THE BIG PICTURE
HEDIS RESULTS: MEASUREMENT YEAR 2020
HEALTH EQUITY: A PILLAR OF HEDIS
DIGITAL MEASURES: MEASUREMENT YEAR 2022
DIGITAL SOLUTIONS: BUILDING BEYOND
HEALTH PLAN QUALITY REPORTING
The Big Picture

by Peggy O’Kane
HEDIS results amid COVID in 2020
What happened to health plans’ performance in measurement years 2018-2020?

Adaptation
- Acceleration and Emergence of Virtual or Remote Care
- Policy Changes to Payment
- Reduced Capacity for Social Distancing

Small shifts in performance
- Some decreases (expected)
- Some increases (surprising)
- Need for continued monitoring
NCQA responded early to COVID

Special policy for Health Plan Ratings
• Plans compared to current year benchmarks
• “Better of’ 2020 or 2021 overall rating

Updated telehealth guidance
• 40 HEDIS measures for MY 2020, 2021
  (ncqa.org/covid/#hedistelehealth)

Controlling High Blood Pressure (CBP) *got worse*

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial</td>
<td>54.7</td>
<td>56.2</td>
<td>49.5*</td>
</tr>
<tr>
<td>Medicaid</td>
<td>58.9</td>
<td>60.8</td>
<td>56.0*</td>
</tr>
<tr>
<td>Medicare</td>
<td>69.5</td>
<td>62.7*</td>
<td></td>
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</table>

*Statistically significant*
Breast Cancer Screening (BCS) got worse

<table>
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<tbody>
<tr>
<td>2018</td>
<td>72.0</td>
<td>58.4</td>
<td>73.4</td>
</tr>
<tr>
<td>2019</td>
<td>72.9</td>
<td>58.4</td>
<td>70.0</td>
</tr>
<tr>
<td>2020</td>
<td>70.5*</td>
<td>53.7*</td>
<td>70.0*</td>
</tr>
</tbody>
</table>

-2.3, -4.7, -3.4

*Statistically significant
Statin Therapy for Patients with Cardiovascular Disease (SPC) – Adherence improved

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<th>Medicare</th>
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<tbody>
<tr>
<td>2018</td>
<td>76.3</td>
<td>64.6</td>
<td>80.6</td>
</tr>
<tr>
<td>2019</td>
<td>77.8*</td>
<td>67.8*</td>
<td>85.5*</td>
</tr>
<tr>
<td>2020</td>
<td>79.9*</td>
<td>71.6*</td>
<td></td>
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</tbody>
</table>

*Statistically significant

2.1, 3.8, 4.9
Follow-Up After Hospitalization for Mental Illness (FUH) improved

Note: Follow-up After 7-days

*Statistically significant
Childhood Immunization Status (CIS) *no change*

Note: CIS Combo 10 includes all recommended childhood immunizations. This measure has a 2-year look back period.

*Statistically significant*
Flu Vaccinations for Adults (FVA) widening gap

Note: Data Source is from CAHPS survey
Future of HEDIS

What’s next?

• **Continue to monitor closely** – Will there be delayed performance changes?
• **Potential deeper dive** – How has health care adapted with virtual or remote care?
• **Identifying Disparities** – Can we detect unwarranted differences?
• **Share your stories and findings**
The future and our focus on health equity
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.
A new reporting method helps clinical data create insight.

6 themes

Electronic Clinical Data Systems (ECDS) Reporting
6 themes

*Telehealth*

Align. Adapt. Innovate.

See recommendations of our Taskforce on Telehealth Policy: ncqa.org/telehealth
Closing care gaps to make care **equitable** makes care better.
EQUITY principles that drive us

High quality care is equitable care

No quality without equity

Build equity into all NCQA programs
What problems can we help resolve together?

Envisioning solutions

INVESTIGATE

ILLUMINATE

ELEVATE

Defining Equitable Care

Becoming Equitable Care

Paying for Equitable Care
# Measures with Race and Ethnicity Stratification

*Measures selected for MY2022 stratification*

<table>
<thead>
<tr>
<th>Measure</th>
<th>Product Lines</th>
<th>Domain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colorectal Cancer Screening (COL; COL-E)</td>
<td>Commercial, Medicare</td>
<td>Effectiveness of Care</td>
</tr>
<tr>
<td>Controlling High Blood Pressure (CBP)</td>
<td>Commercial, Medicaid, Medicare</td>
<td></td>
</tr>
<tr>
<td>Hemoglobin A1c Control for Patients With Diabetes (HBD)</td>
<td>Commercial, Medicaid, Medicare</td>
<td></td>
</tr>
<tr>
<td>Prenatal and Postpartum Care (PPC)</td>
<td>Commercial, Medicaid</td>
<td>Access &amp; Availability of Care</td>
</tr>
<tr>
<td>Child and Adolescent Well Care Visits (WCV)</td>
<td>Commercial, Medicaid</td>
<td>Utilization</td>
</tr>
</tbody>
</table>
Timeline for expanding stratification

Path forward

Stores bridge from where we are to where we want to be
✓ Gives plans time to improve direct data collection
Health Equity Accreditation: Coming October 5

Scoring aligns with Health Plan Accreditation. Look for an announcement email next week.

- Organizational Readiness and Promoting DEI
- Race/Ethnicity, Gender Identity, Sexual Orientation and Language Data Collection
- Access and Availability of Language Services
- Practitioner Network Responsiveness
- Cultural and Linguistically Appropriate Services Programs
- Reducing Health Care Disparities (report stratified HEDIS measures)
Want more details on HEDIS and equity?

Registration: ncqa.org/qiseries

Evolving HEDIS for Equity: Updates and Future Directions

Wednesday, October 13, 2021
1:00 pm ET

Rachel Harrington
Research Scientist
NCQA

Deidre Washington
Research Scientist
NCQA
What’s new and what’s next with digital measures
Our vision for quality measurement

Measures that support QI at multiple levels of the system

- Expanded use of electronic data
- Programs use better measures
- Measures move beyond visit counts and low-bar process
- Meaningful, patient-centric measurement strategies
- Expanded data access, improved content and flow
- Using technology to improve information available for measurement

BETTER
VALUE

EASE Digital Solutions
The digital quality ecosystem

Digital Quality Measures are the foundation

Leverage more and better data into greater insight
Foster patient-specific care
Align with interoperability and value-based payment models
Decrease measurement burden

THE IMPACT

Gain more timely and relevant quality insights
Support value-based contracting
Reduce burden and cost
Achieve alignment and transparency across stakeholders
Improve Accuracy and Trust
NCQA’s Digital Quality Measure (dQM) work

HEDIS MY2020/2021
- Released 19 dQMs using Quality Data Model (QDM)/Clinical Quality Language (CQL)
- Measures purchased in two bundles

HEDIS MY 2022
- Released 22 dQMs using FHIR/CQL
- Measures can be purchased individually
- Tested subset of measures against Measure Certification test decks

2020

Draft FHIR dQMs
- Released 5 draft dQMs using Fast Health Interoperability Resources (FHIR)/CQL

2021
Digital measure packages for HEDIS MY 2022 released September 10!
Highlights and challenges

**Highlights**
- Measures are in FHIR/CQL
- New data elements
- Common logic organized into libraries
- Measure packages include value sets JSON files

**Challenges**
- Adjusting to new data model
- Learning curve for new resources (e.g., claims)
- Understanding complicated logic/less human readable
- Pace for digitalization of measures
Digital Solutions: Building beyond health plan quality reporting
HEDIS is a strong foundation for digital solutions

HEDIS

TRUST
Ubiquitous
Validated
Comparable
Consensus-driven
Evidence-based

191,000,000 covered lives

Billion$ in value-based payments
Why evolve HEDIS? Why digital quality?

MEASURE WHAT MATTERS, REWARD BETTER CARE
What does digital enable?

WHAT:
3 PARTS
Expanding what HEDIS enables

- GOALS
- LEVELS
- FUNCTIONS
Expanding what HEDIS enables

Supporting priority populations and topics

**GOALS**
What you measure and reward to get more of

Synonyms: *Priority, Area of Focus, Strategic Center*

Examples:
- **Broad**: Improve health equity, reduce measurement burden
- **Narrow**: Control blood sugar of teens who have diabetes

**LEVELS**

**FUNCTIONS**
Expanding what HEDIS enables

So you can find and reward quality at all LEVELS OF THE SYSTEM

GOALS

LEVELS

FUNCTIONS

CONSISTENT
Measures *work similarly* between levels

CONNECTED
Measure *calculations roll up* to the next level
Expanding what HEDIS enables

So you can use it for FUNCTIONS other than reporting health plan quality

“Dear Partner Org: Here are the results we can both trust.”

GOALS  LEVELS  FUNCTIONS

REPORTING  PAYMENT
Expanding what HEDIS enables
So you can use it for FUNCTIONS other than reporting health plan quality

GOALS

LEVELS

FUNCTIONS

MEASUREMENT
“I just want to understand and use a measure.”

REPORTING
“Dear Partner Org: Here are the results we can both trust.”

PAYMENT
Expanding what HEDIS enables

So you can use it for FUNCTIONS other than reporting health plan quality

**GOALS**

**LEVELS**

**FUNCTIONS**

**MEASUREMENT**

“I just want to understand and use a measure.”

**MANAGEMENT**

“How’m I doing? ...And why?”

**REPORTING**

“Dear Partner Org: Here are the results we can both trust.”

**PAYMENT**
Expanding what HEDIS enables

So you can use it for FUNCTIONS other than reporting health plan quality

GOALS

LEVELS

FUNCTIONS

MEASUREMENT

“"I just want to understand and use a measure.”"

MANAGEMENT

“How'm I doing? ...And why?"

IMPROVEMENT

“How can we get better?”

REPORTING

“Dear Partner Org: Here are the results we can both trust.”

PAYMENT


Expanding what HEDIS enables
So you can use it for FUNCTIONS other than reporting health plan quality

GOALS

LEVELS

FUNCTIONS

MEASUREMENT
“**I just want to understand and use a measure.**”

MANAGEMENT
“**How’m I doing? ...And why?**”

IMPROVEMENT
“**How can we get better?**”

OPTIMIZATION
“**How can I make the most of my improvement efforts?**”

REPORTING
“**Dear Partner Org: Here are the results we can both trust.**”

PAYMENT
“**What’s the financial impact of my quality performance?**”
Here’s more on how digital works

DIGITAL: 2 PARTS
Here’s more on how digital works

<table>
<thead>
<tr>
<th>Digital CONTENT</th>
<th>Digital DELIVERY</th>
</tr>
</thead>
<tbody>
<tr>
<td>What and how to measure</td>
<td>How you ingest, implement and interact with measures and content</td>
</tr>
<tr>
<td>New and different measures based on new and different data sources</td>
<td>Eventually: Digital measures as software components (think: Spotify!)</td>
</tr>
<tr>
<td>Example: Tracking diabetes control through home monitoring</td>
<td>Example: FHIR/CQL measures that are configurable and API-enabled</td>
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</table>
Bringing it all together...

WHY

Measure What Matters
Reward Better Care

WHAT

Meet diverse GOALS
Measure @ different LEVELS
Enable more measurement FUNCTIONS

HOW

Digital CONTENT
Digital DELIVERY
Questions
How to ask questions *after* today’s Q&A

[Flowchart]

```
my.ncqa.org
Log in with Single Sign In

My Questions

Ask a Question

PCS
Policy Program
Clarification Support

Submit Your Question
```
Save the date!
Health Innovation Summit 2022
Washington, DC
October 31 – November 3, 2022