9/24/2020	1pm-2pm ET
A Deep Dive into the Measures - HEDIS Measure Changes - Part 1 KATHERINE SOBEL, Senior Health Care Analyst, Quality Measurement & Research Group Join NCQA measurement champions as they share insight into measure changes and measure retirements. They will share the research and guidelines shaping the rationale for the measures and provide an overview of the themes and considerations for the measures. Spotlight on measures: Well Child Visits, Adolescent Well-Care Visits.	9/29/2020	3pm-4pm ET
Population Health Program: Essentials and Challenges OSMAN AHMED, Dr.PH, MD Medical Director, Population Health Management, WellMed Join Dr. Osman (Ozzie) Ahmed, an expert in population health management and analytics, as he outlines the critical components of a population health program. He'll give a detailed overview of the principles of population health and data utilities, and how to realize the best health and cost outcomes through evidence-based, well-designed program activities.	10/7/2020	1pm-2pm ET

<p>HEDIS 2020 First Year Results</p> <p>JUNQING LIU, PhD, MSW, Research Scientist, Quality Measures & Research, NCQA RACHEL HARRINGTON, PhD, Research Scientist, Quality Measures & Research, NCQA LYNDSEY NGUYEN, MS, Senior Health Care Analyst, Quality Measures & Research, NCQA LINDSEY ROTH, MPP, Senior Research Associate, Quality Measures & Research, NCQA FERN MCCREE, MPH, Senior Health Care Analyst, Quality Measures & Research, NCQA</p> <p>NCQA staff outline first-year analysis results and public reporting status for two new measures targeting treatment of substance use disorders and three recently updated measures including the Plan All-Cause Readmissions measure. In addition, staff will share reporting results for domains of measures gaining growing attention, including the 11 measures collected via Electronic Clinical Data Systems (ECDS) and four national measures of Long-Term Services and Support (LTSS) reported by health plans and community-based organizations.</p>	10/8/2020	3pm-4:30pm ET
<p>Credentialing 101: Best Practices and Keys to Success</p> <p>CINDY ALLEN-FEDOR, RN, MPA, CPHQ, ACM</p> <p>This session discusses the foundational components necessary to build and maintain a reliable credentialing program. As such, attendees will receive best practices for establishing acceptance criteria, monitoring on an ongoing basis, preventing discrimination, ensuring accuracy of provider directories, and managing delegation.</p>	10/14/2020	1pm-2pm ET
<p>A Deep Dive into the Measures - HEDIS Measure Changes - Part 2</p> <p>CINDY OTTONE, MHA, Director, Policy-Measures, NCQA</p> <p>NCQA staff will discuss the rationale behind retiring measures and developing new ones, share feedback from public comment—an important part of the development process—and outline updates to existing measures.</p>	10/22/2020	2pm-3pm ET
<p>Building on the HEDIS Foundation: Digital Quality Measures</p> <p>CINDY OTTONE, MHA, Director, Policy-Measures, NCQA ANNE MARIE SMITH, Assistant Vice President, Performance Measurement, NCQA</p> <p>Digital quality measures create more efficient data collection and reporting and better accountability at all levels. NCQA presents a panel of experts to discuss allowable adjustments, digital measures and the new HEDIS timeline.</p>	11/5/2020	3pm-4:30pm ET

<p>Measurement Year 2021 Reporting HEDIS® Audit Updates</p> <p>WENDY TALBOT, MPH, Assistant Vice President, Measure Collections & Audit, NCQA</p> <p>During this session, NCQA staff will review and discuss HEDIS audit updates and enhancements.</p>	11/17/2020	3pm-4:30pm ET
<p>Driving Organizational Quality through Credentialing Accreditation and Peer Review</p> <p>RACHEL AUSTIN, CPMSM, National Director, Credentialing & Provider Enrollment TAYSHA HENKE, CPC, Senior Manager, Quality Programs & Clinical Reporting</p> <p>Over the past several years, an increasing number of provider organizations have begun seeking NCQA Credentialing Accreditation to build efficiencies within their medical staff office and support business growth. Making the shift to support a formal peer review committee is a new area of management for many large hospital systems, ACO's, and health care organizations seeking delegated credentialing arrangements. In this webinar, attendees will get first hand insights from a large health system that has met the challenge of aligning to NCQA CR Accreditation requirements and what they found to be best practices in driving a high functioning peer-review credentialing committee.</p>	11/18/2020	1pm-2pm ET
<p>A Deep Dive into the New Measures: Kidney Health Evaluation, Cardiac Rehabilitation, Osteoporosis</p> <p>EMILY HUBBARD, BA, Health Care Analyst, NCQA DANIEL ROMAN, Senior Research Associate, Performance Measurement, NCQA NANCY MCGEE, MS, MBA, Senior Health Care Analyst, Quality Measurement & Research Group</p> <p>Join NCQA measurement champions as they share insight into the development of the new HEDIS measures. They will share the research and guidelines shaping the rationale for the measures and provide an overview of the themes and considerations to help shape the development of these brand new measures. Spotlight on measures: Kidney Health Evaluation, Cardiac Rehabilitation, Osteoporosis Screening in Older Women.</p>	12/3/2020	1pm-2:30pm ET
<p>2020 INNOVATION AWARDS</p> <p>Innovative health plans and patient centered medical homes support delivery system redesign and patient engagement initiatives that help drive better integration across the various levels of the delivery system and support person-centered care. NCQA Innovation Award winners represent organizations implementing leading-edge strategies and delivery systems that improve both quality and value. Join us as we hear directly from this year's award winners on how they are on the cutting edge of transforming quality care.</p>		On-Demand

BASIC

Practice and Providers – BASIC

SCHEDULE OF COURSES

Note: All times listed are Eastern Time.

Session	Date	Time
Emerging Strategies for Telehealth, HEDIS and NCQA Products PEGGY O'KANE, President - NCQA MICHAEL BARR, MD, Executive Vice President, Quality Measurement & Research Group - NCQA BRAD RYAN, MD, Chief Product Officer - NCQA The founder, top doctor and chief architect of NCQA products discuss what telehealth, reporting of Electronic Clinical Data Systems data and other innovations mean for HEDIS and NCQA evaluation services such as Health Plan Accreditation. This session performs double duty as the latest installment in NCQA's most popular webinar series, The Future of HEDIS.	9/24/2020	1pm-2pm ET
Expanding on KM07: Social Determinants of Health and Connecting Patients to Resources JENNIFER ANGLIN, MS, CHES, PCMH CCE, Senior Quality Advisors, Purdue Healthcare Advisors, Purdue University Join the discussion on KM07, where we reflect on SDOH and how the pandemic complicates this already critical aspect of health outcomes. We'll look at ways to utilize data to connect patients with community resources and track outcomes. We'll also take a brief look at capturing information on vulnerable populations and implementing a quality improvement plan. This is a deep dive into how patients are affected by social risk and how your clinic can track and guide them to better health outcomes.	9/29/2020	1pm-2pm ET
Population Health Program: Essentials and Challenges OSMAN AHMED, Dr.PH, MD Medical Director, Population Health Management, WellMed Join Dr. Osman (Ozzie) Ahmed, an expert in population health management and analytics, as he outlines the critical components of a population health program. He'll give a detailed overview of the principles of population health and data utilities, and how to realize the best health and cost outcomes through evidence-based, well-designed program activities.	10/7/2020	1pm-2pm ET

<p>Successful telehealth Implementation During and After COVID</p> <p>CHRISTINA BORDEN, PCMH CCE, Director, Product Development, NCQA GREG ADAMS, MD, Physician, Blue Ridge Pediatric & Adolescent Medicine, Co-president, Community Care Physician Network ANAMARIA LOPEZ, MD, Professor and Vice Chair of Medical Oncology, Chief of Cancer Services for Jefferson Health New Jersey</p> <p>Join our panel of NCQA faculty and clinicians as they share best practices on how to implement and fine-tune your telehealth platform to ensure delivery of patient-centered care—today, and in the future.</p>	10/20/2020	3pm-4pm ET
<p>Optimizing Patient Care During a Pandemic</p> <p>PAT POPE STOUT, PCMH CCE, CPHIMS, Quality Improvement Specialist, Qsource JULIA MCKAY, LPN, PCMH CCE, Project Manager, Patient Centered Medical Home & CPC+, Erlanger Health System AMY HONEYCUTT, CMA (AAMA), Operations Project Manager, Holston Medical Group ADRICE L. WILLIAMS, BSN, RN, Manager at THE MED, Christ Community Health Services</p> <p>This panel discussion will highlight the experiences of practices during the pandemic and the benefits of being a PCMH-Recognized practice during this time. Panelists will share challenges to connecting with patients to drive and maintain engagement; strategies for ensuring continuity of care and health preservation for high-risk patients; and SDOH outreach with at-risk patient populations and the resources available. They will also reveal how their practices survived the heavy demand with limited resources and how the COVID crisis sharpened challenges.</p>	11/3/2020	1pm-2:30pm ET
<p>Using Health IT to Enhance Communication Between Patients and Providers</p> <p>SAMANTHA SAWDON, PCMH CCE, Principal Consultant, Synergistic Strategies LLC</p> <p>EHRs are evolving to keep up with the quickly developing IT platforms built to enhance care coordination and communication with patients and families. In this webinar, we will discuss what's available in most EHRs to better inform patients about care plans and provide access to full chart information, and to enhance communication between the care team, provider and patient or family. Topics include sharing progress notes, use and set-up of text messaging, implementing proxy portals for populations with confidentiality concerns and use of CommonWell and Carequality.</p>	11/5/2020	1pm-2pm ET

<p>Improving Health System Management of Hypertension, Cholesterol, Diabetes and Physician Quality Before and During COVID</p> <p>JESSICA SCHAPPACHER, MS-HSA, PCMH CCE, Consultant, HealthARCH</p> <p>Jessica Schappacher, a CCE consultant, will discuss a grant-funded collaboration with the Florida Department of Health's Bureau of Chronic Disease Prevention and the University of Central Florida College of Medicine's HealthARCH to improve the performance of Floridian health systems' management of hypertension, high cholesterol and diabetes (including pre-diabetes), and improve physician quality of care through clinical processes, clinical quality measurement and implementation of evidence-based intervention referral systems. Faculty will discuss how the project has adapted to meet the challenges of COVID-19 while working toward its original scope and goals.</p>	11/10/2020	1pm-2pm ET
<p>Knowing and Managing Your Patients "Deconstructed"</p> <p>KAREN TAUBERT, RN, BSN, MBA, PCMH CCE, Senior Consultant, Comagine Health</p> <p>NCQA's Knowing and Managing Your Patients is the largest of the NCQA Recognition Concepts and has the most Core and Elective criteria. This session will break down the most challenging KM criteria into understandable components of an overall comprehensive assessment and discuss how to use data to identify and segment populations and drive decision making for services offered to those populations.</p>	11/17/2020	1pm-2pm ET
<p>Providing Holistic Pediatric Primary Care during the COVID-19 Pandemic & What Comes Next</p> <p>LAUREN DALEY, MBA, Primary Care Administrator, Nemours/Alfred I. duPont Hospital for Children MEGHAN LINES, PhD, Clinical Director, Integrated Primary Care Psychology, Nemours/Alfred I. duPont Hospital for Children</p> <p>This session will outline the COVID-19 response and recovery plans for Nemours duPont Pediatrics, Primary Care; describe barriers to providing primary care services—including behavioral health—during the pandemic; outline specific countermeasures, including tools and structures implemented to ensure access to necessary primary care services while maintaining a safe environment for patients, families and associates; and discuss emerging practices for integrated care in the evolving health care landscape.</p>	11/19/2020	1pm-2pm ET

<p>Targeted Digital and Telephonic Messaging as Effective Support and Engagement Tools during the COVID-19 Pandemic</p> <p>FRANCES ILOZUE, MD, MPH, PCMH CCE</p> <p>Once NY Governor Andrew Cuomo instituted NY PAUSE, Rapha Family Medicine, like most small, community-based practices, was left without guidance or resources to support its population, especially the most vulnerable. Understanding how small primary care practices used patient portals, phone calls and text messaging to communicate, engage with, manage and support their patient populations is critical—not just for care during the pandemic, but for ongoing transition and continuity of care afterwards. This presentation explores the critical importance of follow-up messages and/or virtual meetings with patients and their family members to care plan implementation, ongoing support and reevaluation.</p>	12/3/2020	3pm-4pm ET
<p>2020 INNOVATION AWARDS</p> <p>Innovative health plans and patient centered medical homes support delivery system redesign and patient engagement initiatives that help drive better integration across the various levels of the delivery system and support person-centered care. NCQA Innovation Award winners represent organizations implementing leading-edge strategies and delivery systems that improve both quality and value. Join us as we hear directly from this year's award winners on how they are on the cutting edge of transforming quality care.</p>		On-Demand
<p>2020-2021 PCMH CCE QUALITY AWARDS</p> <p>PCMH Certified Content Experts (CCEs) play an integral role in helping practices transform, achieve and maintain PCMH Recognition. Each year we ask Recognized practices and other stakeholders to nominate outstanding CCEs who have demonstrated:</p> <ul style="list-style-type: none"> • Significant contributions toward practice transformation, resulting in a practice or practices achieving NCQA PCMH Recognition. • In-depth knowledge, experience and performance with NCQA PCMH program standards, guidelines, documentation and the Recognition process. • Performance as a positive, goal-oriented team player, coach and advocate. <p>Join us this fall for the virtual 2020 – 2021 PCMH CCE Quality Awards Ceremony. NCQA's President Margaret E. O'Kane will announce this year's winners and each winner will give a brief presentation highlighting their work helping practices transform and maintain PCMH Recognition.</p>		On-Demand

PLUS

Health Plan and HEDIS Track – PLUS



Quality
INNOVATION
SERIES

PLUS

Health Plan and HEDIS Track – PLUS

SCHEDULE OF COURSES

Note: All times listed are Eastern Time.

Session	Date	Time
Redefining the Quality Playbook (See event description on page 5 and 6.)	9/17/2020	1pm-4pm ET
Findings and Recommendations from the Telehealth Task Force FRANK MICCICHE, Vice President, Public Policy and Communications, NCQA BRAD RYAN, MD, Chief Product Officer, NCQA Amid an unprecedented increase in the use of remote medical services, 23 leading health care voices came together to form the Task Force on Telehealth Policy. Convened by the Alliance for Connected Care, the National Committee for Quality Assurance and the American Telemedicine Association, the group represents a broad spectrum of providers, consumer advocates, payers and health care quality experts from public, private and nonprofit sectors. Join NCQA leadership as they share Task Force findings and recommendations.	9/22/2020	1pm-2pm ET
Emerging Strategies for Telehealth, HEDIS and NCQA Products PEGGY O'KANE, President - NCQA MICHAEL BARR, MD, Executive Vice President, Quality Measurement & Research Group - NCQA BRAD RYAN, MD, Chief Product Officer - NCQA The founder, top doctor and chief architect of NCQA products discuss what telehealth, reporting of Electronic Clinical Data Systems data and other innovations mean for HEDIS and NCQA evaluation services such as Health Plan Accreditation. This session performs double duty as the latest installment in NCQA's most popular webinar series, The Future of HEDIS.	9/24/2020	1pm-2pm ET

FEATURED SESSION**FEATURED SESSION**

COVID's Impact on Vaccinations and Health Care Quality LI TAN, PhD Immunization Action Coalition Dr. Tan, a national expert on immunizations, shares insights on why it's both safe and important for the public to keep up with vaccinations during the pandemic.	9/25/2020	1pm-2pm ET
Quality Connections: Virtual Office Hours with NCQA Staff for Accreditation and HEDIS - Session 1 NCQA staff for HEDIS, Accreditation, Certification and Recognition are available on Fridays to answer questions from QIS attendees about NCQA products. Sessions are unstructured.	9/25/2020	2:15pm-3:15pm ET
A Deep Dive into the Measures - HEDIS Measure Changes - Part 1 KATHERINE SOBEL, Senior Health Care Analyst, Quality Measurement & Research Group Join NCQA measurement champions as they share insight into measure changes and measure retirements. They will share the research and guidelines shaping the rationale for the measures and provide an overview of the themes and considerations for the measures. Spotlight on measures: Well Child Visits, Adolescent Well-Care Visits.	9/29/2020	3pm-4pm ET
Delivering Value-Based Care Across the Care Continuum PATRICK CONWAY, MD, CEO, Care Solutions, Optum Moderated by DR. MICHAEL BARR, Executive Vice President, Quality, Measurement & Research Group at NCQA It's clear that the U.S. health care system has begun to shift from volume to value-based care across the public and private sectors. Value-based models encourage delivery of better care while improving cost and outcomes for all stakeholders. Join Dr. Patrick Conway, CEO of Optum Care Solutions, as he shares insights on value-based care, his vision for implementing solutions across the entire care continuum and his call to action for building a better health care system for everyone.	10/1/2020	1pm-2pm ET

PLUS
Health Plan and HEDIS Track – PLUS

<p>Population Health Program: Essentials and Challenges</p> <p>OSMAN AHMED, Dr.PH, MD Medical Director, Population Health Management, WellMed</p> <p>Join Dr. Osman (Ozzie) Ahmed, an expert in population health management and analytics, as he outlines the critical components of a population health program. He'll give a detailed overview of the principles of population health and data utilities, and how to realize the best health and cost outcomes through evidence-based, well-designed program activities.</p>	10/7/2020	1pm-2pm ET
<p>HEDIS 2020 First Year Results</p> <p>JUNQING LIU, PhD, MSW, Research Scientist, Quality Measures & Research, NCQA RACHEL HARRINGTON, PhD, Research Scientist, Quality Measures & Research, NCQA LYNDSEY NGUYEN, MS, Senior Health Care Analyst, Quality Measures & Research, NCQA LINDSEY ROTH, MPP, Senior Research Associate, Quality Measures & Research, NCQA FERN MCCREE, MPH, Senior Health Care Analyst, Quality Measures & Research, NCQA</p> <p>NCQA staff outline first-year analysis results and public reporting status for two new measures targeting treatment of substance use disorders and three recently updated measures including the Plan All-Cause Readmissions measure. In addition, staff will share reporting results for domains of measures gaining growing attention, including the 11 measures collected via Electronic Clinical Data Systems (ECDS) and four national measures of Long-Term Services and Support (LTSS) reported by health plans and community-based organizations.</p>	10/8/2020	3pm-4:30pm ET
<p>Technology Hub: Demonstration of IRT for NCQA Accreditation and Certification Surveys - Session 1</p> <p>The Interactive Review Tool (IRT) is a web-based platform used to manage the survey process for NCQA Accreditation and Certification. Organizations can access the standards, complete presurvey process steps and a self-assessment, and submit survey materials and documentation. This demonstration is for health plans and organizations eligible for NCQA Accreditation/Certification. There will be a live Q&A with presenters following the session, which will be hosted twice for the Quality Innovation Series.</p>	10/9/2020	1pm-2pm ET

<p>Telehealth and Homelessness: Lessons Learned Serving an Overlooked, High-Need Population</p> <p>BARBARA DIPIETRO, PHD Senior Director of Policy National Health Care for the Homeless Council</p> <p>DARLENE M. JENKINS, PHD, MPH, CHES Senior Director of Programs National Health Care for the Homeless Council</p> <p>COVID-19 pushed the entire health care industry toward increased telehealth. For health care providers serving people experiencing homelessness, there are specific challenges meeting the needs of patients in shelters, on the streets, in encampments and in supportive housing programs. Implementing telehealth services was previously not thought possible for a high-need, medically complex population without housing. Join us for a conversation about the successes, challenges and lessons learned from safety net providers who have shown that telehealth can be a standard part of high-quality care, especially for vulnerable populations. We'll also discuss policies needed to ensure that successes are made permanent.</p>	10/13/2020	2pm-3:15pm ET
<p>Credentialing 101: Best Practices and Keys to Success</p> <p>CINDY ALLEN-FEDOR, RN, MPA, CPHQ, ACM</p> <p>This session discusses the foundational components necessary to build and maintain a reliable credentialing program. As such, attendees will receive best practices for establishing acceptance criteria, monitoring on an ongoing basis, preventing discrimination, ensuring accuracy of provider directories, and managing delegation.</p>	10/14/2020	1pm-2pm ET
<p>The Digital Measures Pioneer Panel</p> <p>FERN MCCREE, MPH, Senior Health Care Analyst, NCQA</p> <p>Hear insight from three health plans that are using Electronic Clinical Data Systems measures, NCQA's newest quality reporting method, which allows unusual insight into care quality.</p>	10/15/2020	3pm-4:30pm ET
<p>Quality Connections: Virtual Office Hours with NCQA Staff for Accreditation and HEDIS - Session 2</p> <p>Quality Connections: Virtual Office Hours With NCQA Staff NCQA staff for HEDIS, Accreditation, Certification and Recognition are available on Fridays to answer questions from QIS attendees about NCQA products. Sessions are unstructured.</p>	10/16/2020	2:15pm-3:15pm ET

Taking Care of New York's Heart & Soul, It's People	10/20/2020	1pm-2pm ET
KAREN IGNAGNI, CEO, Emblem Health LISA SLATTERY, Vice President, Accreditation and Recognition Operations, NCQA - Moderator EmblemHealth is one of the nation's largest not-for-profit health insurers, with more than 3 million members and an 80-year legacy of serving New York City and the Tri-State area. Join us for a discussion with Karen Ignagni, EmblemHealth's CEO, as she shares its companies' commitment to meeting the needs of a diverse membership while navigating the epicenter of the pandemic.		
A Deep Dive into the Measures - HEDIS Measure Changes - Part 2	10/22/2020	2pm-3pm ET
CINDY OTTONE, MHA, Director, Policy-Measures, NCQA NCQA staff will discuss the rationale behind retiring measures and developing new ones, share feedback from public comment—an important part of the development process—and outline updates to existing measures.		
Innovation in Primary Care and the COVID Response: Finding Inspiration	10/27/2020	1pm-2:30pm ET
CHRISTINE BECHTEL, MA, Co-Founder, X4 Health ANDREW MORRIS-SINGER, MD, Co-Director, Morris-Singer Foundation, and Chair, Primary Care Progress Primary care is under siege. The combination of COVID-related quarantines and a fee-for-service payment system focused on in-person care has threatened its financial existence, even though the need for strong primary care has never been more urgent—from mitigating spread and treating a clinically complex disease, to preserving hospital capacity and providing regular medical care. Despite these challenges, primary care continues to innovate. This session will identify a range of community-responsive innovations that have emerged and will review what has enabled those innovations.		
The Three C's of Quality During COVID-19: Communication, Compassion & Continuity	10/28/2020	1pm-2pm ET
GWEN LAURY, RN, CPHQ, PCMH CCE, SSBBP, Senior Director of Quality Improvement, Louisiana Healthcare Connections In the midst of a global pandemic, Louisiana Healthcare Connections adopted an innovative strategy to ensure uninterrupted access to quality, coordinated care for one of the state's most vulnerable populations. By incorporating direct outreach to high-risk members, increasing telehealth access and implementing protocols for addressing social determinants of health, this Medicaid health plan is working aggressively to improve outcomes in spite of the unprecedented challenges of COVID-19.		

<p>Embracing Virtual Care: The Veterans Health Administration's Rapid Acceleration of Telemental Health During the COVID-19 Response</p> <p>KENDRA WEAVER, PsyD, Sr. Consultant Veterans Health Administration Office of Mental Health & Suicide Prevention</p> <p>Dr. Weaver will describe the VHA's history and promotion of telemental health and how this facilitated a rapid scale-up during the initial COVID-19 response period. She will talk about VHA's conversion of in-person care to virtual care and the impact of telemental health services for veterans. Hear lessons learned, including organizational strengths and opportunities, moving forward, and implications for other providers and health care systems.</p>	10/29/2020	1pm-2pm ET
<p>Technology Hub: Demonstration of the Redesigned IDSS for HEDIS Data Reporting - Session 1</p> <p>The Interactive Data Submission System (IDSS) is a web-based platform used to collect HEDIS results. Organizations can access templates and resources for data imports and exports, manage user access, import data for HEDIS submission and report on submissions. This demonstration of the redesigned IDSS is for health care organizations and vendors submitting data to NCQA for HEDIS reporting. There will be a live Q&A with presenters following the session, which will be hosted twice for the Quality Innovation Series.</p>	10/30/2020	2:15pm-3:15pm ET
<p>Building on the HEDIS Foundation: Digital Quality Measures</p> <p>CINDY OTTONE, MHA, Director, Policy-Measures, NCQA ANNE MARIE SMITH, Assistant Vice President, Performance Measurement, NCQA</p> <p>Digital quality measures create more efficient data collection and reporting and better accountability at all levels. NCQA presents a panel of experts to discuss allowable adjustments, digital measures and the new HEDIS timeline.</p>	11/5/2020	3pm-4:30pm ET
<p>Technology Hub: Demonstration of IRT for NCQA Accreditation and Certification Surveys - Session 2</p> <p>The Interactive Review Tool (IRT) is a web-based platform used to manage the survey process for NCQA Accreditation and Certification. Organizations can access the standards, complete presurvey process steps and a self-assessment, and submit survey materials and documentation. This demonstration is for health plans and organizations eligible for NCQA Accreditation/Certification. There will be a live Q&A with presenters following the session, which will be hosted twice for the Quality Innovation Series.</p>	11/6/2020	2:15pm-3:15pm ET

Technology Hub: Demonstration of the Redesigned IDSS for HEDIS Data Reporting - Session 2 The Interactive Data Submission System (IDSS) is a web-based platform used to collect HEDIS results. Organizations can access templates and resources for data imports and exports, manage user access, import data for HEDIS submission and report on submissions. This demonstration of the redesigned IDSS is for health care organizations and vendors submitting data to NCQA for HEDIS reporting. There will be a live Q&A with presenters following the session, which will be hosted twice for the Quality Innovation Series.	11/13/2020	2:15pm-3:15pm ET
Measurement Year 2021 Reporting HEDIS® Audit Updates WENDY TALBOT, MPH, Assistant Vice President, Measure Collections & Audit, NCQA During this session, NCQA staff will review and discuss HEDIS audit updates and enhancements.	11/17/2020	3pm-4:30pm ET
Driving Organizational Quality through Credentialing Accreditation and Peer Review Rachel Austin, CPMSM, National Director, Credentialing & Provider Enrollment Taysha Henke, CPC, Senior Manager, Quality Programs & Clinical Reporting Over the past several years, an increasing number of provider organizations have begun seeking NCQA Credentialing Accreditation to build efficiencies within their medical staff office and support business growth. Making the shift to support a formal peer review committee is a new area of management for many large hospital systems, ACO's, and health care organizations seeking delegated credentialing arrangements. In this webinar, attendees will get first hand insights from a large health system that has met the challenge of aligning to NCQA CR Accreditation requirements and what they found to be best practices in driving a high functioning peer-review credentialing committee.	11/18/2020	1pm-2pm ET
Quality Connections: Virtual Office Hours with NCQA Staff for Accreditation and HEDIS - Session 3 NCQA staff for HEDIS, Accreditation, Certification and Recognition are available on Fridays to answer questions from QIS attendees about NCQA products. Sessions are unstructured.	11/20/2020	2:15pm-3:15pm ET

<p>A Deep Dive into the New Measures: Kidney Health Evaluation, Cardiac Rehabilitation, Osteoporosis</p> <p>Emily Hubbard, BA, Health Care Analyst, NCQA Daniel Roman, Senior Research Associate, Performance Measurement, NCQA Nancy McGee, MS, MBA, Senior Health Care Analyst, Quality Measurement & Research Group</p> <p>Join NCQA measurement champions as they share insight into the development of the new HEDIS measures. They will share the research and guidelines shaping the rationale for the measures and provide an overview of the themes and considerations to help shape the development of these brand new measures. Spotlight on measures: Kidney Health Evaluation, Cardiac Rehabilitation, Osteoporosis Screening in Older Women.</p>	12/3/2020	1pm-2:30pm ET
<p>How the Patient-Clinician Relationship Will Help Us Survive the Pandemic</p> <p>CHRISTINE BECHTEL, MA, Co-Founder, X4 Health ANDREW MORRIS-SINGER, MD, Co-Director, Morris-Singer Foundation and Chair, Primary Care Progress</p> <p>COVID has increased the sense of social and physical isolation in our society. Clinicians are experiencing tremendous strain as they adapt to a “new normal” that has magnified the flaws in the U.S. health care system, and patients are adapting to that system under strain in unprecedented ways. What would happen if patients and physicians came together virtually to (re)connect, talk openly about their experiences, support one another and find the silver lining that might show a better way forward? Could this help mitigate clinician burnout and patient disengagement with care? Might this be a platform for collaborative action aimed at transforming care processes or advocating for policy change?</p>	12/8/2020	1pm-2:30pm ET
<p>2020 INNOVATION AWARDS</p> <p>Innovative health plans and patient centered medical homes support delivery system redesign and patient engagement initiatives that help drive better integration across the various levels of the delivery system and support person-centered care. NCQA Innovation Award winners represent organizations implementing leading-edge strategies and delivery systems that improve both quality and value. Join us as we hear directly from this year's award winners on how they are on the cutting edge of transforming quality care.</p>		On-Demand

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Note: All times listed are Eastern Time.

Session	Date	Time
Redefining the Quality Playbook (See event description on page 5 and 6.)	9/17/2020	1pm-4pm ET
Findings and Recommendations from the Telehealth Task Force FRANK MICCICHE, Vice President, Public Policy and Communications, NCQA BRAD RYAN, MD, Chief Product Officer, NCQA Amid an unprecedented increase in the use of remote medical services, 23 leading health care voices came together to form the Task Force on Telehealth Policy. Convened by the Alliance for Connected Care, the National Committee for Quality Assurance and the American Telemedicine Association, the group represents a broad spectrum of providers, consumer advocates, payers and health care quality experts from public, private and nonprofit sectors. Join NCQA leadership as they share Task Force findings and recommendations.	9/22/2020	1pm-2pm ET
Emerging Strategies for Telehealth, HEDIS and NCQA Products PEGGY O'KANE, President - NCQA MICHAEL BARR, MD, Executive Vice President, Quality Measurement & Research Group - NCQA BRAD RYAN, MD, Chief Product Officer - NCQA The founder, top doctor and chief architect of NCQA products discuss what telehealth, reporting of Electronic Clinical Data Systems data and other innovations mean for HEDIS and NCQA evaluation services such as Health Plan Accreditation. This session performs double duty as the latest installment in NCQA's most popular webinar series, The Future of HEDIS.	9/24/2020	1pm-2pm ET

COVID's Impact on Vaccinations and Health Care Quality	9/25/2020	1pm-2pm ET
LI TAN, PhD Immunization Action Coalition Dr. Tan, a national expert on immunizations, shares insights on why it's both safe and important for the public to keep up with vaccinations during the pandemic.		
Expanding on KM07: Social Determinants of Health and Connecting Patients to Resources	9/29/2020	1pm-2pm ET
JENNIFER ANGLIN, MS, CHES, PCMH CCE , Senior Quality Advisors, Purdue Healthcare Advisors, Purdue University Join the discussion on KM07, where we reflect on SDOH and how the pandemic complicates this already critical aspect of health outcomes. We'll look at ways to utilize data to connect patients with community resources and track outcomes. We'll also take a brief look at capturing information on vulnerable populations and implementing a quality improvement plan. This is a deep dive into how patients are affected by social risk and how your clinic can track and guide them to better health outcomes.		
Delivering Value-Based Care Across the Care Continuum	10/1/2020	1pm-2pm ET
PATRICK CONWAY, MD, CEO, Care Solutions, Optum Moderated by DR. MICHAEL BARR, Executive Vice President, Quality, Measurement & Research Group at NCQA It's clear that the U.S. health care system has begun to shift from volume to value-based care across the public and private sectors. Value-based models encourage delivery of better care while improving cost and outcomes for all stakeholders. Join Dr. Patrick Conway, CEO of Optum Care Solutions, as he shares insights on value-based care, his vision for implementing solutions across the entire care continuum and his call to action for building a better health care system for everyone.		
Quality Connections: Virtual Office Hours with NCQA Staff for Recognition - Session 1	10/2/2020	1pm-2pm ET
NCQA staff for HEDIS, Accreditation, Certification and Recognition are available on Fridays to answer questions from QIS attendees about NCQA products. Sessions are unstructured.		

<p>Population Health Program: Essentials and Challenges</p> <p>OSMAN AHMED, PhD, MD Medical Director, Population Health Management, WellMed</p> <p>Join Dr. Osman (Ozzie) Ahmed, an expert in population health management and analytics, as he outlines the critical components of a population health program. He'll give a detailed overview of the principles of population health and data utilities, and how to realize the best health and cost outcomes through evidence-based, well-designed program activities.</p>	10/7/2020	1pm-2pm ET
<p>Results of the COVID-19 Stress Test of Primary Care</p> <p>REBECCA ETZ, PhD, Associate Professor, Family Medicine and Population Health, Virginia Commonwealth University, and Co-Director, Larry A. Green Center</p> <p>The Quick COVID-19 Primary Care Survey ("C19 Survey") was launched by the Larry A. Green Center on the same day that the U.S. declared a national emergency. The survey is a weekly national finger-on-the-pulse reading of the response, challenges and capacity of U.S. primary care practices and patients. Since March, the C19 Survey has focused on the rapid evolution of primary care, and additional monthly surveys capture the American experience of primary care during the pandemic. In this session, we'll share what we've learned through these surveys and the unique challenges faced by primary care practices as they seek to provide access and comprehensive care while ensuring the safety of patients and staff—and the survival of their practice.</p>	10/8/2020	1pm-2pm ET
<p>Telehealth and Homelessness: Lessons Learned Serving an Overlooked, High-Need Population</p> <p>BARBARA DIPIETRO, PhD Senior Director of Policy National Health Care for the Homeless Council</p> <p>DARLENE M. JENKINS, PhD, MPH, CHES Senior Director of Programs National Health Care for the Homeless Council</p> <p>COVID-19 pushed the entire health care industry toward increased telehealth. For health care providers serving people experiencing homelessness, there are specific challenges meeting the needs of patients in shelters, on the streets, in encampments and in supportive housing programs. Implementing telehealth services was previously not thought possible for a high-need, medically complex population without housing. Join us for a conversation about the successes, challenges and lessons learned from safety net providers who have shown that telehealth can be a standard part of high-quality care, especially for vulnerable populations. We'll also discuss policies needed to ensure that successes are made permanent.</p>	10/13/2020	2pm-3:15pm ET

<p>Knowledge of Patient-Centered Care is Powerful: How Teaching Healthcare Consumerism Skills Improves Clinical Outcomes, Trust, Satisfaction, and Health Equity Within the NCQA Patient-Centered Medical Home Model</p> <p>JAMES P. YOUNG, JR., Ph.D., PCMH CCE, CPHQ, CEO, Concordant Health Care Solutions, Inc.</p> <p>An NCQA PCMH CCE, Dr. Young will share his primary research and experience with health care disparities and patient-centered care. Content will focus on how human resource and health plan professionals can design training strategies on the principles of the patient-centered medical home to improve health care consumer skills among diverse employees. Dr. Young will present evidence-based methods for enhancing plan performance and reducing costly racial/cultural inequities.</p>	10/15/2020	1pm-2pm ET
<p>Taking Care of New York's Heart & Soul, It's People</p> <p>FEATURED SESSION</p> <p>KAREN IGNAGNI, CEO, Emblem Health</p> <p>LISA SLATTERY, Vice President, Accreditation and Recognition Operations, NCQA - Moderator</p> <p>EmblemHealth is one of the nation's largest not-for-profit health insurers, with more than 3 million members and an 80-year legacy of serving New York City and the Tri-State area. Join us for a discussion with Karen Ignagni, EmblemHealth's CEO, as she shares its companies' commitment to meeting the needs of a diverse membership while navigating the epicenter of the pandemic.</p>	10/20/2020	1pm-2pm ET
<p>Successful Telehealth Implementation During and After COVID</p> <p>CHRISTINA BORDEN, PCMH CCE, Director, Product Development, NCQA</p> <p>GREG ADAMS, MD, Physician, Blue Ridge Pediatric & Adolescent Medicine, Co-president, Community Care Physician Network</p> <p>ANAMARIA LOPEZ, MD, Professor and Vice Chair of Medical Oncology, Chief of Cancer Services for Jefferson Health New Jersey</p> <p>Join our panel of NCQA faculty and clinicians as they share best practices on how to implement and fine-tune your telehealth platform to ensure delivery of patient-centered care—today, and in the future.</p>	10/20/2020	3pm-4pm ET
<p>Quality Connections: Virtual Office Hours with NCQA Staff for Recognition - Session 2</p> <p>NCQA staff for HEDIS, Accreditation, Certification and Recognition are available on Fridays to answer questions from QIS attendees about NCQA products. Sessions are unstructured.</p>	10/23/2020	1pm-2pm ET

<p>Innovation in Primary Care and the COVID Response: Finding Inspiration</p> <p>CHRISTINE BECHTEL, MA, Co-Founder, X4 Health ANDREW MORRIS-SINGER, MD, Co-Director, Morris-Singer Foundation, and Chair, Primary Care Progress</p> <p>Primary care is under siege. The combination of COVID-related quarantines and a fee-for-service payment system focused on in-person care has threatened its financial existence, even though the need for strong primary care has never been more urgent—from mitigating spread and treating a clinically complex disease, to preserving hospital capacity and providing regular medical care. Despite these challenges, primary care continues to innovate. This session will identify a range of community-responsive innovations that have emerged and will review what has enabled those innovations.</p>	10/27/2020	1pm-2:30pm ET
<p>Embracing Virtual Care: The Veterans Health Administration's Rapid Acceleration of Telemental Health During the COVID-19 Response</p> <p>KENDRA WEAVER, PsyD, Sr. Consultant Veterans Health Administration Office of Mental Health & Suicide Prevention</p> <p>Dr. Weaver will describe the VHA's history and promotion of telemental health and how this facilitated a rapid scale-up during the initial COVID-19 response period. She will talk about VHA's conversion of in-person care to virtual care and the impact of telemental health services for veterans. Hear lessons learned, including organizational strengths and opportunities, moving forward, and implications for other providers and health care systems.</p>	10/29/2020	1pm-2pm ET
<p>Optimizing Patient Care During a Pandemic</p> <p>PAT POPE STOUT, PCMH CCE, CPHIMS, Quality Improvement Specialist, Qsource JULIA MCKAY, LPN, PCMH CCE, Project Manager, Patient Centered Medical Home & CPC+, Erlanger Health System AMY HONEYCUTT, CMA (AAMA), Operations Project Manager, Holston Medical Group ADRICE L. WILLIAMS BSN, RN, Manager at THE MED, Christ Community Health Services</p> <p>This panel discussion will highlight the experiences of practices during the pandemic and the benefits of being a PCMH-Recognized practice during this time. Panelists will share challenges to connecting with patients to drive and maintain engagement; strategies for ensuring continuity of care and health preservation for high-risk patients; and SDOH outreach with at-risk patient populations and the resources available. They will also reveal how their practices survived the heavy demand with limited resources and how the COVID crisis sharpened challenges.</p>	11/3/2020	1pm-2:30pm ET

<p>Using Health IT to Enhance Communication Between Patients and Providers</p> <p>SAMANTHA SAWDON, PCMH CCE, Principal Consultant, Synergistic Strategies LLC</p> <p>EHRs are evolving to keep up with the quickly developing IT platforms built to enhance care coordination and communication with patients and families. In this webinar, we will discuss what's available in most EHRs to better inform patients about care plans and provide access to full chart information, and to enhance communication between the care team, provider and patient or family. Topics include sharing progress notes, use and set-up of text messaging, implementing proxy portals for populations with confidentiality concerns and use of CommonWell and Carequality.</p>	11/5/2020	1pm-2pm ET
<p>Improving Health System Management of Hypertension, Cholesterol, Diabetes and Physician Quality Before and During COVID</p> <p>JESSICA SCHAPPACHER, MS-HSA, PCMH CCE, Consultant, HealthARCH</p> <p>Jessica Schappacher, a CCE consultant, will discuss a grant-funded collaboration with the Florida Department of Health's Bureau of Chronic Disease Prevention and the University of Central Florida College of Medicine's HealthARCH to improve the performance of Floridian health systems' management of hypertension, high cholesterol and diabetes (including pre-diabetes), and improve physician quality of care through clinical processes, clinical quality measurement and implementation of evidence-based intervention referral systems. Faculty will discuss how the project has adapted to meet the challenges of COVID-19 while working toward its original scope and goals.</p>	11/10/2020	1pm-2pm ET
<p>Quality Connections: Virtual Office Hours with NCQA Staff for Recognition - Session 3</p> <p>NCQA staff for HEDIS, Accreditation, Certification and Recognition are available on Fridays to answer questions from QIS attendees about NCQA products. Sessions are unstructured.</p>	11/13/2020	1pm-2pm ET
<p>Knowing and Managing Your Patients "Deconstructed"</p> <p>KAREN TAUBERT, RN, BSN, MBA, PCMH CCE, Senior Consultant, Comagine Health</p> <p>NCQA's Knowing and Managing Your Patients is the largest of the NCQA Recognition Concepts and has the most Core and Elective criteria. This session will break down the most challenging KM criteria into understandable components of an overall comprehensive assessment and discuss how to use data to identify and segment populations and drive decision making for services offered to those populations.</p>	11/17/2020	1pm-2pm ET

<p>Providing Holistic Pediatric Primary Care during the COVID-19 Pandemic & What Comes Next</p> <p>LAUREN DALEY, MBA, Primary Care Administrator, Nemours/Alfred I. duPont Hospital for Children MEGHAN LINES, PhD, Clinical Director, Integrated Primary Care Psychology, Nemours/Alfred I. duPont Hospital for Children</p> <p>This session will outline the COVID-19 response and recovery plans for Nemours duPont Pediatrics, Primary Care; describe barriers to providing primary care services—including behavioral health—during the pandemic; outline specific countermeasures, including tools and structures implemented to ensure access to necessary primary care services while maintaining a safe environment for patients, families and associates; and discuss emerging practices for integrated care in the evolving health care landscape.</p>	11/19/2020	1pm-2pm ET
<p>Technology Hub: Demonstration of Q-PASS for NCQA Recognition Surveys - Session 1</p> <p>Q-PASS is a web-based platform used to manage the survey process for NCQA Recognition. Organizations can access the standards, manage user access, complete NCQA agreements, schedule virtual check-ins and submit evidence for surveyor review. This demonstration is for professionals who are preparing for NCQA Recognition, leading the readiness evaluation team or teaching others about NCQA's survey process. There will be a live Q&A with presenters following the session, which will be hosted twice for the Quality Innovation Series.</p>	11/20/2020	1pm-2pm ET
<p>Leveraging Telehealth in Primary Care: How use of Telehealth Meets PCMH Criteria</p> <p>AMY TENNANT, PCMH CCE, Manager, Recognition Programs, Policy and Resources</p> <p>Telehealth has seen explosive growth over the past few months. For practices that have integrated telehealth into their workflow, this session will highlight how those changes can meet core and elective criteria in PCMH Recognition. We'll also review telehealth-related updates to the PCMH Recognition standards and guidelines (version 6).</p>	12/1/2020	1pm-2pm ET
<p>Targeted Digital and Telephonic Messaging as Effective Support and Engagement Tools during the COVID-19 Pandemic</p> <p>FRANCES ILOZUE, MD, MPH, PCMH CCE</p> <p>Once NY Governor Andrew Cuomo instituted NY PAUSE, Rapha Family Medicine, like most small, community-based practices, was left without guidance or resources to support its population, especially the most vulnerable. Understanding how small primary care practices used patient portals, phone calls and text messaging to communicate, engage with, manage and support their patient populations is critical—not just for care during the pandemic, but for ongoing transition and continuity of care afterwards. This presentation explores the critical importance of follow-up messages and/or virtual meetings with patients and their family members to care plan implementation, ongoing support and reevaluation.</p>	12/3/2020	3pm-4pm ET

<p>Technology Hub: Demonstration of Q-PASS for NCQA Recognition Surveys - Session 2</p> <p>Q-PASS is a web-based platform used to manage the survey process for NCQA Recognition. Organizations can access the standards, manage user access, complete NCQA agreements, schedule virtual check-ins and submit evidence for surveyor review. This demonstration is for professionals who are preparing for NCQA Recognition, leading the readiness evaluation team or teaching others about NCQA's survey process. There will be a live Q&A with presenters following the session, which will be hosted twice for the Quality Innovation Series.</p>	12/4/2020	1pm-2pm ET
<p>How the Patient-Clinician Relationship Will Help Us Survive the Pandemic</p> <p>CHRISTINE BECHTEL, MA, Co-Founder, X4 Health ANDREW MORRIS-SINGER, MD, Co-Director, Morris-Singer Foundation and Chair, Primary Care Progress</p> <p>COVID has increased the sense of social and physical isolation in our society. Clinicians are experiencing tremendous strain as they adapt to a "new normal" that has magnified the flaws in the U.S. health care system, and patients are adapting to that system under strain in unprecedented ways. What would happen if patients and physicians came together virtually to (re)connect, talk openly about their experiences, support one another and find the silver lining that might show a better way forward? Could this help mitigate clinician burnout and patient disengagement with care? Might this be a platform for collaborative action aimed at transforming care processes or advocating for policy change?</p>	12/8/2020	1pm-2:30pm ET
<p>2020 INNOVATION AWARDS</p> <p>Innovative health plans and patient centered medical homes support delivery system redesign and patient engagement initiatives that help drive better integration across the various levels of the delivery system and support person-centered care. NCQA Innovation Award winners represent organizations implementing leading-edge strategies and delivery systems that improve both quality and value. Join us as we hear directly from this year's award winners on how they are on the cutting edge of transforming quality care.</p>		On-Demand
<p>2020-2021 PCMH CCE QUALITY AWARDS</p> <p>PCMH Certified Content Experts (CCEs) play an integral role in helping practices transform, achieve and maintain PCMH Recognition. Each year we ask Recognized practices and other stakeholders to nominate outstanding CCEs who have demonstrated:</p> <ul style="list-style-type: none"> • Significant contributions toward practice transformation, resulting in a practice or practices achieving NCQA PCMH Recognition. • In-depth knowledge, experience and performance with NCQA PCMH program standards, guidelines, documentation and the Recognition process. • Performance as a positive, goal-oriented team player, coach and advocate. <p>Join us this fall for the virtual 2020 – 2021 PCMH CCE Quality Awards Ceremony. NCQA's President Margaret E. O'Kane will announce this year's winners and each winner will give a brief presentation highlighting their work helping practices transform and maintain PCMH Recognition.</p>		On-Demand

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Note: All times listed are Eastern Time.

Session	Date	Time
Redefining the Quality Playbook (See event description on page 5 and 6.)	9/17/2020	1pm-4pm ET
Findings and Recommendations from the Telehealth Task Force FRANK MICCICHE, Vice President, Public Policy and Communications, NCQA BRAD RYAN, MD, Chief Product Officer, NCQA Amid an unprecedented increase in the use of remote medical services, 23 leading health care voices came together to form the Task Force on Telehealth Policy. Convened by the Alliance for Connected Care, the National Committee for Quality Assurance and the American Telemedicine Association, the group represents a broad spectrum of providers, consumer advocates, payers and health care quality experts from public, private and nonprofit sectors. Join NCQA leadership as they share Task Force findings and recommendations.	9/22/2020	1pm-2pm ET
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FEATURED SESSION

COVID's Impact on Vaccinations and Health Care Quality LI TAN, PhD Immunization Action Coalition Dr. Tan, a national expert on immunizations, shares insights on why it's both safe and important for the public to keep up with vaccinations during the pandemic.	9/25/2020	1pm-2pm ET
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Expanding on KM07: Social Determinants of Health and Connecting Patients to Resources JENNIFER ANGLIN, MS, CHES, PCMH CCE, Senior Quality Advisors, Purdue Healthcare Advisors, Purdue University Join the discussion on KM07, where we reflect on SDOH and how the pandemic complicates this already critical aspect of health outcomes. We'll look at ways to utilize data to connect patients with community resources and track outcomes. We'll also take a brief look at capturing information on vulnerable populations and implementing a quality improvement plan. This is a deep dive into how patients are affected by social risk and how your clinic can track and guide them to better health outcomes.	9/29/2020	1pm-2pm ET
A Deep Dive into the Measures - HEDIS Measure Changes - Part 1 KATHERINE SOBEL, Senior Health Care Analyst, Quality Measurement & Research Group Join NCQA measurement champions as they share insight into measure changes and measure retirements. They will share the research and guidelines shaping the rationale for the measures and provide an overview of the themes and considerations for the measures. Spotlight on measures: Well Child Visits, Adolescent Well-Care Visits.	9/29/2020	3pm-4pm ET

Delivering Value-Based Care Across the Care Continuum PATRICK CONWAY, MD, CEO, Care Solutions, Optum Moderated by Dr. Michael Barr, Executive Vice President, Quality, Measurement & Research Group at NCQA It's clear that the U.S. health care system has begun to shift from volume to value-based care across the public and private sectors. Value-based models encourage delivery of better care while improving cost and outcomes for all stakeholders. Join Dr. Patrick Conway, CEO of Optum Care Solutions, as he shares insights on value-based care, his vision for implementing solutions across the entire care continuum and his call to action for building a better health care system for everyone.	10/1/2020	1pm-2pm ET
Quality Connections: Virtual Office Hours with NCQA Staff for Recognition - Session 1 NCQA staff for HEDIS, Accreditation, Certification and Recognition are available on Fridays to answer questions from QIS attendees about NCQA products. Sessions are unstructured.	10/2/2020	1pm-2pm ET
Population Health Program: Essentials and Challenges OSMAN AHMED, Dr.PH, MD Medical Director, Population Health Management, WellMed Join Dr. Osman (Ozzie) Ahmed, an expert in population health management and analytics, as he outlines the critical components of a population health program. He'll give a detailed overview of the principles of population health and data utilities, and how to realize the best health and cost outcomes through evidence-based, well-designed program activities.	10/7/2020	1pm-2pm ET
Results of the COVID-19 Stress Test of Primary Care REBECCA ETZ, PhD, Associate Professor, Family Medicine and Population Health, Virginia Commonwealth University, and Co-Director, Larry A. Green Center The Quick COVID-19 Primary Care Survey ("C19 Survey") was launched by the Larry A. Green Center on the same day that the U.S. declared a national emergency. The survey is a weekly national finger-on-the-pulse reading of the response, challenges and capacity of U.S. primary care practices and patients. Since March, the C19 Survey has focused on the rapid evolution of primary care, and additional monthly surveys capture the American experience of primary care during the pandemic. In this session, we'll share what we've learned through these surveys and the unique challenges faced by primary care practices as they seek to provide access and comprehensive care while ensuring the safety of patients and staff—and the survival of their practice.	10/8/2020	1pm-2pm ET

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<p>HEDIS 2020 First Year Results</p> <p>JUNQING LIU, PhD, MSW, Research Scientist, Quality Measures & Research, NCQA RACHEL HARRINGTON, PhD, Research Scientist, Quality Measures & Research, NCQA LYNDSEY NGUYEN, MS, Senior Health Care Analyst, Quality Measures & Research, NCQA LINDSEY ROTH, MPP, Senior Research Associate, Quality Measures & Research, NCQA FERN MCCREE, MPH, Senior Health Care Analyst, Quality Measures & Research, NCQA</p> <p>NCQA staff outline first-year analysis results and public reporting status for two new measures targeting treatment of substance use disorders and three recently updated measures including the Plan All-Cause Readmissions measure. In addition, staff will share reporting results for domains of measures gaining growing attention, including the 11 measures collected via Electronic Clinical Data Systems (ECDS) and four national measures of Long-Term Services and Support (LTSS) reported by health plans and community-based organizations.</p>	10/8/2020	3pm-4:30pm ET
<p>Technology Hub: Demonstration of IRT for NCQA Accreditation and Certification Surveys - Session 1</p> <p>The Interactive Review Tool (IRT) is a web-based platform used to manage the survey process for NCQA Accreditation and Certification. Organizations can access the standards, complete presurvey process steps and a self-assessment, and submit survey materials and documentation. This demonstration is for health plans and organizations eligible for NCQA Accreditation/Certification. There will be a live Q&A with presenters following the session, which will be hosted twice for the Quality Innovation Series.</p>	10/9/2020	1pm-2pm ET
<p>Telehealth and Homelessness: Lessons Learned Serving an Overlooked, High-Need Population</p> <p>BARBARA DIPIETRO, PhD Senior Director of Policy National Health Care for the Homeless Council</p> <p>DARLENE M. JENKINS, PhD, MPH, CHES Senior Director of Programs National Health Care for the Homeless Council</p> <p>COVID-19 pushed the entire health care industry toward increased telehealth. For health care providers serving people experiencing homelessness, there are specific challenges meeting the needs of patients in shelters, on the streets, in encampments and in supportive housing programs. Implementing telehealth services was previously not thought possible for a high-need, medically complex population without housing. Join us for a conversation about the successes, challenges and lessons learned from safety net providers who have shown that telehealth can be a standard part of high-quality care, especially for vulnerable populations. We'll also discuss policies needed to ensure that successes are made permanent.</p>	10/13/2020	2pm-3:15pm ET

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<p>Credentialing 101: Best Practices and Keys to Success</p> <p>CINDY ALLEN-FEDOR, RN, MPA, CPHQ, ACM</p> <p>This session discusses the foundational components necessary to build and maintain a reliable credentialing program. As such, attendees will receive best practices for establishing acceptance criteria, monitoring on an ongoing basis, preventing discrimination, ensuring accuracy of provider directories, and managing delegation.</p>	10/14/2020	1pm-2pm ET
<p>Knowledge of Patient-Centered Care is Powerful: How Teaching Healthcare Consumerism Skills Improves Clinical Outcomes, Trust, Satisfaction, and Health Equity Within the NCQA Patient-Centered Medical Home Model</p> <p>JAMES P. YOUNG, JR., Ph.D., PCMH CCE, CPHQ, CEO, Concordant Health Care Solutions, Inc.</p> <p>An NCQA PCMH CCE, Dr. Young will share his primary research and experience with health care disparities and patient-centered care. Content will focus on how human resource and health plan professionals can design training strategies on the principles of the patient-centered medical home to improve health care consumer skills among diverse employees. Dr. Young will present evidence-based methods for enhancing plan performance and reducing costly racial/cultural inequities.</p>	10/15/2020	1pm-2pm ET
<p>The Digital Measures Pioneer Panel</p> <p>FERN MCCREE, MPH, Senior Health Care Analyst, NCQA</p> <p>Hear insight from three health plans that are using Electronic Clinical Data Systems measures, NCQA's newest quality reporting method, which allows unusual insight into care quality.</p>	10/15/2020	3pm-4:30pm ET
<p>Quality Connections: Virtual Office Hours with NCQA Staff for Accreditation and HEDIS - Session 2</p> <p>NCQA staff for HEDIS, Accreditation, Certification and Recognition are available on Fridays to answer questions from QIS attendees about NCQA products. Sessions are unstructured.</p>	10/16/2020	2:15pm-3:15pm ET

Taking Care of New York's Heart & Soul, It's People KAREN IGNAGNI, CEO, Emblem Health LISA SLATTERY, Vice President, Accreditation and Recognition Operations, NCQA - Moderator EmblemHealth is one of the nation's largest not-for-profit health insurers, with more than 3 million members and an 80-year legacy of serving New York City and the Tri-State area. Join us for a discussion with Karen Ignagni, EmblemHealth's CEO, as she shares its companies' commitment to meeting the needs of a diverse membership while navigating the epicenter of the pandemic.	10/20/2020	1pm-2pm ET
Successful Telehealth Implementation During and After COVID CHRISTINA BORDEN, PCMH CCE, Director, Product Development, NCQA GREG ADAMS, MD, Physician, Blue Ridge Pediatric & Adolescent Medicine, Co-president, Community Care Physician Network ANAMARIA LOPEZ, MD, Professor and Vice Chair of Medical Oncology, Chief of Cancer Services for Jefferson Health New Jersey Join our panel of NCQA faculty and clinicians as they share best practices on how to implement and fine-tune your telehealth platform to ensure delivery of patient-centered care—today, and in the future.	10/20/2020	3pm-4pm ET
A Deep Dive into the Measures - HEDIS Measure Changes - Part 2 CINDY OTTONE, MHA, Director, Policy-Measures, NCQA NCQA staff will discuss the rationale behind retiring measures and developing new ones, share feedback from public comment—an important part of the development process—and outline updates to existing measures.	10/22/2020	2pm-3pm ET
Quality Connections: Virtual Office Hours with NCQA Staff for Recognition - Session 2 NCQA staff for HEDIS, Accreditation, Certification and Recognition are available on Fridays to answer questions from QIS attendees about NCQA products. Sessions are unstructured.	10/23/2020	1pm-2pm ET
Innovation in Primary Care and the COVID Response: Finding Inspiration CHRISTINE BECHTEL, MA, Co-Founder, X4 Health ANDREW MORRIS-SINGER, MD, Co-Director, Morris-Singer Foundation, and Chair, Primary Care Progress Primary care is under siege. The combination of COVID-related quarantines and a fee-for-service payment system focused on in-person care has threatened its financial existence, even though the need for strong primary care has never been more urgent—from mitigating spread and treating a clinically complex disease, to preserving hospital capacity and providing regular medical care. Despite these challenges, primary care continues to innovate. This session will identify a range of community-responsive innovations that have emerged and will review what has enabled those innovations.	10/27/2020	1pm-2:30pm ET

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<p>The Three C's of Quality During COVID-19: Communication, Compassion & Continuity</p> <p>GWEN LAURY, RN, CPHQ, PCMH CCE, SSBBP, Senior Director of Quality Improvement, Louisiana Healthcare Connections</p> <p>In the midst of a global pandemic, Louisiana Healthcare Connections adopted an innovative strategy to ensure uninterrupted access to quality, coordinated care for one of the state's most vulnerable populations. By incorporating direct outreach to high-risk members, increasing telehealth access and implementing protocols for addressing social determinants of health, this Medicaid health plan is working aggressively to improve outcomes in spite of the unprecedented challenges of COVID-19.</p>	10/28/2020	1pm-2pm ET
<p>Embracing Virtual Care: The Veterans Health Administration's Rapid Acceleration of Telemental Health During the COVID-19 Response</p> <p>KENDRA WEAVER, PsyD, Sr. Consultant Veterans Health Administration Office of Mental Health & Suicide Prevention</p> <p>Dr. Weaver will describe the VHA's history and promotion of telemental health and how this facilitated a rapid scale-up during the initial COVID-19 response period. She will talk about VHA's conversion of in-person care to virtual care and the impact of telemental health services for veterans. Hear lessons learned, including organizational strengths and opportunities, moving forward, and implications for other providers and health care systems.</p>	10/29/2020	1pm-2pm ET
<p>Technology Hub: Demonstration of the Redesigned IDSS for HEDIS Data Reporting - Session 1</p> <p>The Interactive Data Submission System (IDSS) is a web-based platform used to collect HEDIS results. Organizations can access templates and resources for data imports and exports, manage user access, import data for HEDIS submission and report on submissions. This demonstration of the redesigned IDSS is for health care organizations and vendors submitting data to NCQA for HEDIS reporting. There will be a live Q&A with presenters following the session, which will be hosted twice for the Quality Innovation Series.</p>	10/30/2020	2:15pm-3:15pm ET

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<p>Optimizing Patient Care During a Pandemic</p> <p>PAT POPE STOUT, PCMH CCE, CPHIMS, Quality Improvement Specialist, Qsource JULIA MCKAY, LPN, PCMH CCE, Project Manager, Patient Centered Medical Home & CPC+, Erlanger Health System AMY HONEYCUTT, CMA (AAMA), Operations Project Manager, Holston Medical Group ADRICE L. WILLIAMS BSN, RN, Manager at THE MED, Christ Community Health Services</p> <p>This panel discussion will highlight the experiences of practices during the pandemic and the benefits of being a PCMH-Recognized practice during this time. Panelists will share challenges to connecting with patients to drive and maintain engagement; strategies for ensuring continuity of care and health preservation for high-risk patients; and SDOH outreach with at-risk patient populations and the resources available. They will also reveal how their practices survived the heavy demand with limited resources and how the COVID crisis sharpened challenges.</p>	11/3/2020	1pm-2:30pm ET
<p>Using Health IT to Enhance Communication Between Patients and Providers</p> <p>SAMANTHA SAWDON, PCMH CCE, Principal Consultant, Synergistic Strategies LLC</p> <p>EHRs are evolving to keep up with the quickly developing IT platforms built to enhance care coordination and communication with patients and families. In this webinar, we will discuss what's available in most EHRs to better inform patients about care plans and provide access to full chart information, and to enhance communication between the care team, provider and patient or family. Topics include sharing progress notes, use and set-up of text messaging, implementing proxy portals for populations with confidentiality concerns and use of CommonWell and Carequality.</p>	11/5/2020	1pm-2pm ET
<p>Building on the HEDIS Foundation: Digital Quality Measures</p> <p>CINDY OTTONE, MHA, Director, Policy-Measures, NCQA ANNE MARIE SMITH, Assistant Vice President, Performance Measurement, NCQA</p> <p>Digital quality measures create more efficient data collection and reporting and better accountability at all levels. NCQA presents a panel of experts to discuss allowable adjustments, digital measures and the new HEDIS timeline.</p>	11/5/2020	3pm-4:30pm ET
<p>Technology Hub: Demonstration of IRT for NCQA Accreditation and Certification Surveys - Session 2</p> <p>The Interactive Review Tool (IRT) is a web-based platform used to manage the survey process for NCQA Accreditation and Certification. Organizations can access the standards, complete presurvey process steps and a self-assessment, and submit survey materials and documentation. This demonstration is for health plans and organizations eligible for NCQA Accreditation/Certification. There will be a live Q&A with presenters following the session, which will be hosted twice for the Quality Innovation Series.</p>	11/6/2020	2:15pm-3:15pm ET

<p>Improving Health System Management of Hypertension, Cholesterol, Diabetes and Physician Quality Before and During COVID</p> <p>JESSICA SCHAPPACHER, MS-HSA, PCMH CCE, Consultant, HealthARCH</p> <p>Jessica Schappacher, a CCE consultant, will discuss a grant-funded collaboration with the Florida Department of Health's Bureau of Chronic Disease Prevention and the University of Central Florida College of Medicine's HealthARCH to improve the performance of Floridian health systems' management of hypertension, high cholesterol and diabetes (including pre-diabetes), and improve physician quality of care through clinical processes, clinical quality measurement and implementation of evidence-based intervention referral systems. Faculty will discuss how the project has adapted to meet the challenges of COVID-19 while working toward its original scope and goals.</p>	11/10/2020	1pm-2pm ET
<p>Quality Connections: Virtual Office Hours with NCQA Staff for Recognition - Session 3</p> <p>NCQA staff for HEDIS, Accreditation, Certification and Recognition are available on Fridays to answer questions from QIS attendees about NCQA products. Sessions are unstructured.</p>	11/13/2020	1pm-2pm ET
<p>Technology Hub: Demonstration of the Redesigned IDSS for HEDIS Data Reporting - Session 2</p> <p>Technology Hub: Demonstration of the Redesigned IDSS for HEDIS® Data Reporting The Interactive Data Submission System (IDSS) is a web-based platform used to collect HEDIS results. Organizations can access templates and resources for data imports and exports, manage user access, import data for HEDIS submission and report on submissions. This demonstration of the redesigned IDSS is for health care organizations and vendors submitting data to NCQA for HEDIS reporting. There will be a live Q&A with presenters following the session, which will be hosted twice for the Quality Innovation Series.</p>	11/13/2020	2:15pm-3:15pm ET
<p>Knowing and Managing Your Patients “Deconstructed”</p> <p>KAREN TAUBERT, RN, BSN, MBA, PCMH CCE, Senior Consultant, Comagine Health</p> <p>NCQA's Knowing and Managing Your Patients is the largest of the NCQA Recognition Concepts and has the most Core and Elective criteria. This session will break down the most challenging KM criteria into understandable components of an overall comprehensive assessment and discuss how to use data to identify and segment populations and drive decision making for services offered to those populations.</p>	11/17/2020	1pm-2pm ET

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<p>Measurement Year 2021 Reporting HEDIS® Audit Updates</p> <p>WENDY TALBOT, MPH, Assistant Vice President, Measure Collections & Audit, NCQA</p> <p>During this session, NCQA staff will review and discuss HEDIS audit updates and enhancements.</p>	11/17/2020	3pm-4:30pm ET
<p>Driving Organizational Quality through Credentialing Accreditation and Peer Review</p> <p>RACHEL AUSTIN, CPMSM, National Director, Credentialing & Provider Enrollment TAYSHA HENKE, CPC, Senior Manager, Quality Programs & Clinical Reporting</p> <p>Over the past several years, an increasing number of provider organizations have begun seeking NCQA Credentialing Accreditation to build efficiencies within their medical staff office and support business growth. Making the shift to support a formal peer review committee is a new area of management for many large hospital systems, ACO's, and health care organizations seeking delegated credentialing arrangements. In this webinar, attendees will get first hand insights from a large health system that has met the challenge of aligning to NCQA CR Accreditation requirements and what they found to be best practices in driving a high functioning peer-review credentialing committee.</p>	11/18/2020	1pm-2pm ET
<p>Providing Holistic Pediatric Primary Care during the COVID-19 Pandemic & What Comes Next</p> <p>LAUREN DALEY, MBA, Primary Care Administrator, Nemours/Alfred I. duPont Hospital for Children MEGHAN LINES, PhD, Clinical Director, Integrated Primary Care Psychology, Nemours/Alfred I. duPont Hospital for Children</p> <p>This session will outline the COVID-19 response and recovery plans for Nemours duPont Pediatrics, Primary Care; describe barriers to providing primary care services—including behavioral health—during the pandemic; outline specific countermeasures, including tools and structures implemented to ensure access to necessary primary care services while maintaining a safe environment for patients, families and associates; and discuss emerging practices for integrated care in the evolving health care landscape.</p>	11/19/2020	1pm-2:00pm ET
<p>Technology Hub: Demonstration of Q-PASS for NCQA Recognition Surveys - Session 1</p> <p>Q-PASS is a web-based platform used to manage the survey process for NCQA Recognition. Organizations can access the standards, manage user access, complete NCQA agreements, schedule virtual check-ins and submit evidence for surveyor review. This demonstration is for professionals who are preparing for NCQA Recognition, leading the readiness evaluation team or teaching others about NCQA's survey process. There will be a live Q&A with presenters following the session, which will be hosted twice for the Quality Innovation Series.</p>	11/20/2020	1pm-2pm ET

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Quality Connections: Virtual Office Hours with NCQA Staff for Accreditation and HEDIS - Session 3 NCQA staff for HEDIS, Accreditation, Certification and Recognition are available on Fridays to answer questions from QIS attendees about NCQA products. Sessions are unstructured.	11/20/2020	2:15pm-3:15pm ET
Leveraging Telehealth in Primary Care: How use of Telehealth Meets PCMH Criteria AMY TENNANT, PCMH CCE, Manager, Recognition Programs, Policy and Resources Telehealth has seen explosive growth over the past few months. For practices that have integrated telehealth into their workflow, this session will highlight how those changes can meet core and elective criteria in PCMH Recognition. We'll also review telehealth-related updates to the PCMH Recognition standards and guidelines (version 6).	12/1/2020	1pm-2pm ET
A Deep Dive into the New Measures: Kidney Health Evaluation, Cardiac Rehabilitation, Osteoporosis EMILY HUBBARD, BA, Health Care Analyst, NCQA DANIEL ROMAN, Senior Research Associate, Performance Measurement, NCQA NANCY MCGEE, MS, MBA, Senior Health Care Analyst, Quality Measurement & Research Group Join NCQA measurement champions as they share insight into the development of the new HEDIS measures. They will share the research and guidelines shaping the rationale for the measures and provide an overview of the themes and considerations to help shape the development of these brand new measures. Spotlight on measures: Kidney Health Evaluation, Cardiac Rehabilitation, Osteoporosis Screening in Older Women.	12/3/2020	1pm-2:30pm ET
Targeted Digital and Telephonic Messaging as Effective Support and Engagement Tools during the COVID-19 Pandemic FRANCES ILOZUE, MD, MPH, PCMH CCE Once NY Governor Andrew Cuomo instituted NY PAUSE, Rapha Family Medicine, like most small, community-based practices, was left without guidance or resources to support its population, especially the most vulnerable. Understanding how small primary care practices used patient portals, phone calls and text messaging to communicate, engage with, manage and support their patient populations is critical—not just for care during the pandemic, but for ongoing transition and continuity of care afterwards. This presentation explores the critical importance of follow-up messages and/or virtual meetings with patients and their family members to care plan implementation, ongoing support and reevaluation.	12/3/2020	3pm-4pm ET

<p>Technology Hub: Demonstration of Q-PASS for NCQA Recognition Surveys - Session 2</p> <p>Q-PASS is a web-based platform used to manage the survey process for NCQA Recognition. Organizations can access the standards, manage user access, complete NCQA agreements, schedule virtual check-ins and submit evidence for surveyor review. This demonstration is for professionals who are preparing for NCQA Recognition, leading the readiness evaluation team or teaching others about NCQA's survey process. There will be a live Q&A with presenters following the session, which will be hosted twice for the Quality Innovation Series.</p>	12/4/2020	1pm-2pm ET
<p>How the Patient-Clinician Relationship Will Help Us Survive the Pandemic</p> <p>CHRISTINE BECHTEL, MA, Co-Founder, X4 Health ANDREW MORRIS-SINGER, MD, Co-Director, Morris-Singer Foundation and Chair, Primary Care Progress</p> <p>COVID has increased the sense of social and physical isolation in our society. Clinicians are experiencing tremendous strain as they adapt to a "new normal" that has magnified the flaws in the U.S. health care system, and patients are adapting to that system under strain in unprecedented ways. What would happen if patients and physicians came together virtually to (re)connect, talk openly about their experiences, support one another and find the silver lining that might show a better way forward? Could this help mitigate clinician burnout and patient disengagement with care? Might this be a platform for collaborative action aimed at transforming care processes or advocating for policy change?</p>	12/8/2020	1pm-2:30pm ET
<p>2020 INNOVATION AWARDS</p> <p>Innovative health plans and patient centered medical homes support delivery system redesign and patient engagement initiatives that help drive better integration across the various levels of the delivery system and support person-centered care. NCQA Innovation Award winners represent organizations implementing leading-edge strategies and delivery systems that improve both quality and value. Join us as we hear directly from this year's award winners on how they are on the cutting edge of transforming quality care.</p>		On-Demand
<p>2020-2021 PCMH CCE QUALITY AWARDS</p> <p>PCMH Certified Content Experts (CCEs) play an integral role in helping practices transform, achieve and maintain PCMH Recognition. Each year we ask Recognized practices and other stakeholders to nominate outstanding CCEs who have demonstrated:</p> <ul style="list-style-type: none"> • Significant contributions toward practice transformation, resulting in a practice or practices achieving NCQA PCMH Recognition. • In-depth knowledge, experience and performance with NCQA PCMH program standards, guidelines, documentation and the Recognition process. • Performance as a positive, goal-oriented team player, coach and advocate. <p>Join us this fall for the virtual 2020 – 2021 PCMH CCE Quality Awards Ceremony. NCQA's President Margaret E. O'Kane will announce this year's winners and each winner will give a brief presentation highlighting their work helping practices transform and maintain PCMH Recognition.</p>		On-Demand

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