Emerging Strategies for Telehealth, HEDIS and NCQA Products

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Quality INNOVATION SERIES
Facing the facts:
Quality matters more than ever
Social justice

Disproportionate illness and death

Gaps in care
Always on our minds...

The *digital* future

Moving from *measurement* to *improvement*

How data informs what we do
Why change HEDIS

Less QM, more QI

Take advantage of delivery system capabilities
Our aim

Greater utility of HEDIS at point of care

Integrity of measurement throughout the system
Changes will be steady

A process, not an event

Collaboration, not commands

Purposeful, not rushed
We are early in this journey

More webinars and conversation to come
NCQA Products & Strategy

Brad Ryan, MD
NCQA Chief Product Officer
Benefits of Digital Quality

**WHAT**
More clinically relevant measures

**WHY**
Actionable insights with improved accountability at all levels

**WHEN**
Timely insights before and during patient engagement

**WHERE**
Care plans that follow patients

**WHO**
Shared among ecosystem stakeholders

**HOW**
Connected digital quality infrastructure
NCQA enables healthcare organizations to...

TRUST

ALIGNMENT
ALIGN
Meet regulatory standards and purchaser expectations

CARE DELIVERY
IMPROVE
Perform against quality measures and incentives

REPORTING
VALIDATE
Have confidence in the validity of the results

PERFORMANCE
DIFFERENTIATE
Substantiate value proposition(s) and settle incentive contracts
Digitizing current services and offering new digital products

**Digital transformation**

<table>
<thead>
<tr>
<th>CURRENT</th>
<th>DIGITAL EXPANSION</th>
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<tbody>
<tr>
<td><strong>ALIGNMENT</strong></td>
<td>Meet purchaser needs</td>
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<tr>
<td>• Consensus &amp; Alignment Processes</td>
<td>• Digital Community</td>
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<tr>
<td>• Accreditation &amp; Credentialing</td>
<td>• Telehealth &amp; Virtual Networks</td>
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<tr>
<td><strong>CARE DELIVERY</strong></td>
<td>Improve care</td>
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<tr>
<td>• Recognition (e.g., PCMH)</td>
<td>• Care Improvement Solutions</td>
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<tr>
<td>• Population Health Programs</td>
<td>• Digital Measures</td>
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<tr>
<td><strong>PERFORMANCE</strong></td>
<td>Differentiate and transact</td>
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<tr>
<td>• HEDIS Certification</td>
<td>• Reporting Solutions</td>
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<tr>
<td>• Data Validation Audit</td>
<td>• VBC/Provider Measures</td>
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Digital quality benefits across key stakeholders

**CMS**
- Validated Data, Measures, and Results to make accurate value judgements

**PRACTICES**
- Ease and burden reduction for reporting
- More timely and relevant clinical quality insights

**CARE MANAGEMENT PROGRAMS**
- Easy to access, integrate, and maintain content

**PAYERS**
- Easy to access/integrate content
- Allowable adjustments to review their network
- Can support VBP without storing full patient data

**HEALTH SYSTEMS**
- Multi-plan, multi-measure, multi-program capability
- Support for more quality improvement and reporting use cases
The Future of HEDIS: The Big 6 Themes

Michael S. Barr, MD
NCQA Executive Vice President
6 themes

See our Future of HEDIS webinar series:

https://www.ncqa.org/hedis/the-future-of-hedis/
To give you **flexibility** in how you use our measures, we'll tell you their **allowable adjustments**.
We’ll make sure uses of our measures are **accurate** and **reflect quality** of care.
6 themes

Digital Measures

We’ll give you measures in a digital format that’s easier to work with.

Learn more during our #QISeries:

• **HEDIS 2020 First Year Results**
  Thursday, October 8, 3pm ET

• **Building on the HEDIS Foundation: Digital Quality Measures**
  Thursday, November 5, 3pm ET
A new **reporting method** helps clinical data create **insight**.
6 themes

Schedule Change

We will release HEDIS specs **earlier** to give you **more time** each year.
Align. Adapt. Innovate.

Recent recommendations of our Taskforce on Telehealth Policy: ncqa.org/telehealth

Learn more during our #QISeries:
- HEDIS Measurement Year 2020 & Measurement Year 2021: Changes and New Measures
  Thursday, October 22, 2pm ET
Future of HEDIS: More on ECDS

Michael S, Barr, MD
NCQA Executive Vice President
ECDS Reporting

What are the measures?

8 Measures

*Originally Introduced into HEDIS with ECDS Reporting*

- Prenatal Immunization Status
- Adult Immunization Status
- Depression Screening and Follow-Up for Adolescents and Adults
- Utilization of the PHQ-9 to Monitor Depression Symptoms for Adolescents and Adults
- Depression Remission or Response for Adolescents and Adults
- Unhealthy Alcohol Use Screening and Follow-Up
- Prenatal Depression Screening and Follow-Up
- Postpartum Depression Screening and Follow-Up

3 Existing Measures

*Newly Specified for ECDS Reporting*

- Breast Cancer Screening
- Follow-Up Care for Children Prescribed ADHD Medication
- Colorectal Cancer Screening
ECDS Reporting

How does it work?

DATA SOURCES

- EHRs
- Clinical Registry
- Case Management
- Admin/Enrollment

DATA REQUIREMENTS

- Standardized layouts
- Data accessible to care team upon request
- Elements (e.g. numerators) reported according to data source
Lessons from Our Learning Collaboratives

Better reporting and performance of ECDS behavioral health measures

**COLLABORATIVE**

- **Alcohol Screening**
  - Began Spring 2018
  - CA, NY, OR, VA

- **Adolescent Depression**
  - Began Summer 2018
  - CA, DC, NY, OR

- **Perinatal Depression**
  - Began Winter 2020
  - CA, DC, HI, PA

**IMPROVEMENT STRATEGIES**

**Data Access**
- Incentivize provider reporter/data sharing
- Help providers get LOINC codes into EHRs
- Leverage HIEs and other data vendors
- Access data in case mgt. programs

**Behavioral Health**
- Teach providers to use standardized screening tools and coding terminology
- Incorporate screenings/data capture into clinical workflow
- Enhance outreach to patients with positive screening or diagnosis

**SUCCESSES**

- ✓ Identified key areas for improvement
- ✓ Improved access to clinical data
- ✓ Performance improvements at the practice-level for screening and follow-up
ECDS Analysis

Measurement Year 2019

Quantitative

• Understand ECDS reporting and performance trends
• For 3 existing measures:
  o How many and which types of plans participated in ECDS reporting?
  o Are there differences in results between ECDS and traditional reporting methods?

Qualitative

Health Plan Interviews
• For plans that reported both methods, what were their experiences?

HEDIS Auditor Interviews
• To understand auditor’s experience
Learn more during our #QISeries:

- **HEDIS 2020 First Year Results**
  Thursday, October 8, 3pm ET

- **The Digital Measures Pioneer Panel**
  Thursday, October 15, 3pm ET

- **Building on the HEDIS Foundation: Digital Quality Measures**
  Thursday, November 5, 3pm ET
And something new that’s not ECDS...
WELCOME!

Digital Measurement Community

A place to learn and collaborate for people who develop, use and support digital quality measures.

Join for FREE: https://www.ncqa.org/digital-measures/
Q&A