

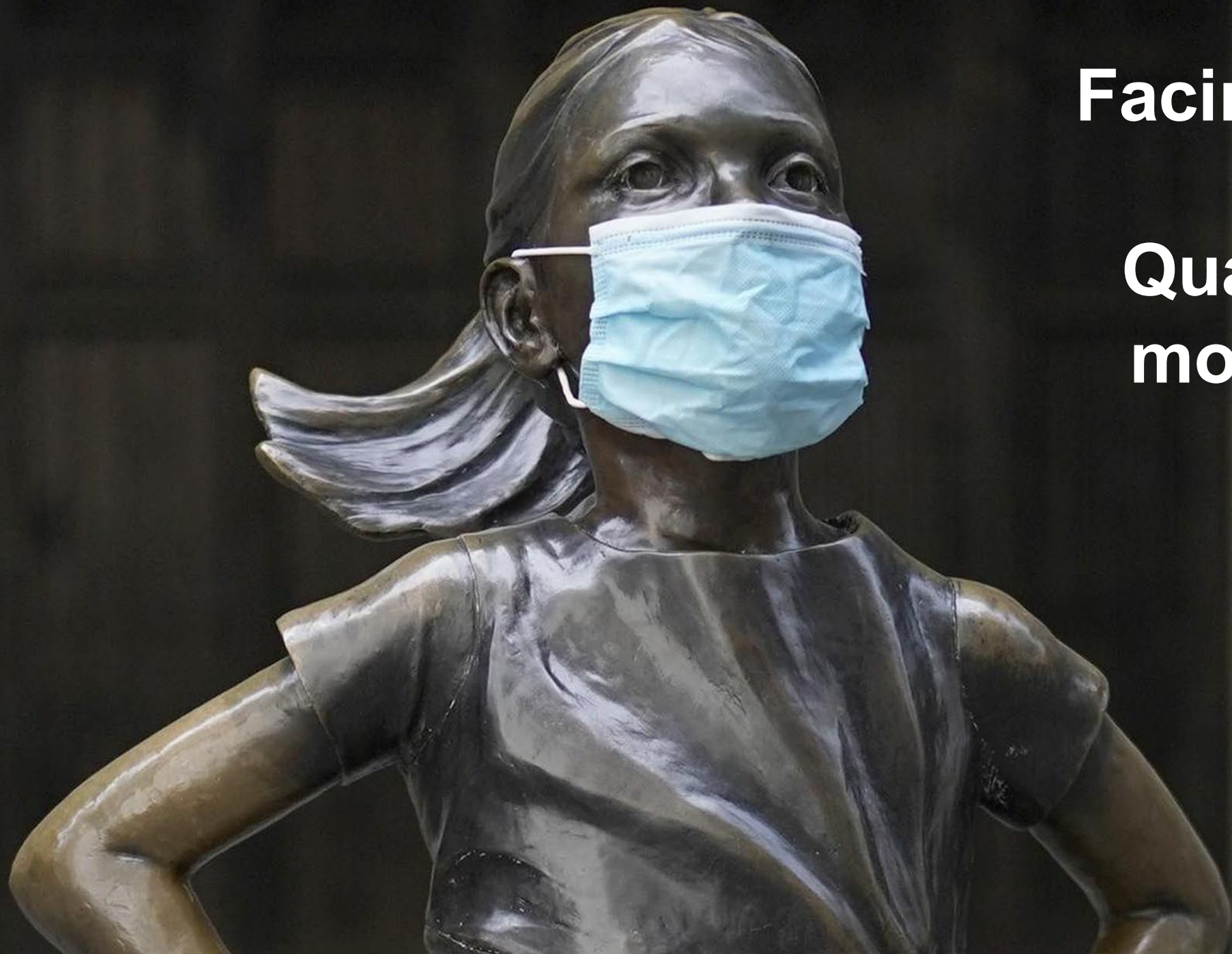


# Emerging Strategies for Telehealth, HEDIS and NCQA Products

September 24, 2020

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





**Facing the facts:**

**Quality matters  
more than ever**

**Quality**  
INNOVATION  
SERIES

#QISeries



# Social justice

Disproportionate  
illness and death

Gaps in care



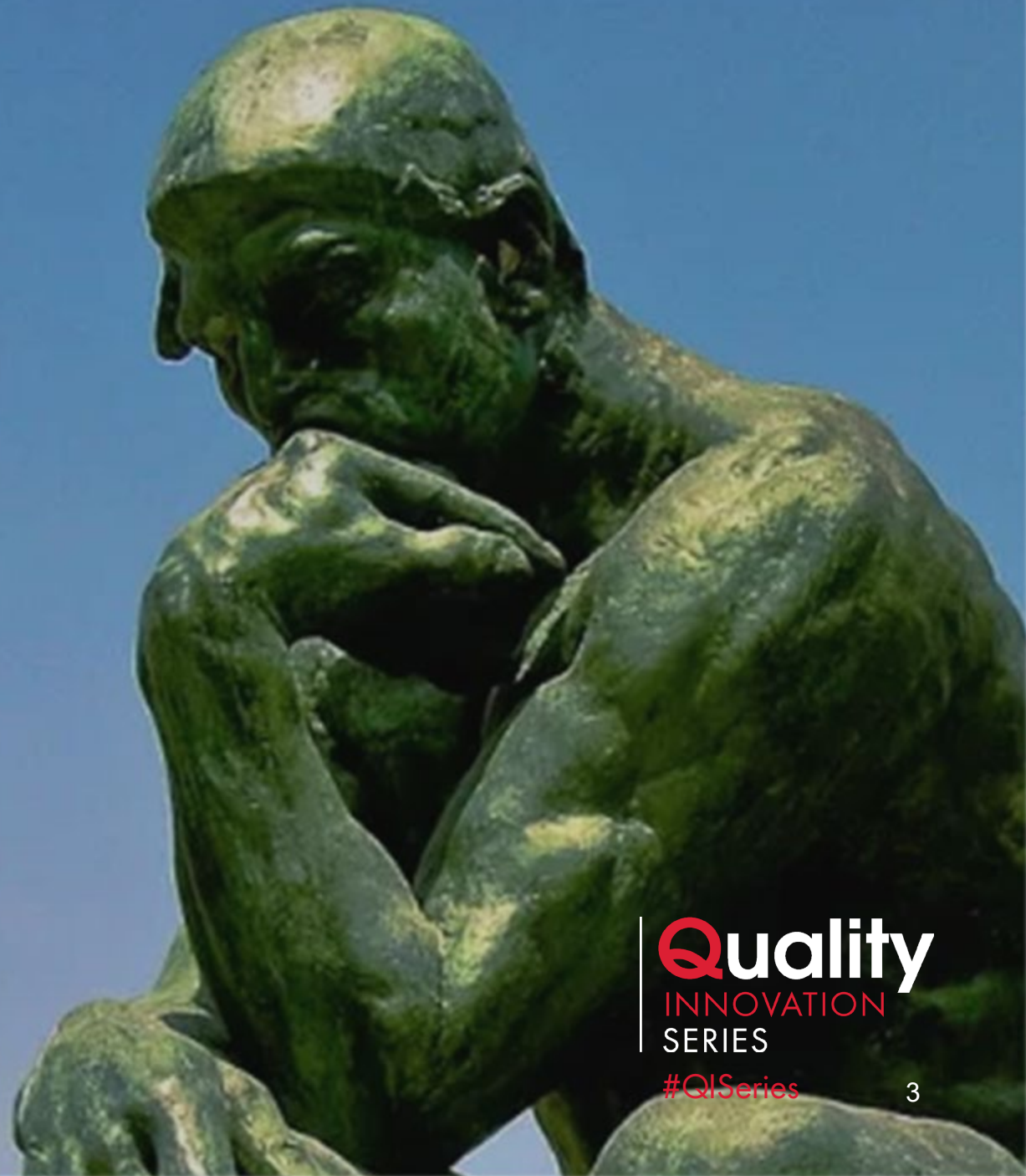
**Quality**  
INNOVATION  
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# Always on our minds...

The *digital* future

Moving from *measurement*  
to *improvement*

How data informs  
what we do



**Quality**  
INNOVATION  
SERIES

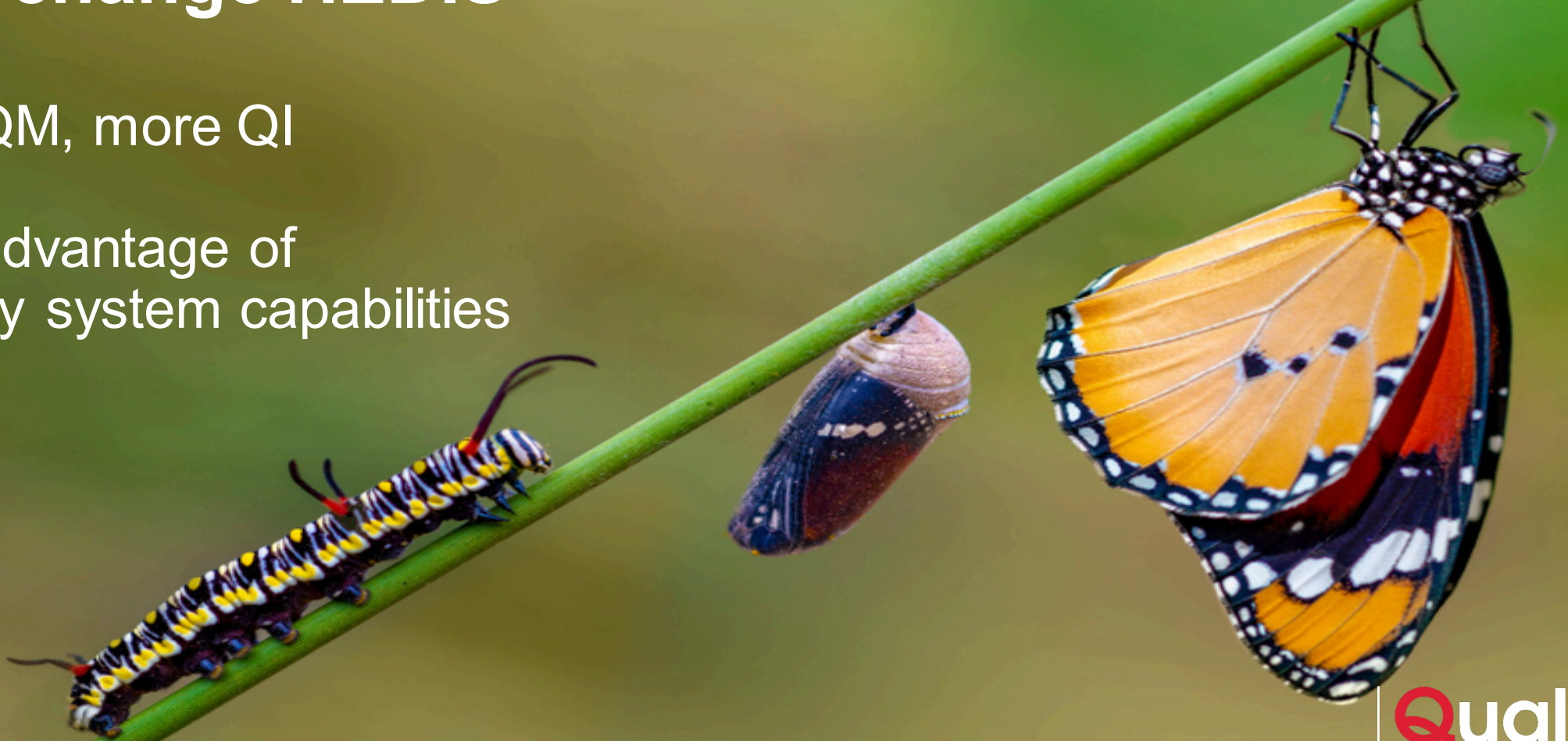
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# Why change HEDIS

Less QM, more QI

Take advantage of  
delivery system capabilities



**Quality**  
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# Our aim

Greater utility  
of HEDIS at  
point of care

Integrity of  
measurement  
throughout the  
system



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# 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



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# NCQA Products & Strategy

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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



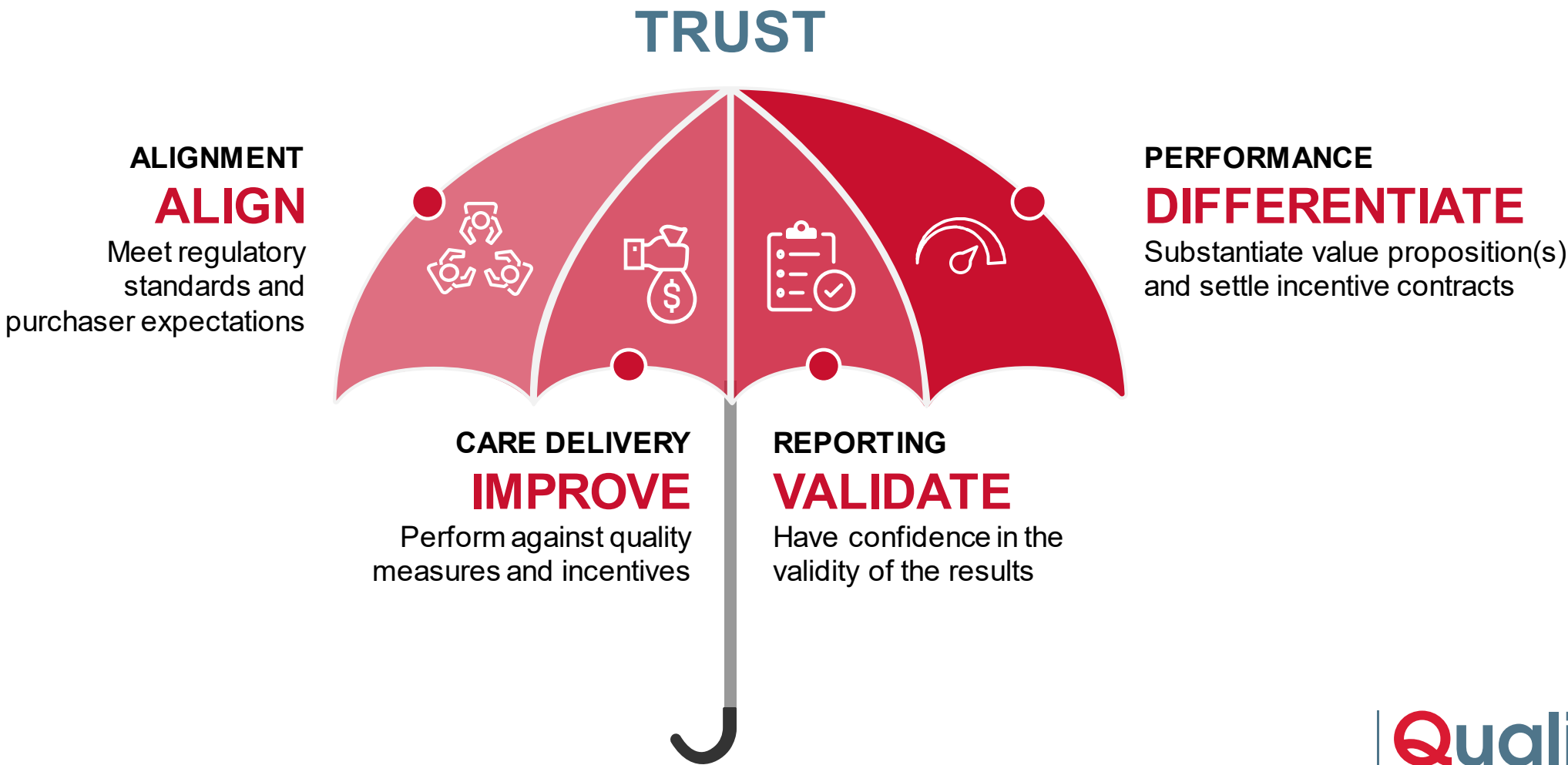
## HOW

Connected digital  
quality infrastructure





# NCQA enables healthcare organizations to...



# Digitizing current services and offering new digital products

*Digital transformation*



## ALIGNMENT

Meet purchaser needs



## CARE DELIVERY

Improve care



## REPORTING

Trust in the numbers



## PERFORMANCE

Differentiate and transact

### CURRENT

- Consensus & Alignment Processes
- Accreditation & Credentialing

- Recognition (e.g., PCMH)
- Population Health Programs

- HEDIS Certification
- Data Validation Audit

- Data & Ratings Products

### DIGITAL EXPANSION

- Digital Community
- Telehealth & Virtual Networks

- Care Improvement Solutions

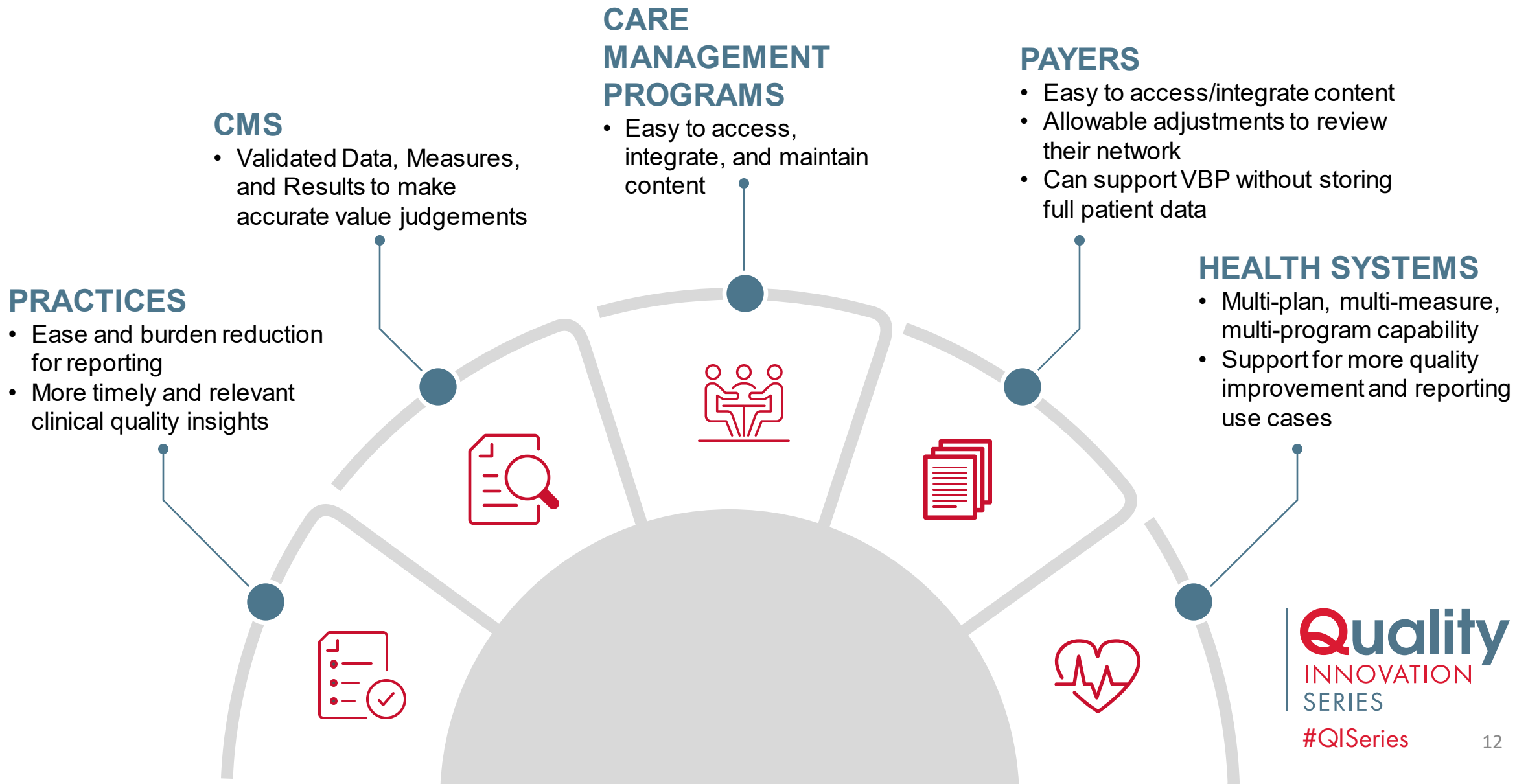
- Digital Measures
- Reporting Solutions

- VBC/Provider Measures
- Performance Solutions

### DIGITAL INFRASTRUCTURE



# Digital quality benefits across key stakeholders



# The Future of HEDIS: The Big 6 Themes

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Michael S, Barr, MD  
NCQA Executive Vice President

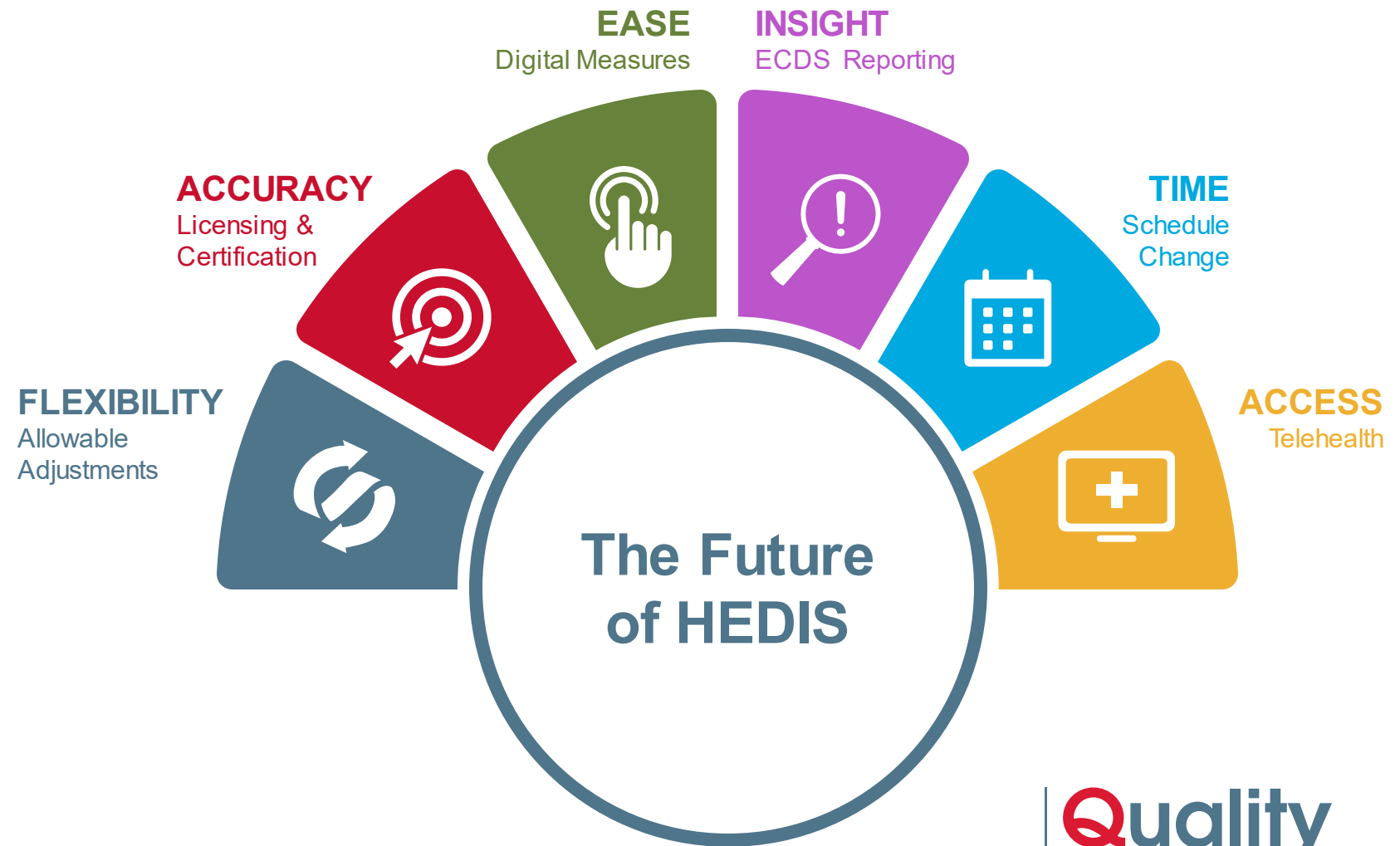




# 6 themes

See our **Future of HEDIS** webinar series:

<https://www.ncqa.org/hedis/the-future-of-hedis/>



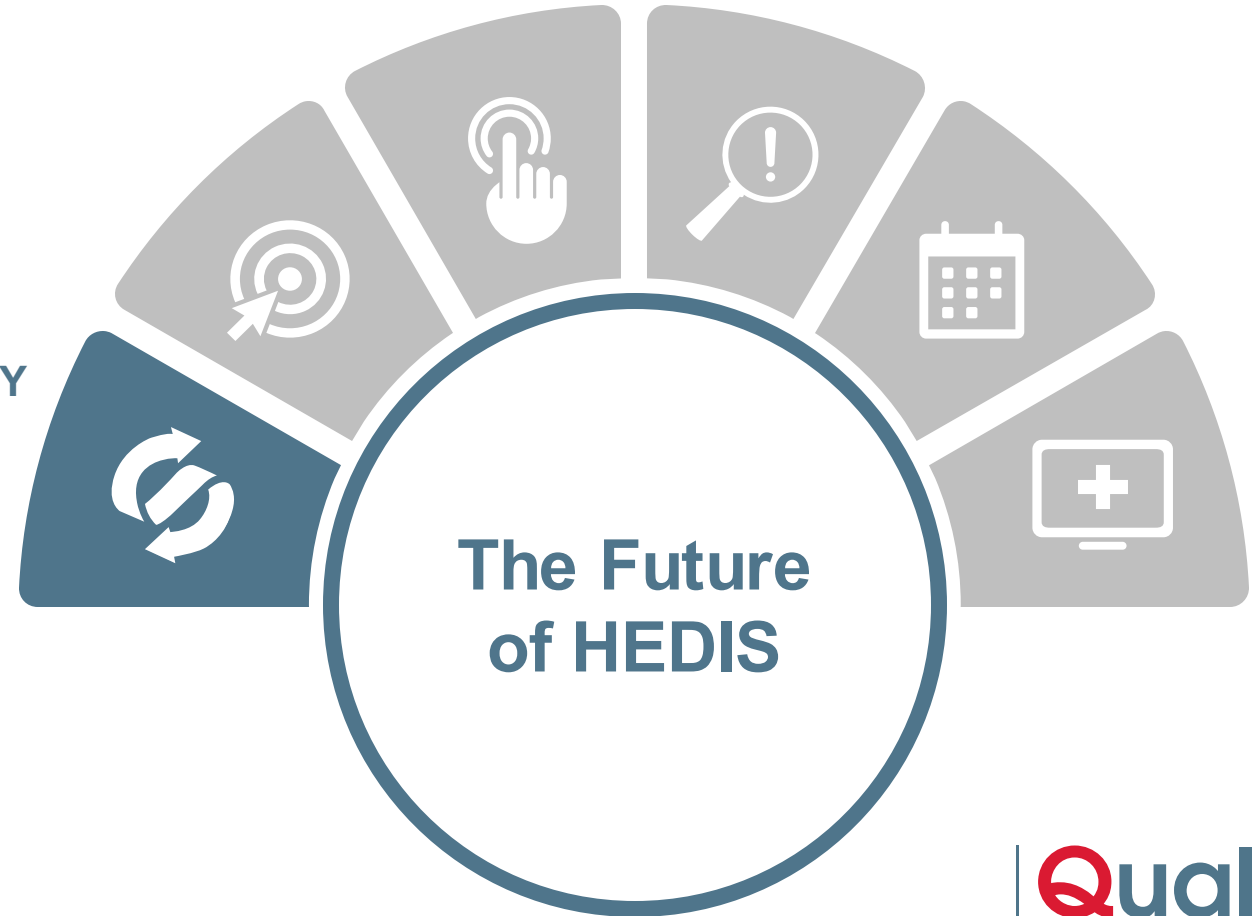


## 6 themes

### *Allowable Adjustments*

To give you **flexibility** in how you use our measures, we'll tell you their **allowable adjustments**.

**FLEXIBILITY**  
Allowable  
Adjustments



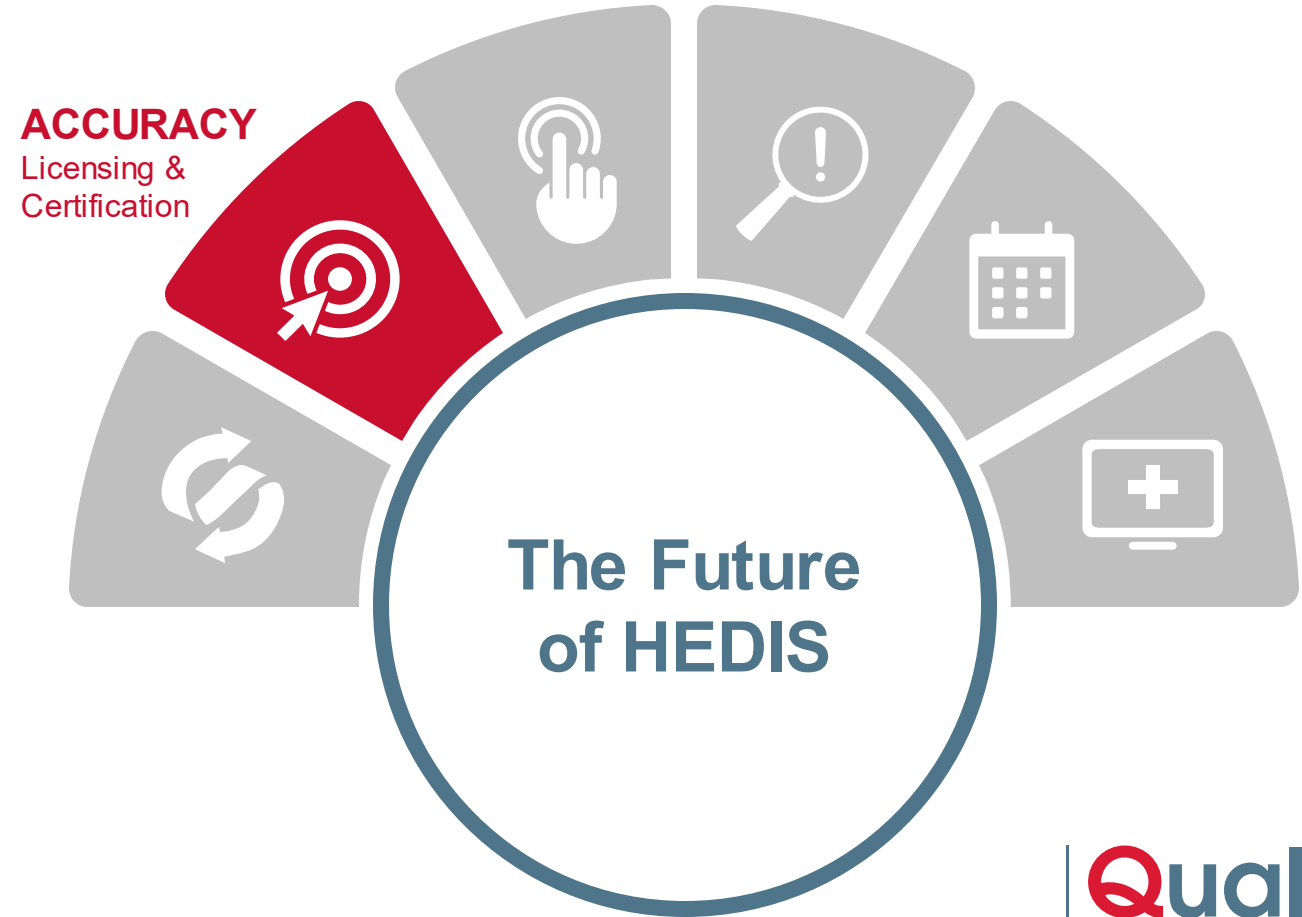




## 6 themes

### *Licensing & Certification*

We'll make sure uses of our measures are **accurate** and **reflect quality** of care.





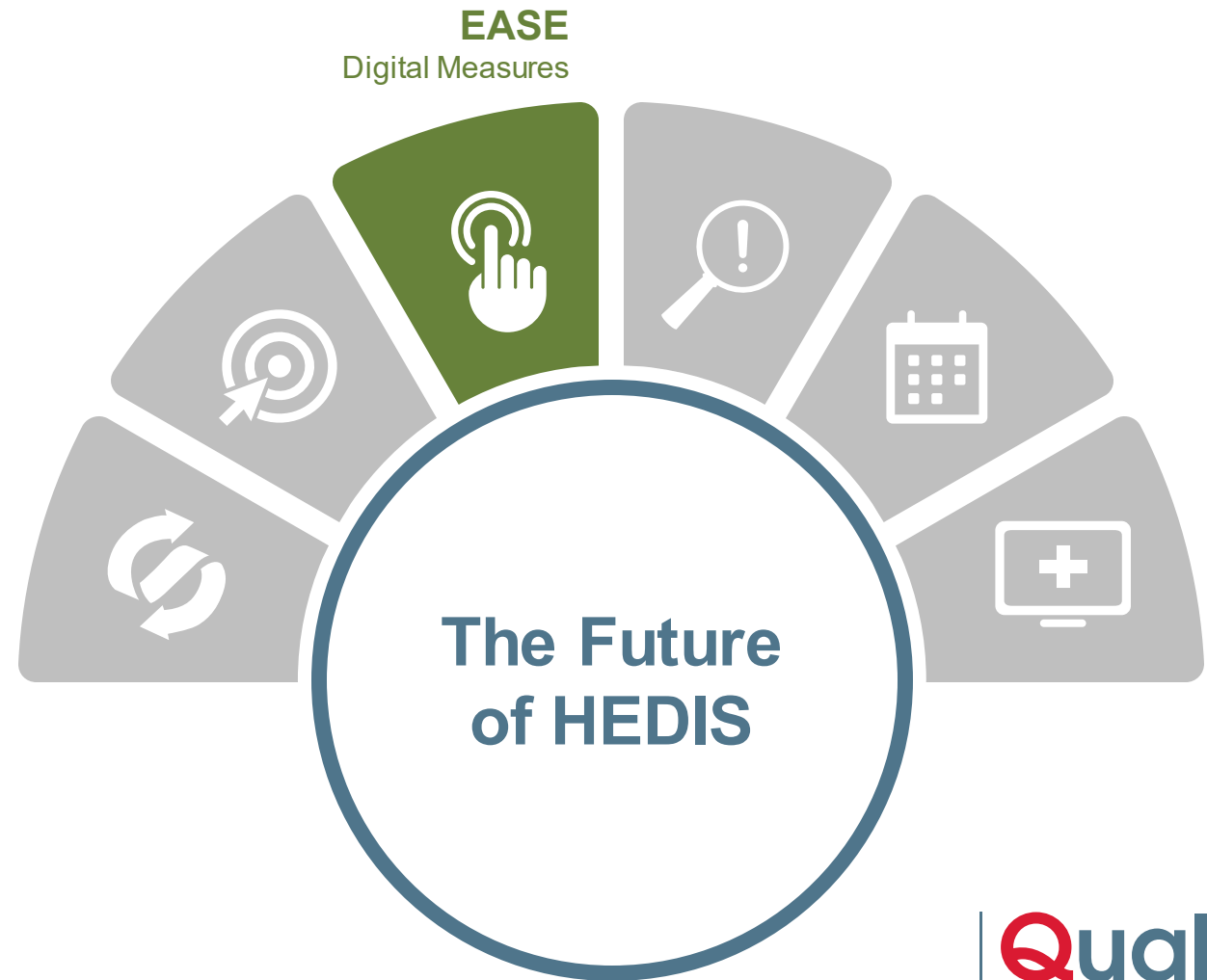
# 6 themes

## *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*

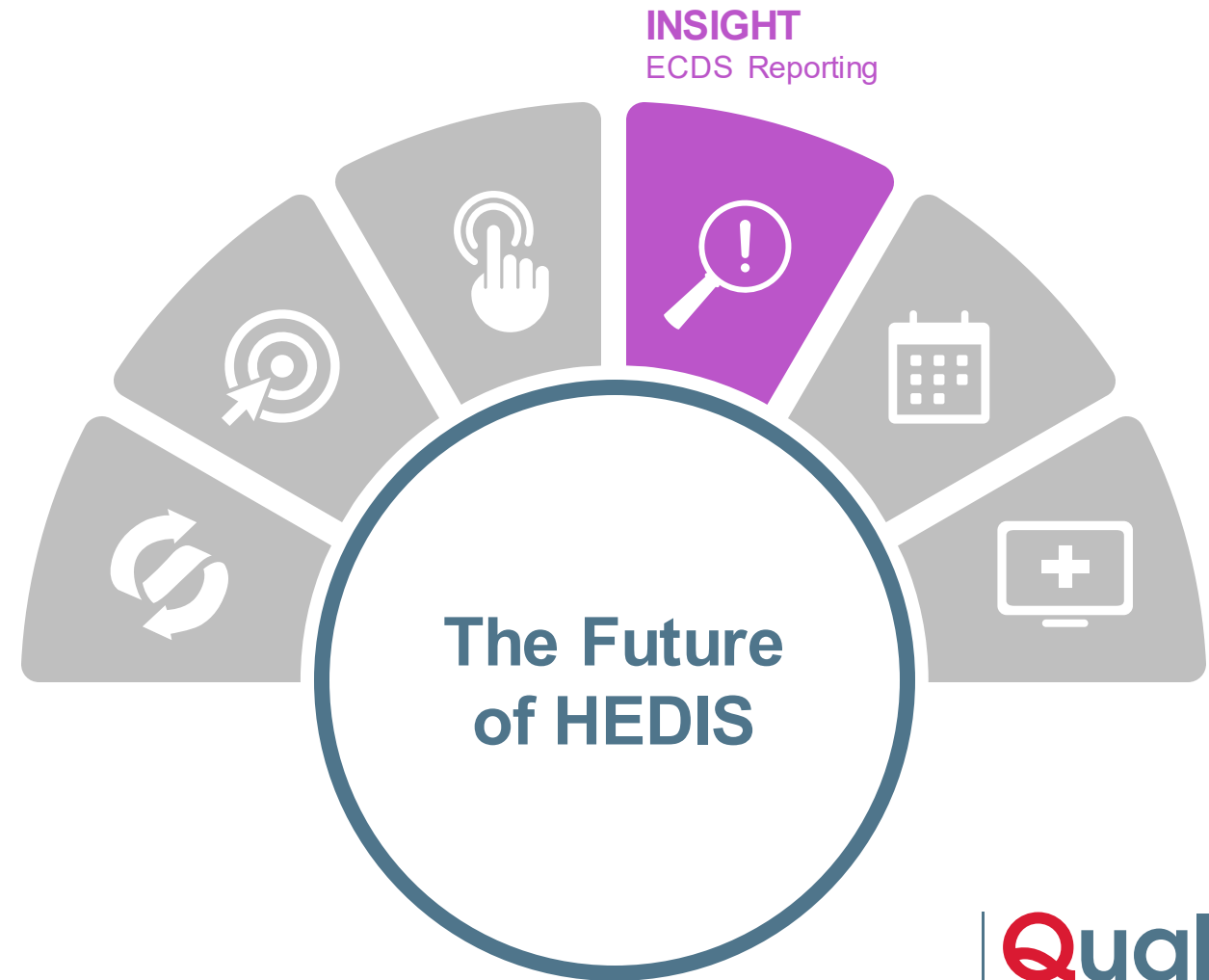




# 6 themes

*ECDS*

A new **reporting method** helps clinical data create **insight**.



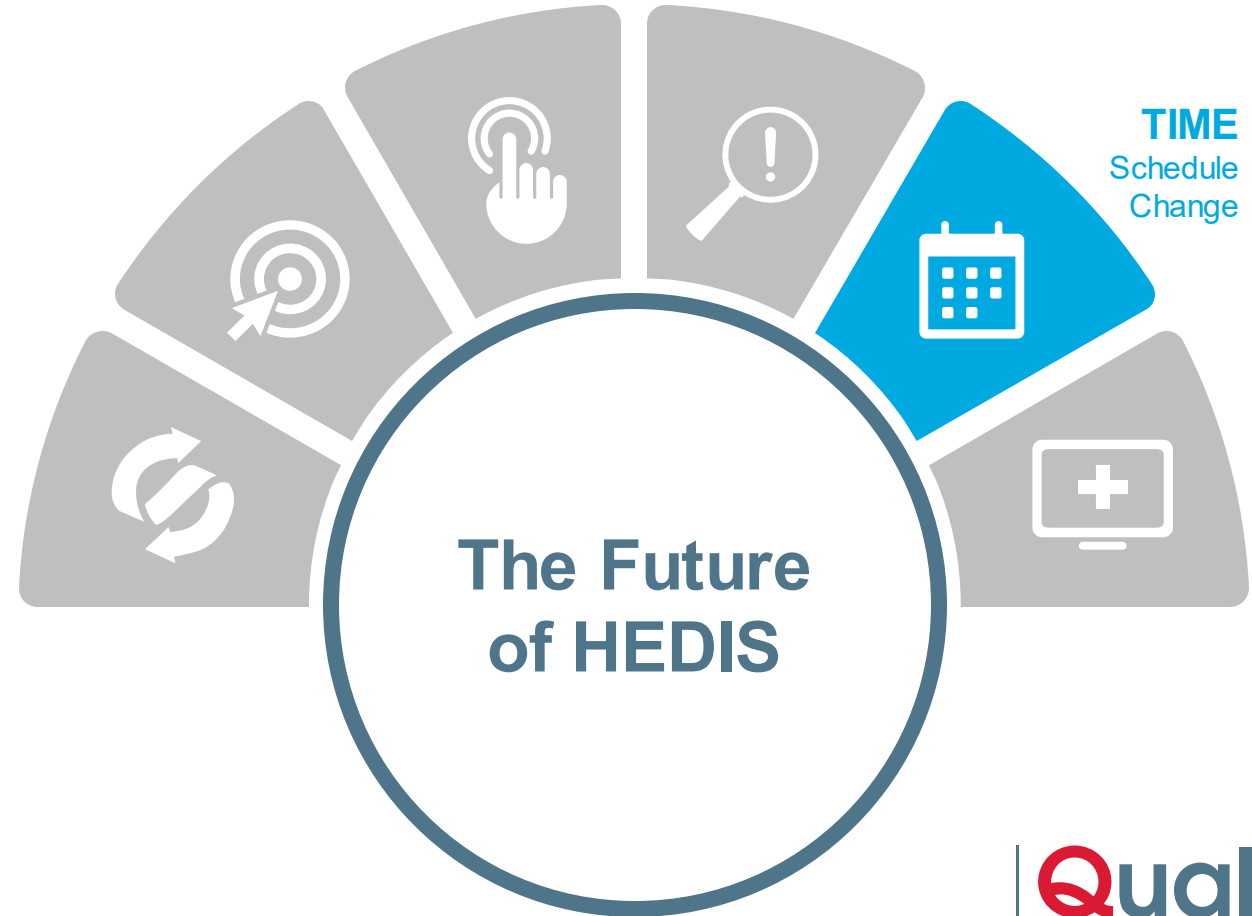




## 6 themes

### *Schedule Change*

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





# 6 themes

## *Telehealth*

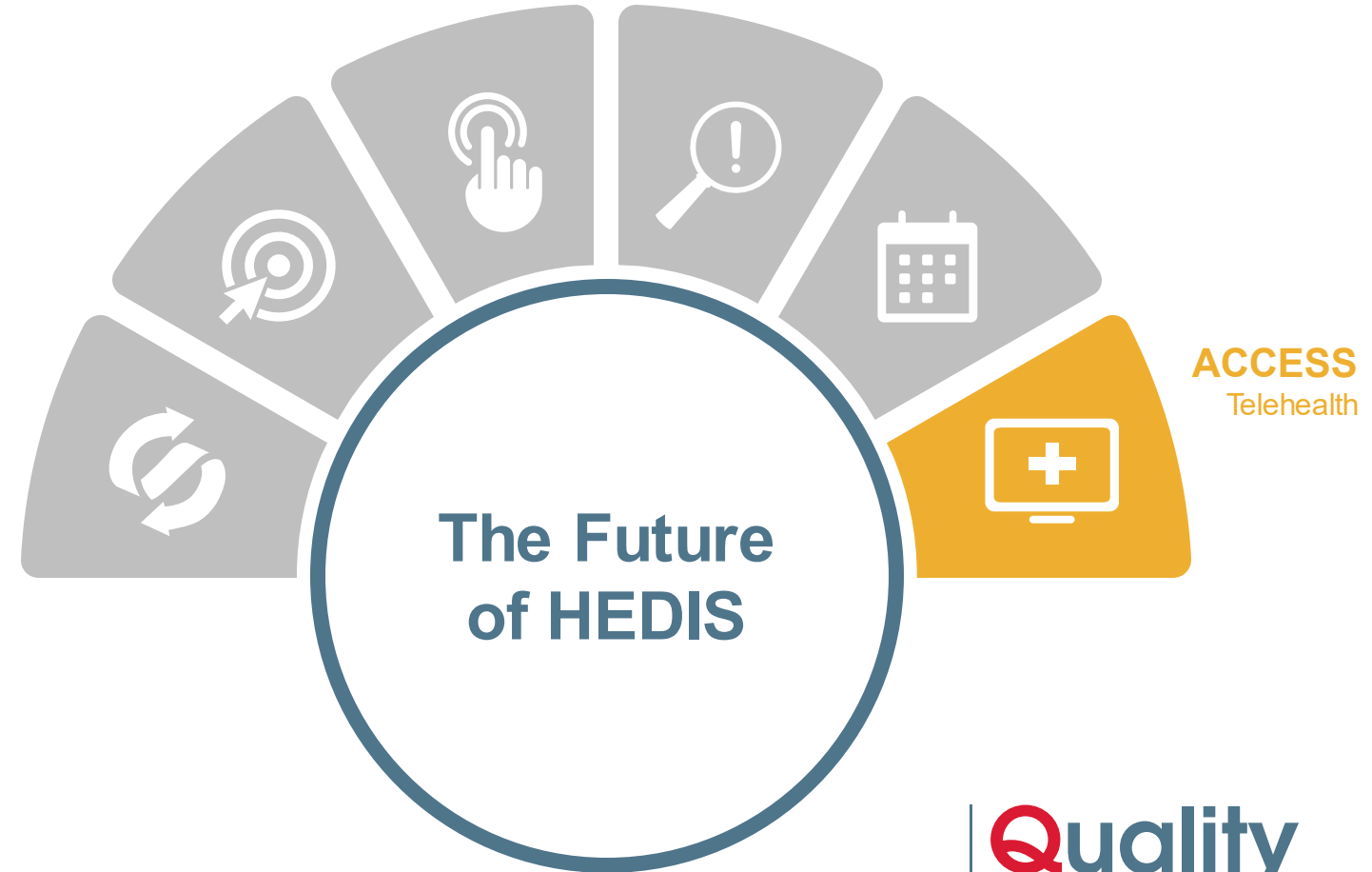
Align. Adapt. Innovate.

Recent recommendations of our  
Taskforce on Telehealth Policy:

[ncqa.org/telehealth](https://www.ncqa.org/telehealth)

Learn more during our #QISeries:

- [\*HEDIS Measurement Year 2020 & Measurement Year 2021: Changes and New Measures\*](#)  
*Thursday, October 22, 2pm ET*



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# Future of HEDIS: More on ECDS

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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

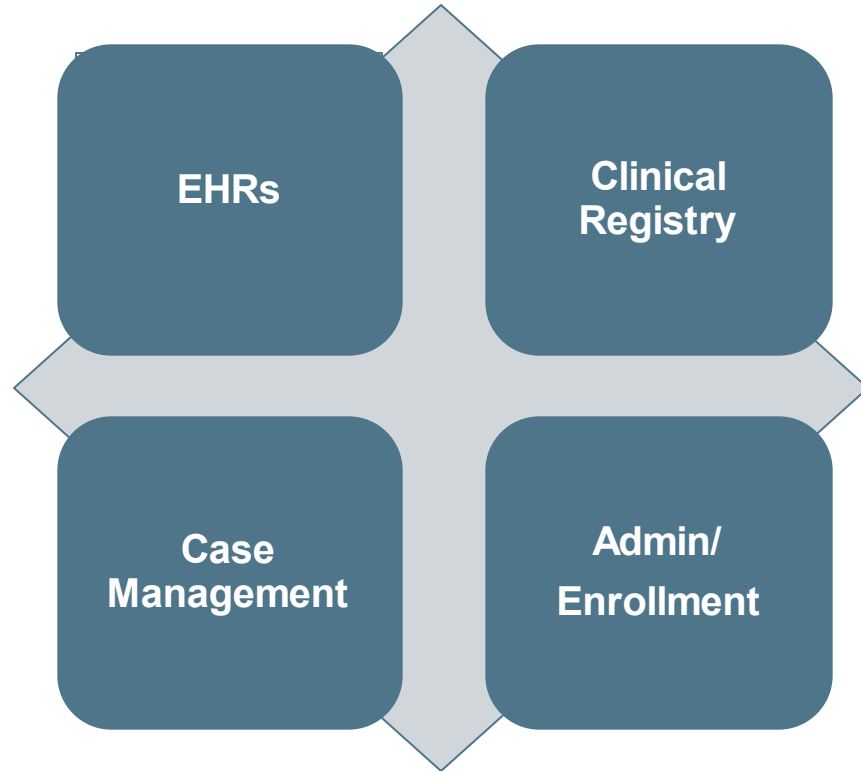


# ECDS Reporting

*How does it work?*



## DATA SOURCES



## 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

## SUCCESSSES

- ✓ 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:*
  - *How many and which types of plans participated in ECDS reporting?*
  - *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*

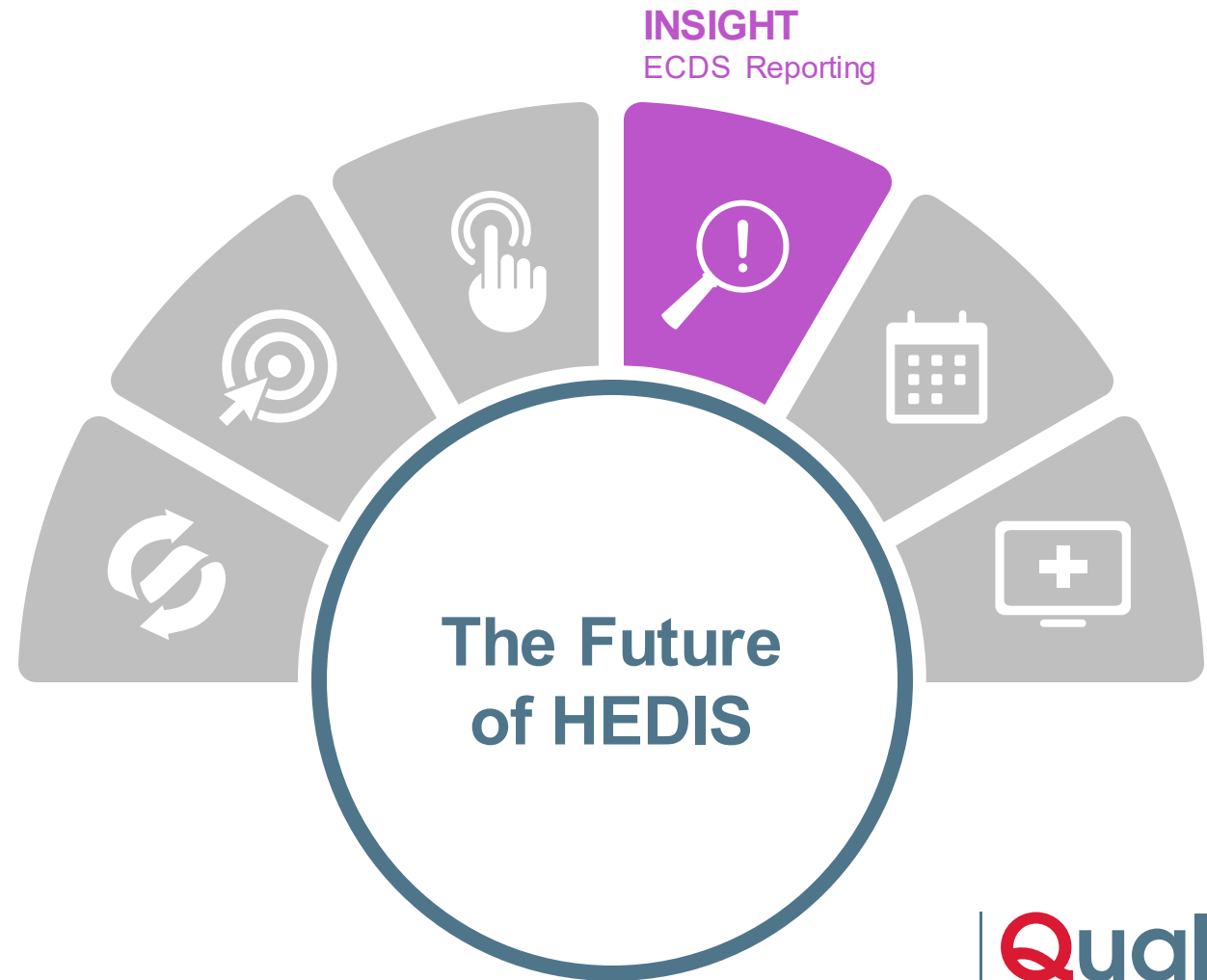


# ECDS Reporting

*Go deeper*

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...

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Michael S, Barr, MD  
NCQA Executive Vice President



WELCOME!

# Digital Measurement Community

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

Get Access

Join for FREE: <https://www.ncqa.org/digital-measures/>



**Quality**  
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#QISeries





# Q&A