



HEDIS® During and After the Pandemic

September 30, 2021

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Agenda

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

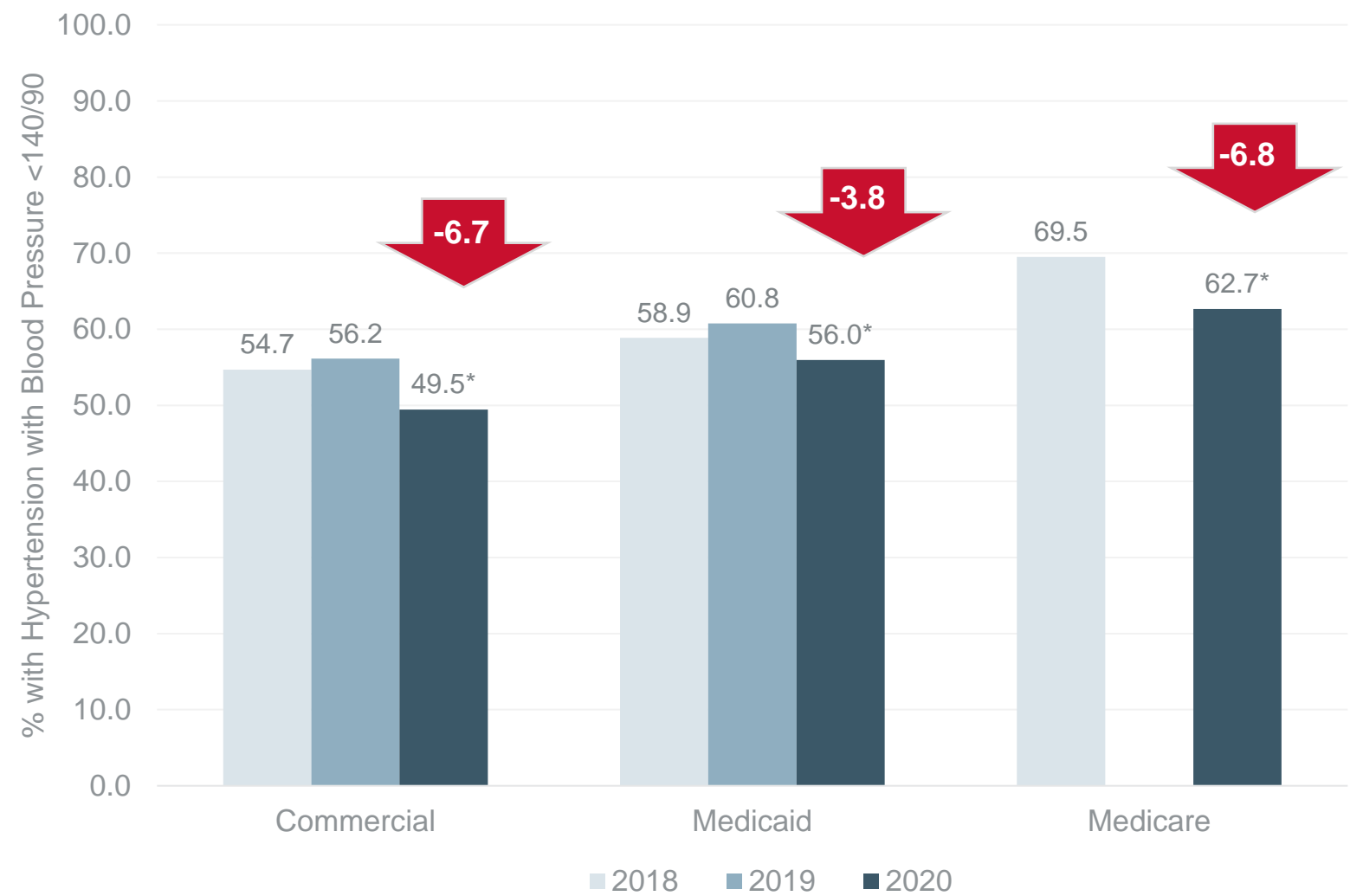
Updated telehealth guidance

- 40 HEDIS measures for MY 2020, 2021
(ncqa.org/covid/#hedistelehealth)



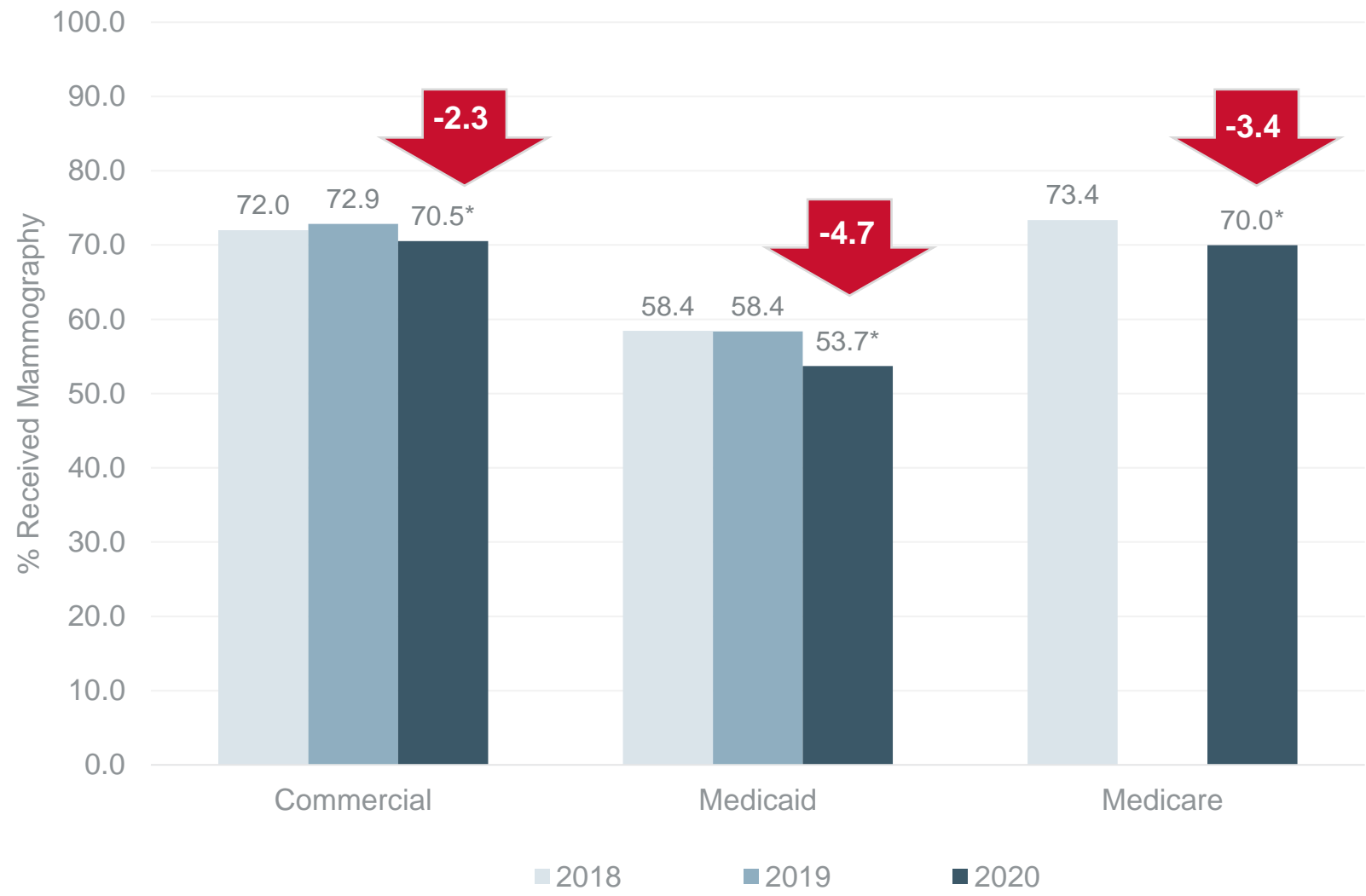
The World Health Organization declared COVID-19 a **pandemic** on 3/11/20.

Controlling High Blood Pressure (CBP) *got worse*



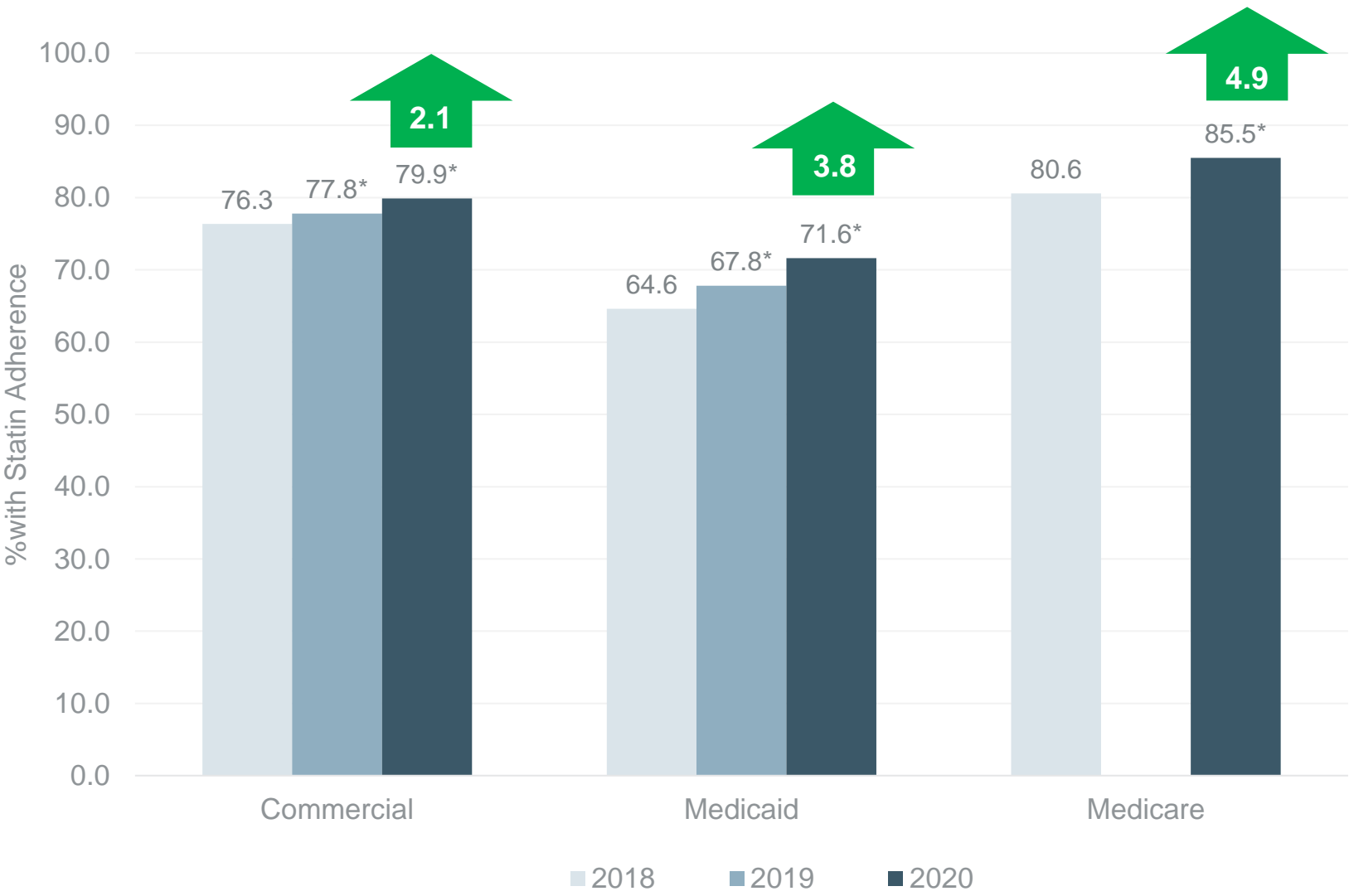
*Statistically significant

Breast Cancer Screening (BCS) *got worse*



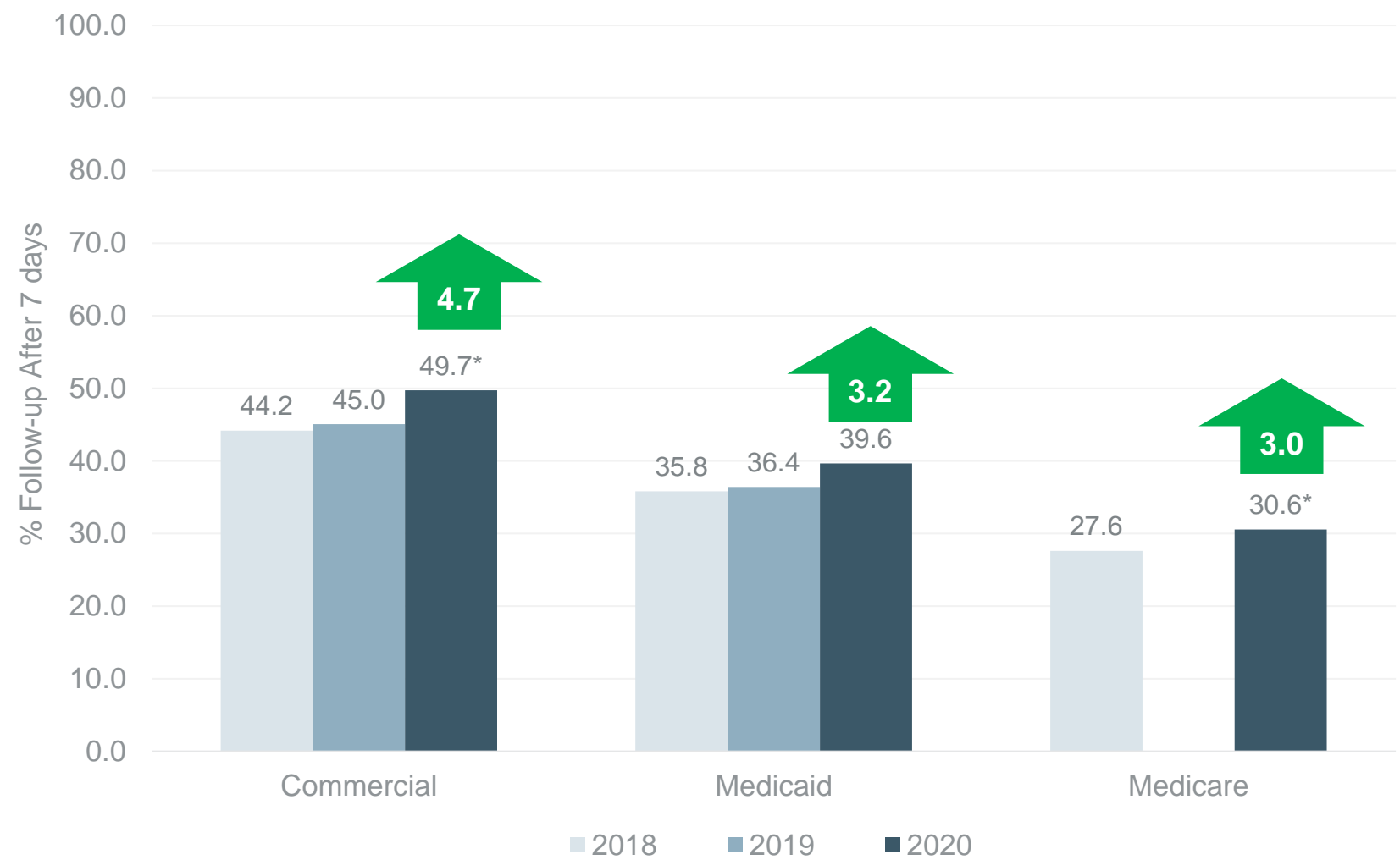
*Statistically significant

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



*Statistically significant

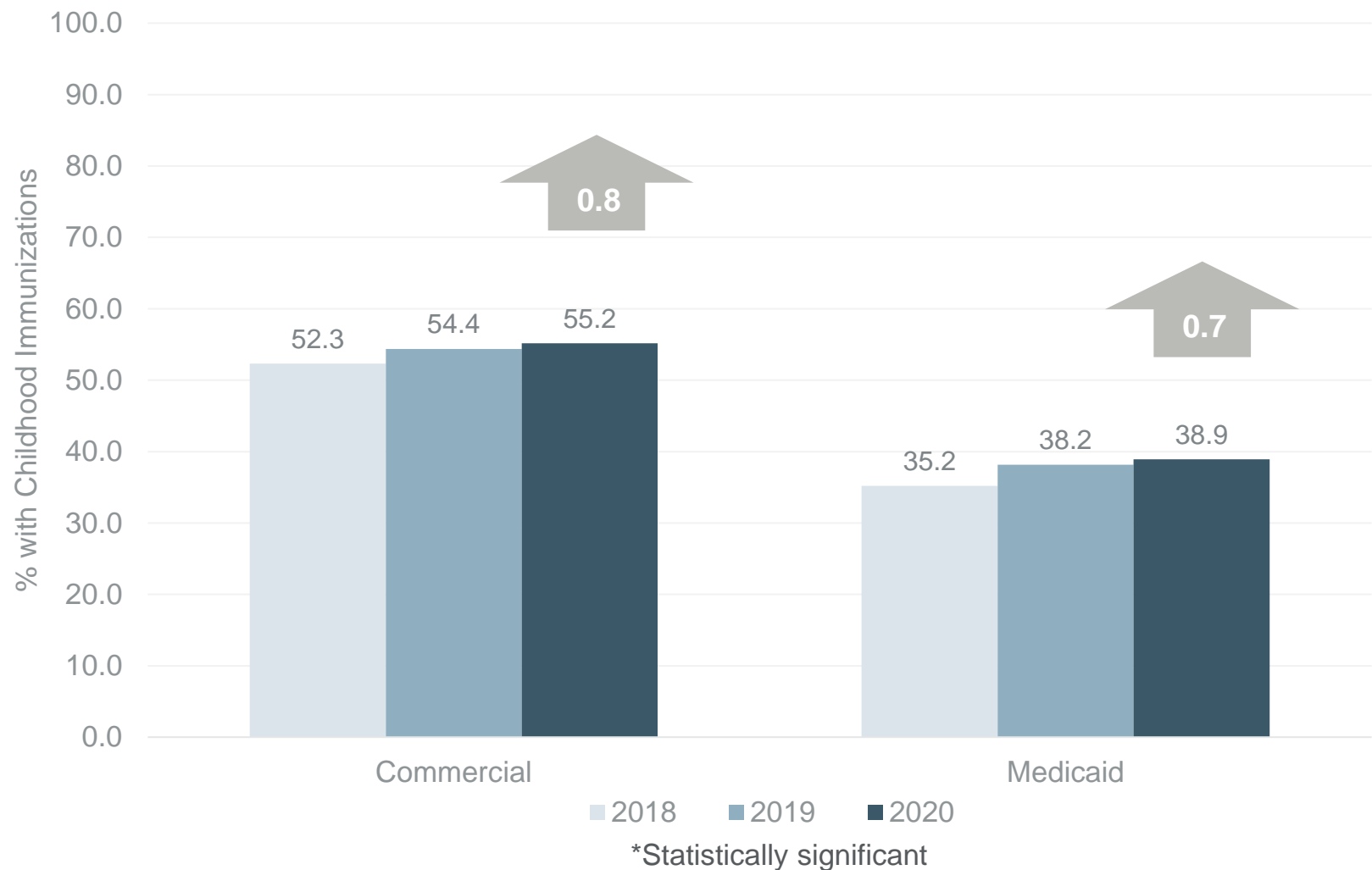
Follow-Up After Hospitalization for Mental Illness (FUH) *improved*



Note: Follow-up After 7-days

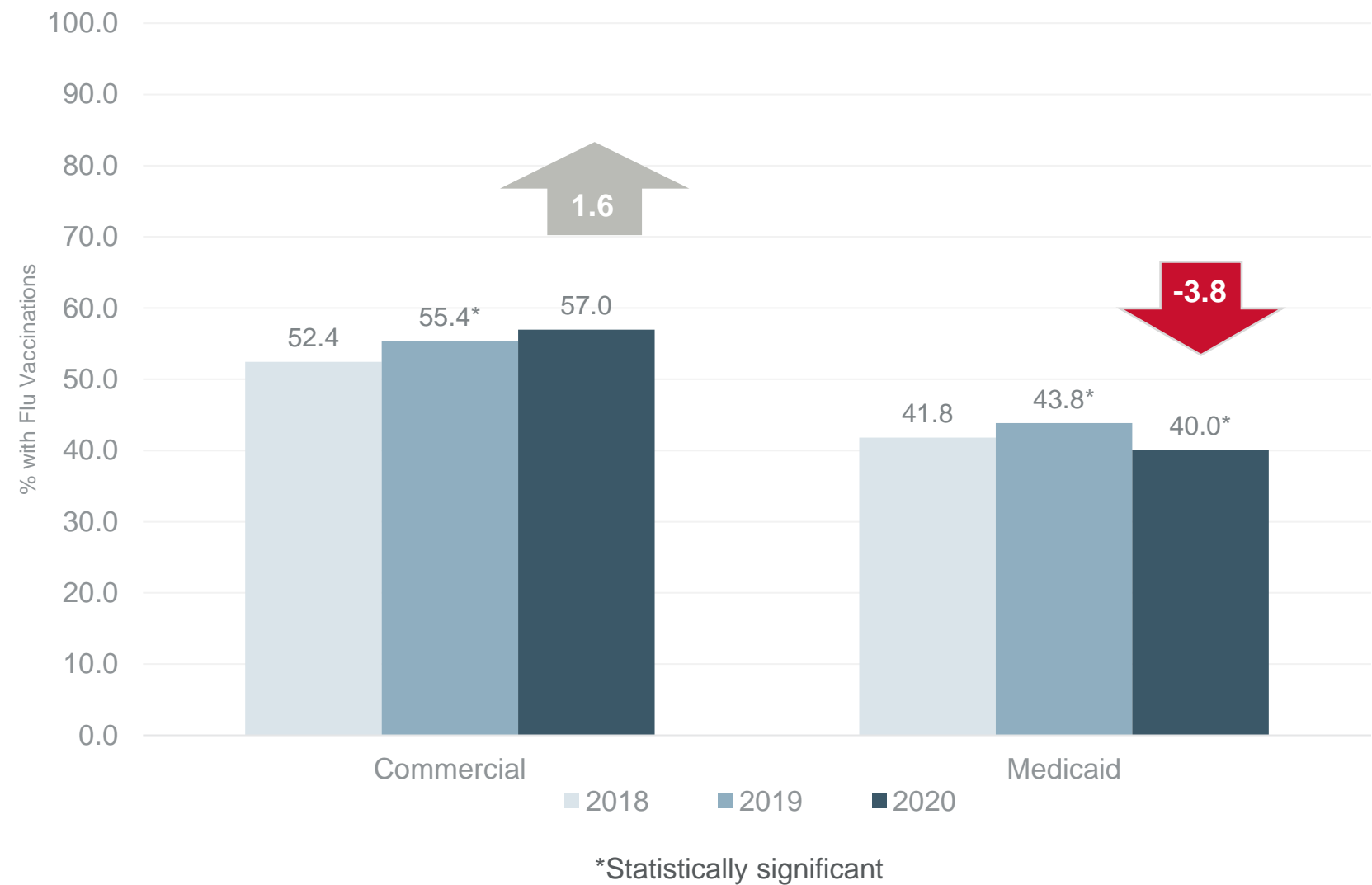
*Statistically significant

Childhood Immunization Status (CIS) *no change*



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

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**

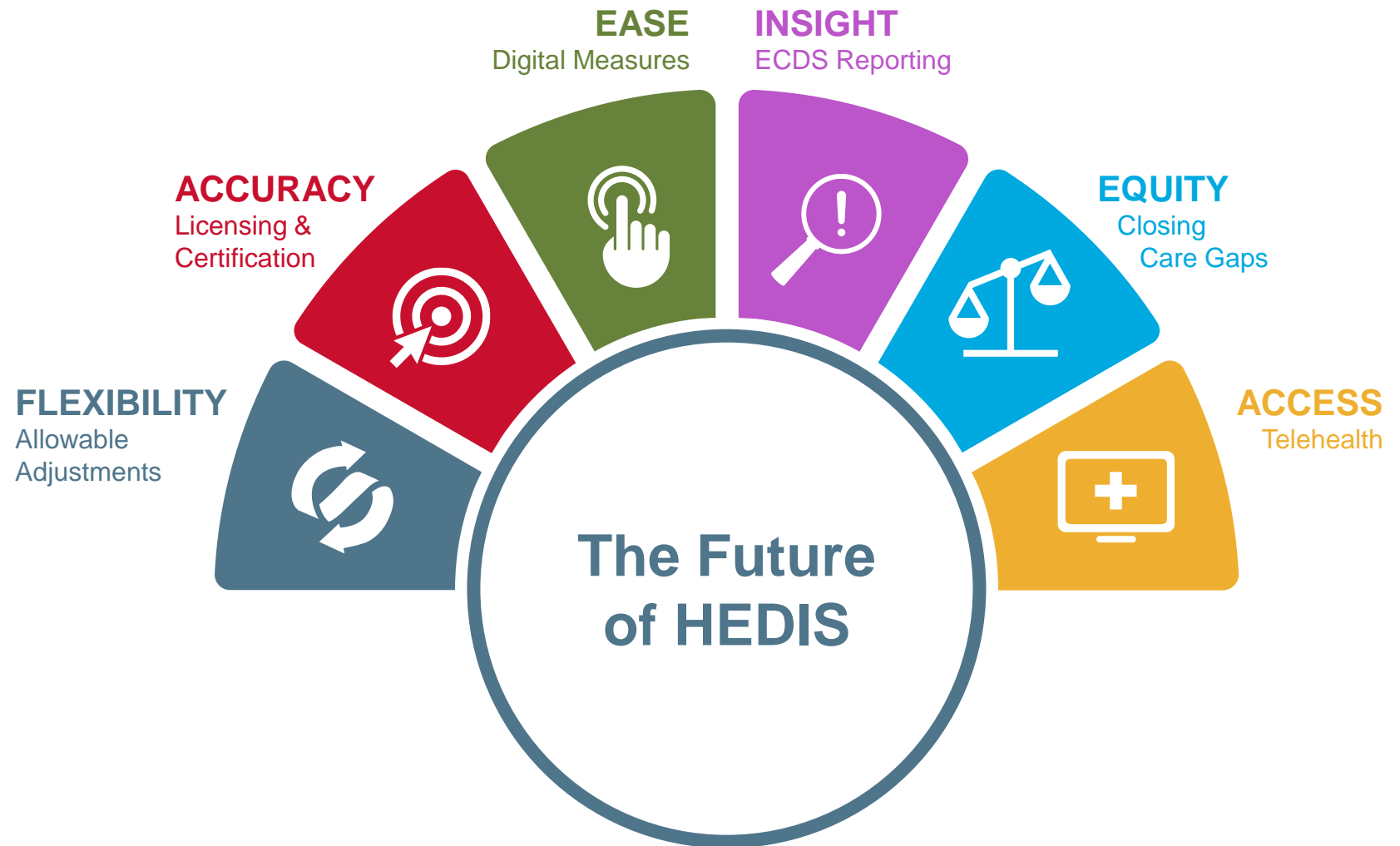


The future and our focus on health equity

6 themes

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

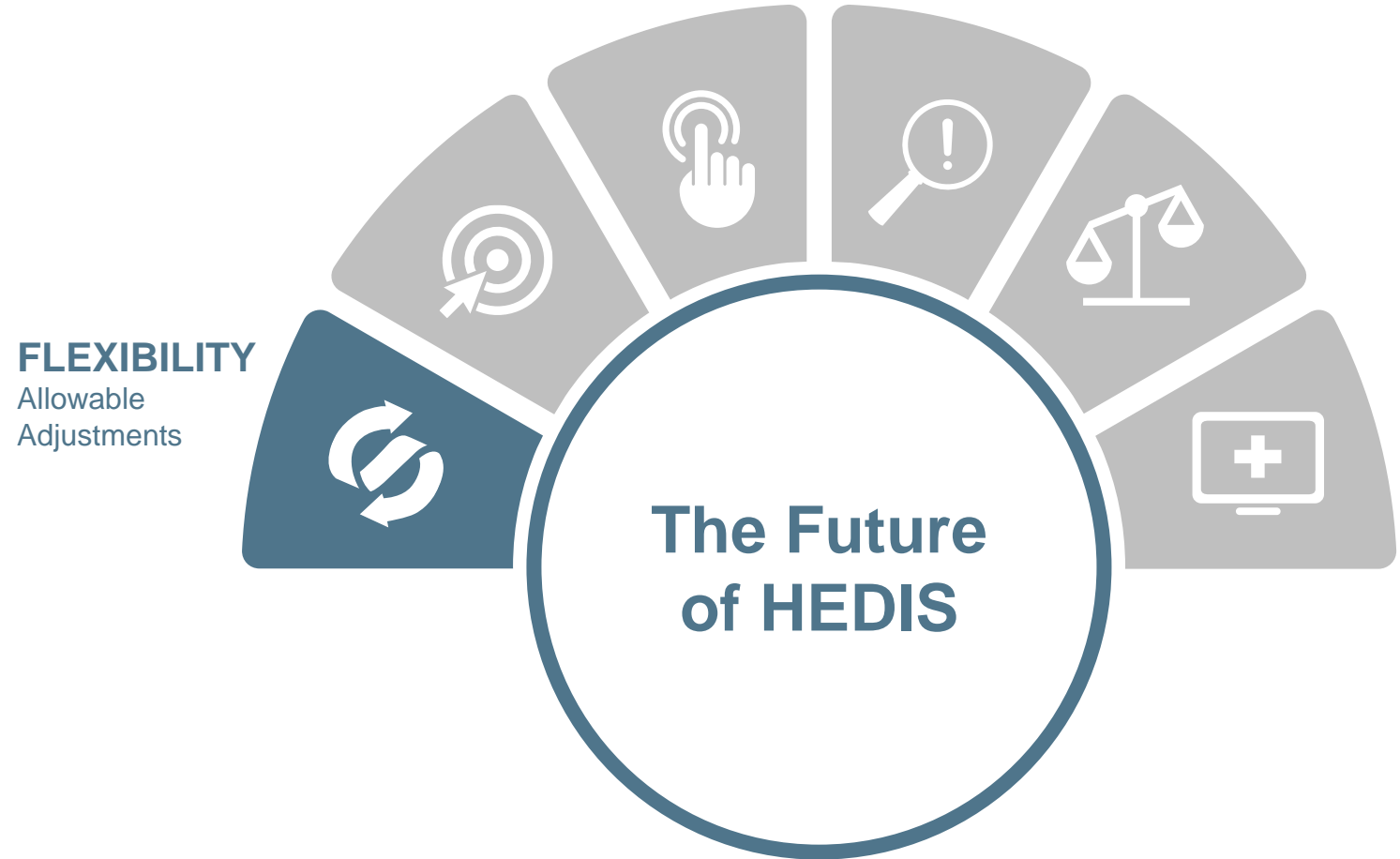
<https://www.ncqa.org/hedis/the-future-of-hedis/>



6 themes

Allowable Adjustments

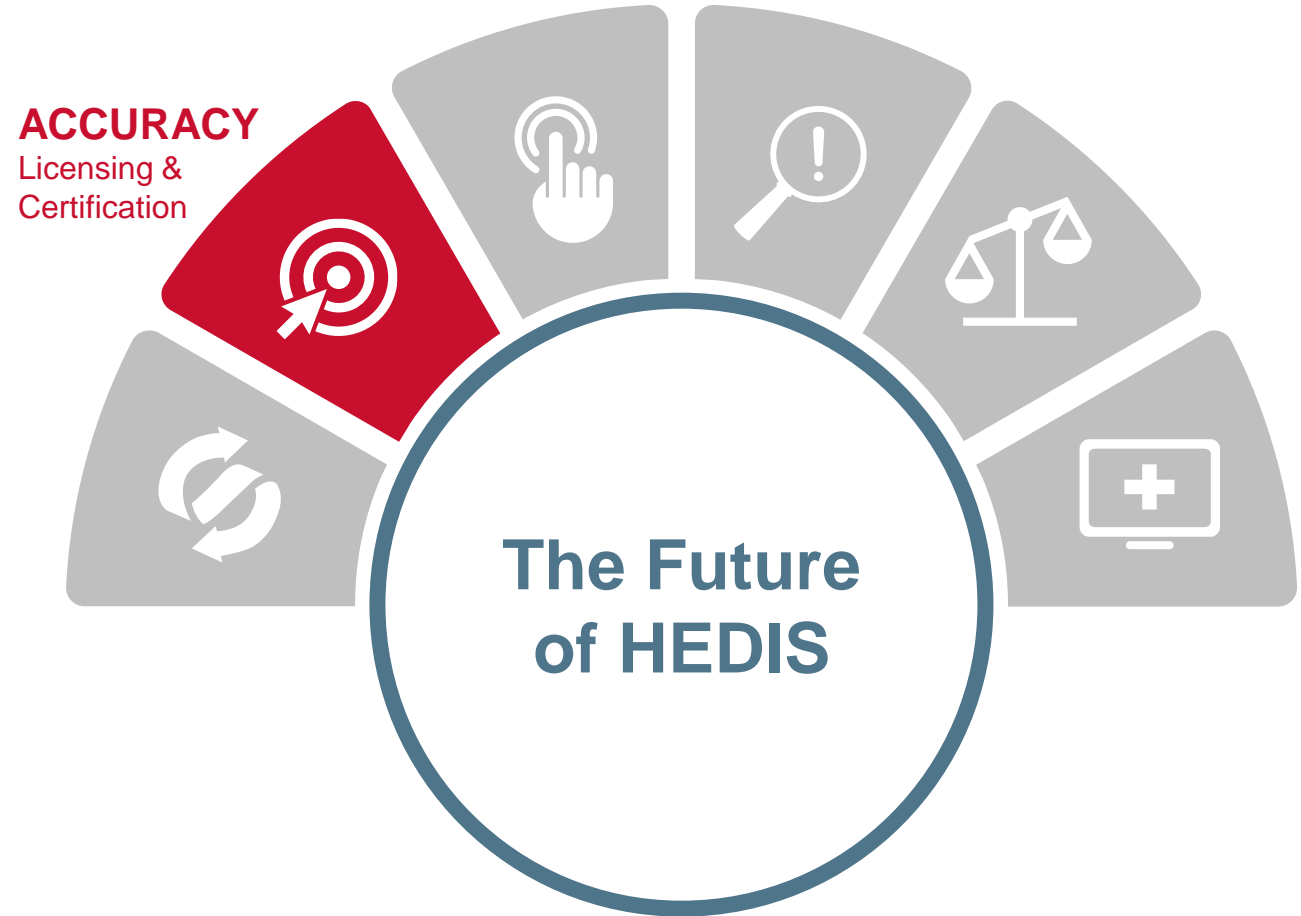
To give you **flexibility** in how you use our measures, we'll tell you their **allowable adjustments**.



6 themes

Licensing & Certification

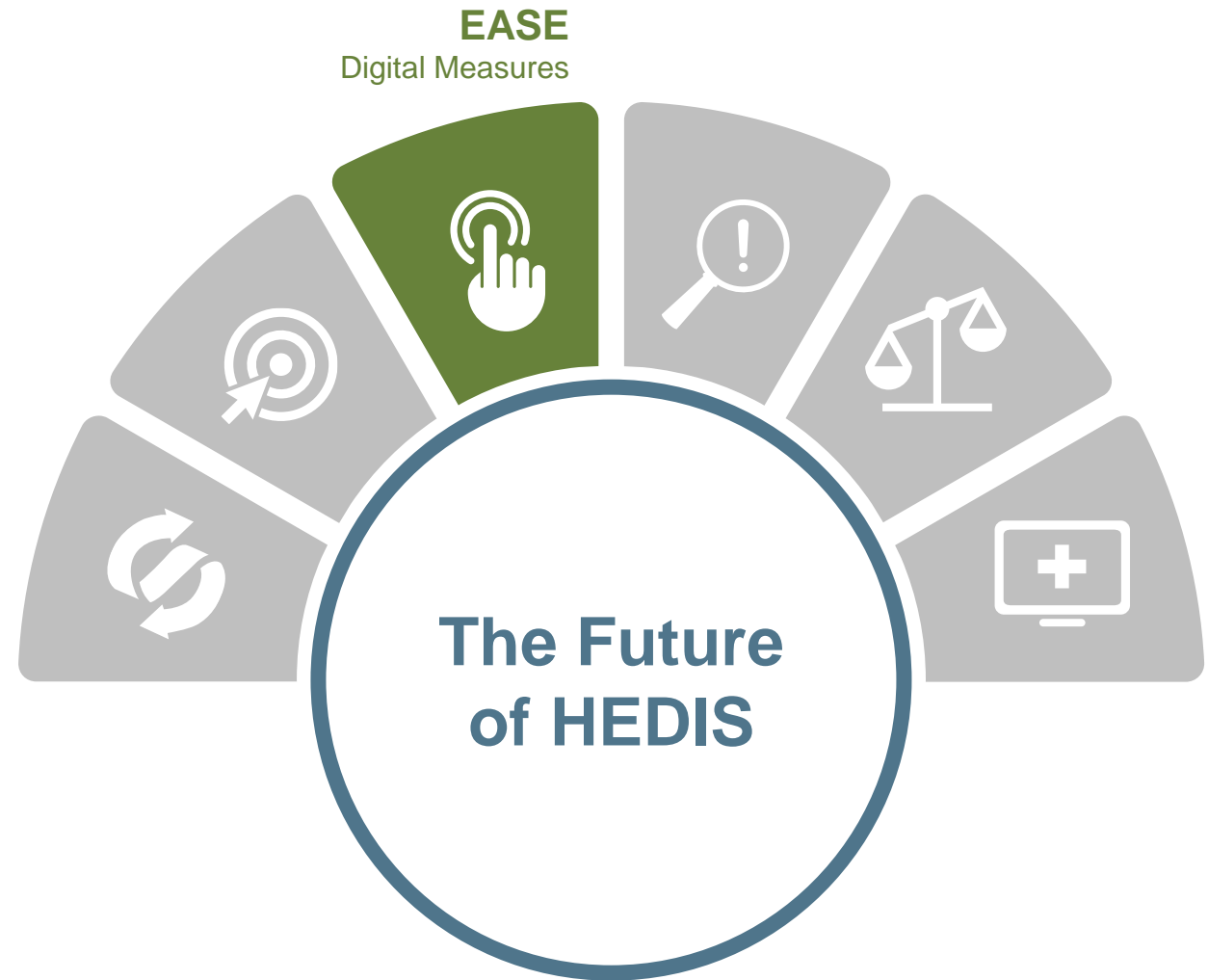
We'll make sure uses of our measures are **accurate** and **reflect quality** of care.



6 themes

Digital Measures

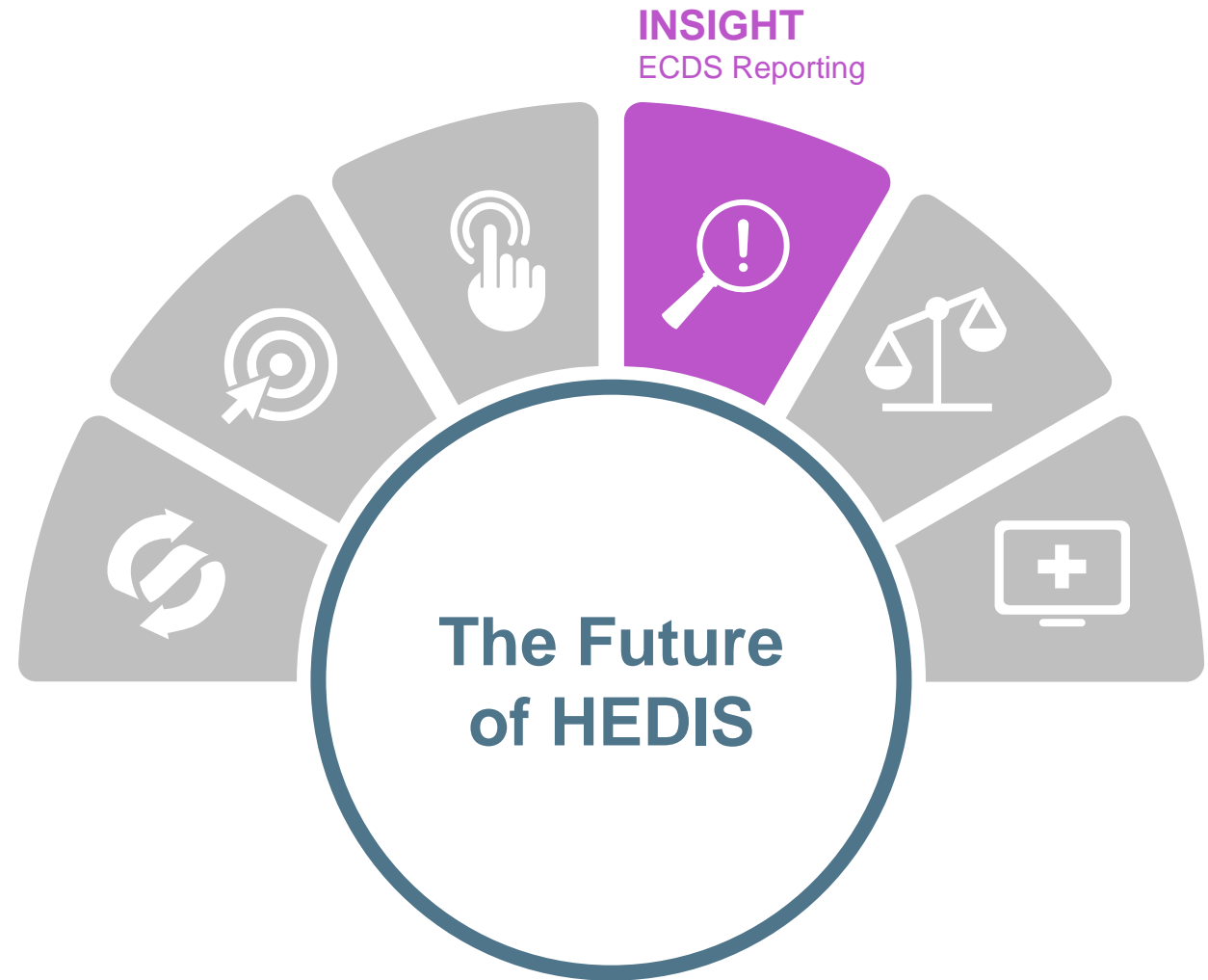
We'll give you measures in a **digital** format that's **easier** to work with.



6 themes

Electronic Clinical Data Systems (ECDS) Reporting

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

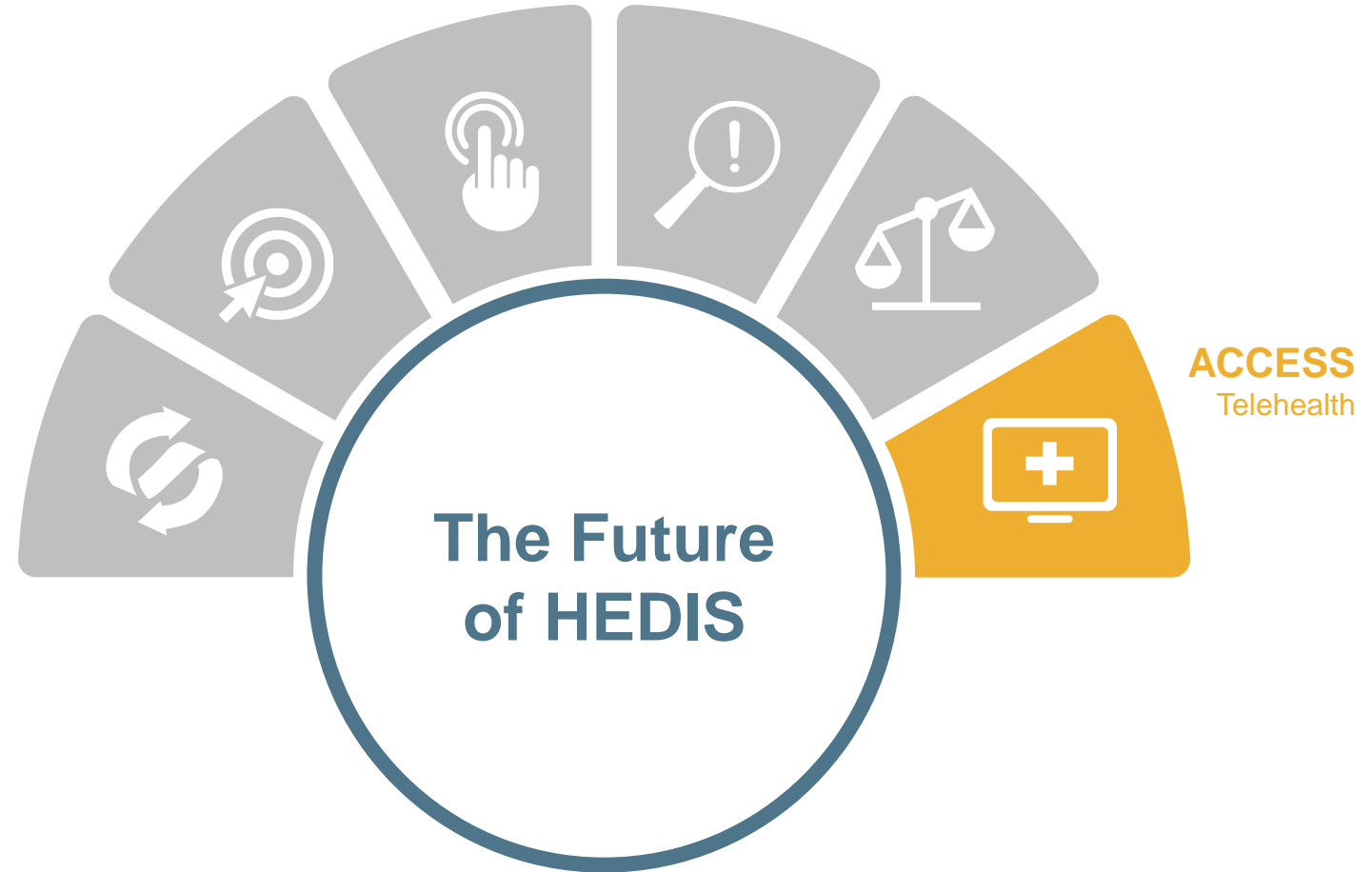


6 themes

Telehealth

Align. Adapt. Innovate.

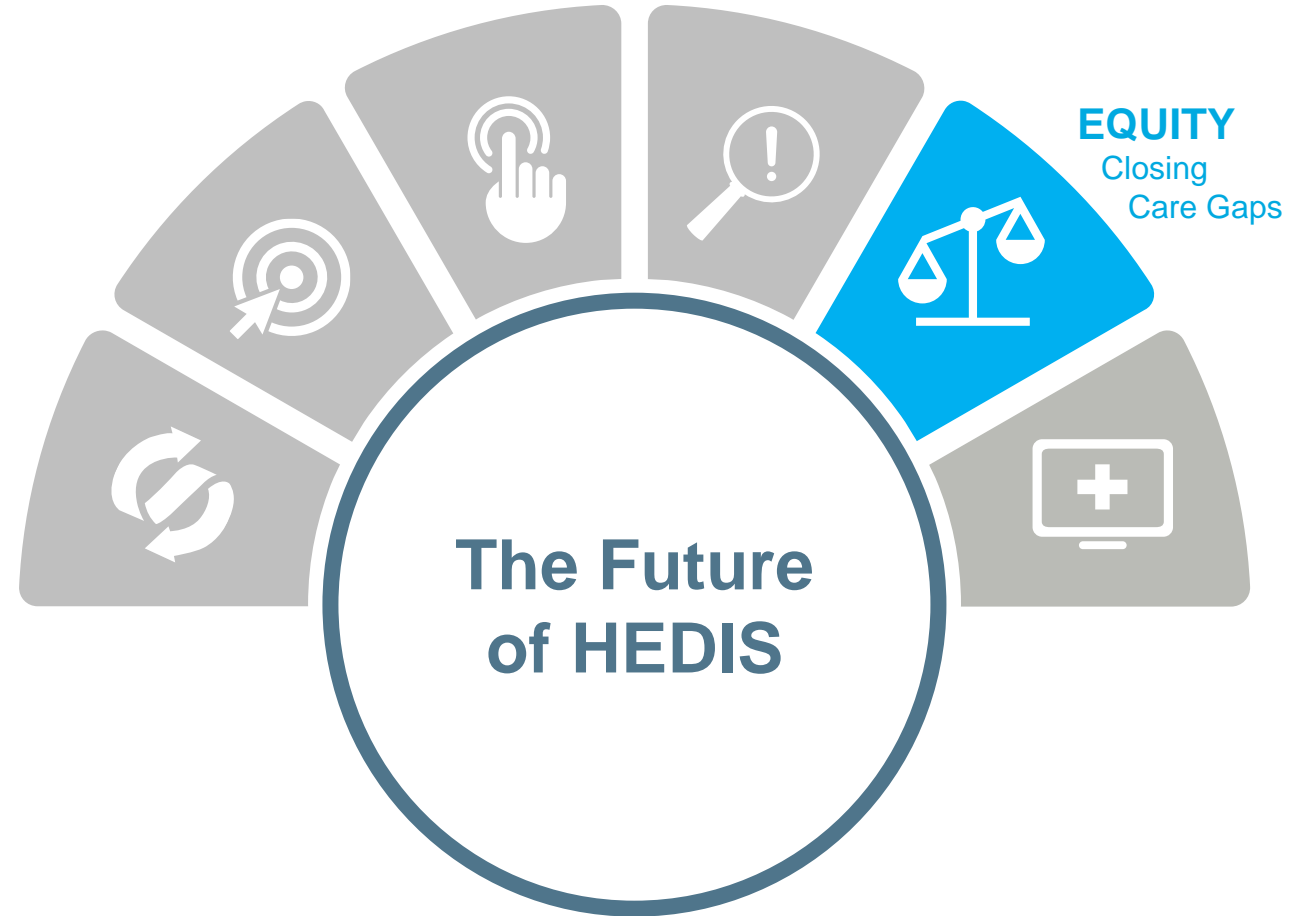
See recommendations of our
Taskforce on Telehealth Policy:
ncqa.org/telehealth



6 themes

Equity

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

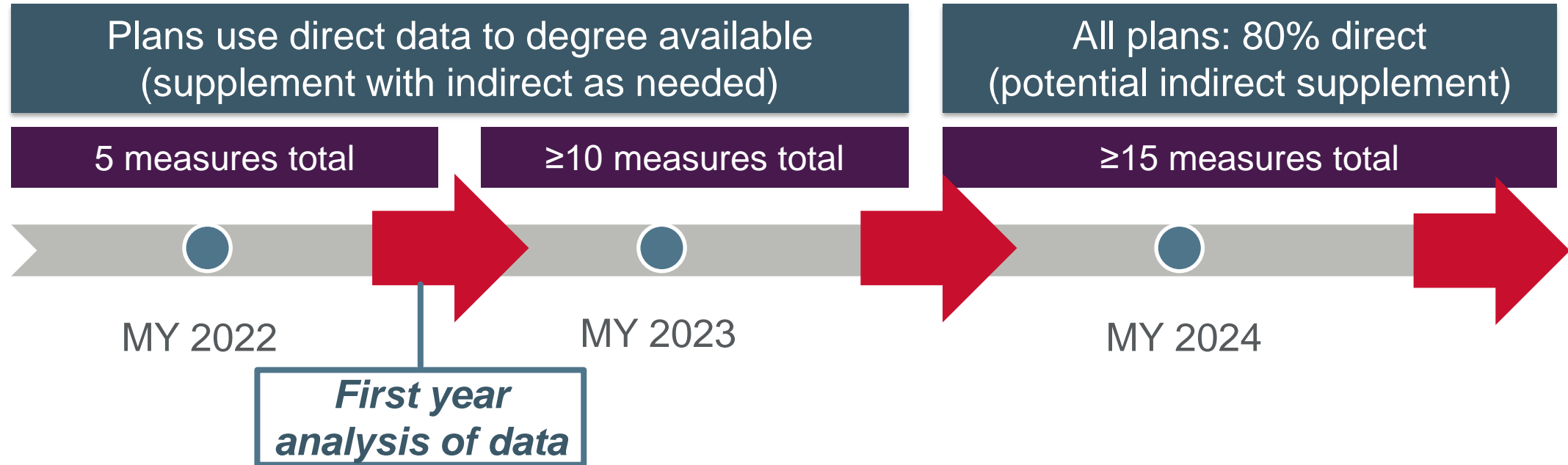
Measures selected for MY2022 stratification



Measure	Product Lines	Domain
Colorectal Cancer Screening (COL; COL-E)	Commercial, Medicare	Effectiveness of Care
Controlling High Blood Pressure (CBP)	Commercial, Medicaid, Medicare	
Hemoglobin A1c Control for Patients With Diabetes (HBD)	Commercial, Medicaid, Medicare	
Prenatal and Postpartum Care (PPC)	Commercial, Medicaid	Access & Availability of Care
Child and Adolescent Well Care Visits (WCV)	Commercial, Medicaid	Utilization

Timeline for expanding stratification

Path forward



- ✓ Provides 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?



Quality
INNOVATION
SERIES

Evolving HEDIS for Equity: Updates and Future Directions

**Wednesday, October 13, 2021
1:00 pm ET**



Rachel Harrington
Research Scientist
NCQA



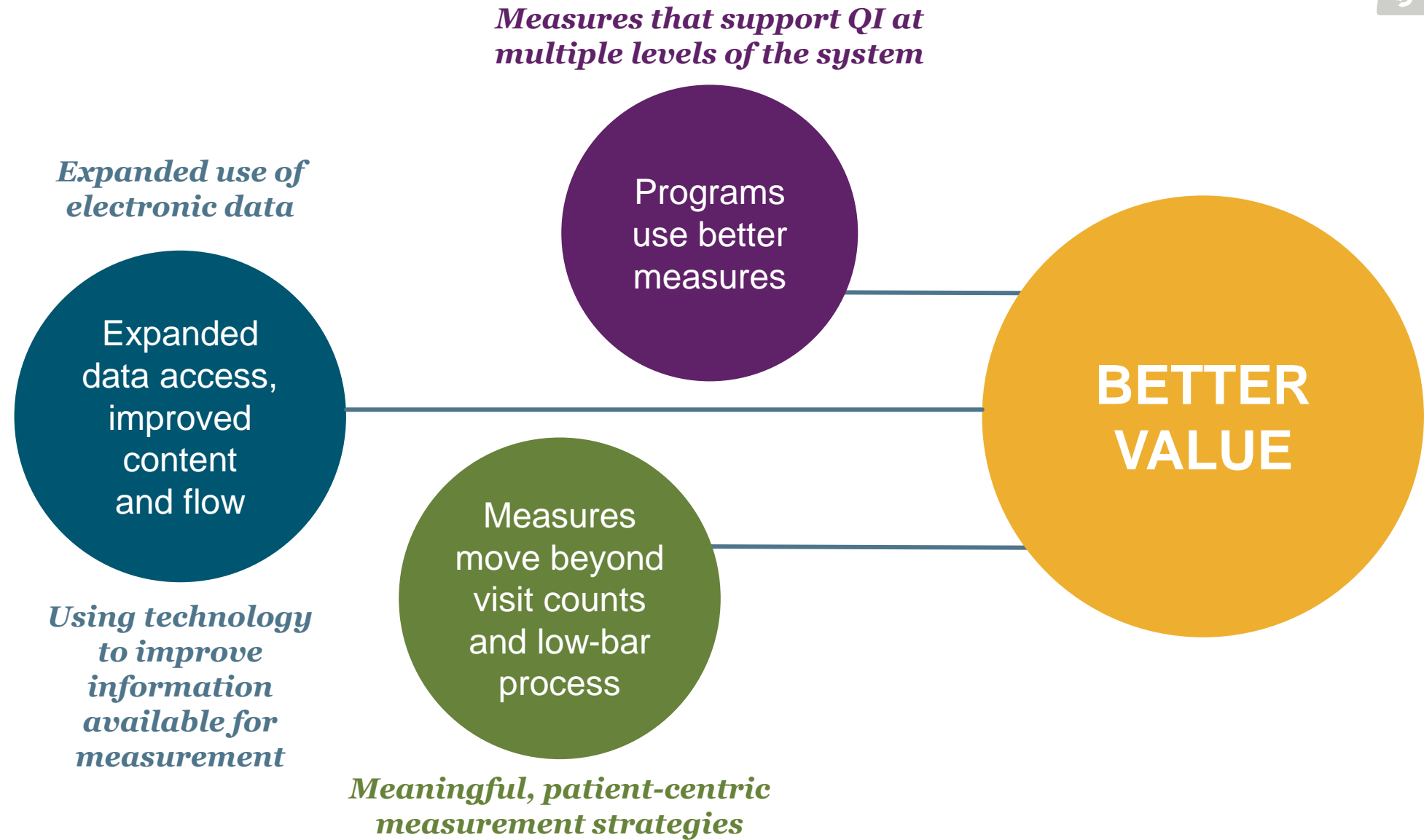
Deidre Washington
Research Scientist
NCQA

Registration:
ncqa.org/qiseries



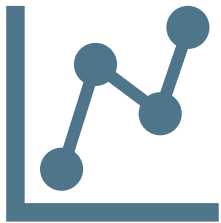
What's new and what's next with digital measures

Our vision for quality measurement



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

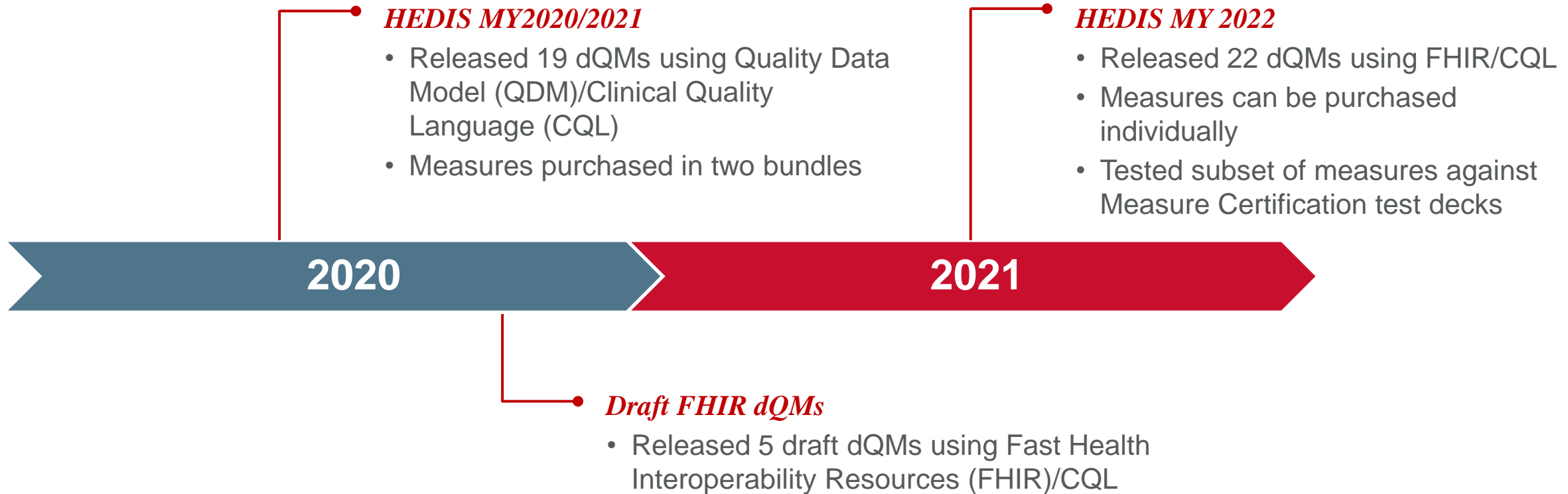


Achieve alignment and transparency across stakeholders



Improve Accuracy and Trust

NCQA's Digital Quality Measure (dQM) work



**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)

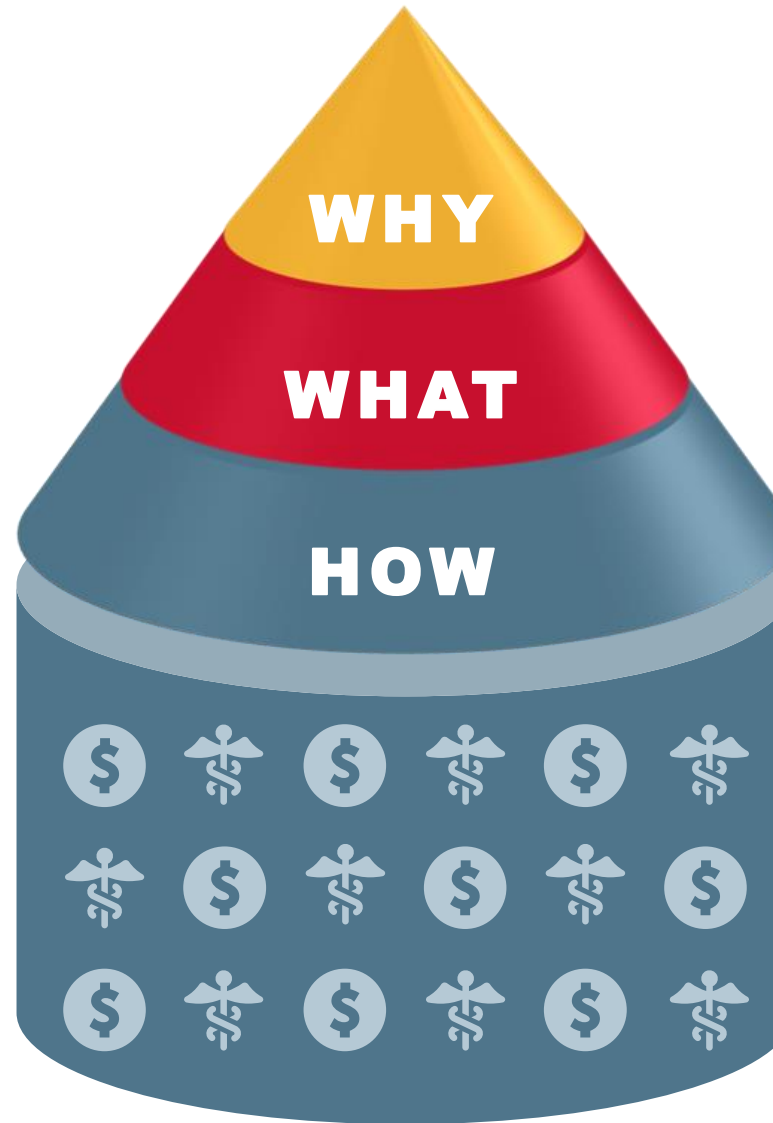
Understanding complicated logic/less human readable

Pace for digitalization of measures



Digital Solutions: Building beyond health plan quality reporting

HEDIS is a *strong foundation* for digital solutions



DIGITAL SOLUTIONS

HEDIS

TRUST

Ubiquitous
Validated
Comparable
Consensus-driven
Evidence-based

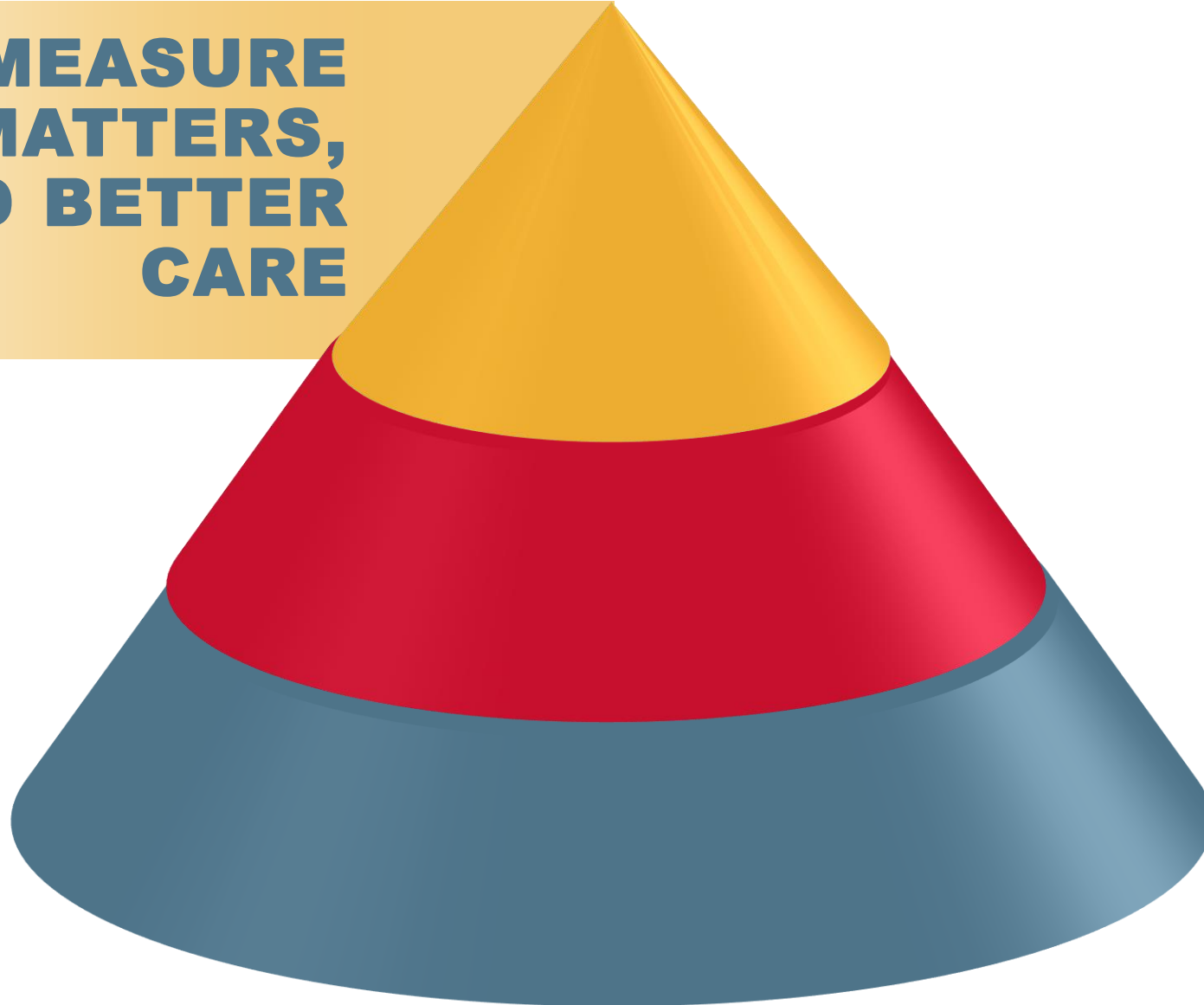
191,000,000 covered lives

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



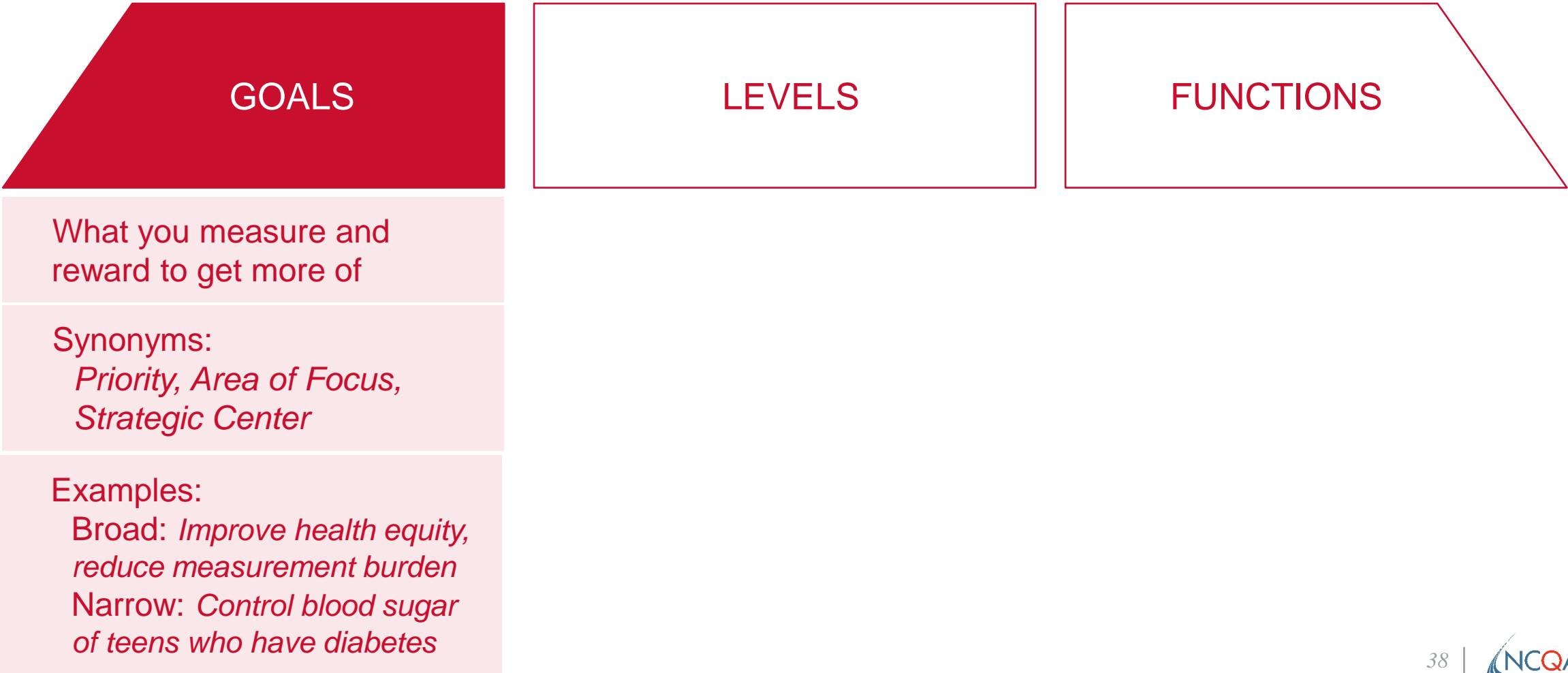
GOALS

LEVELS

FUNCTIONS

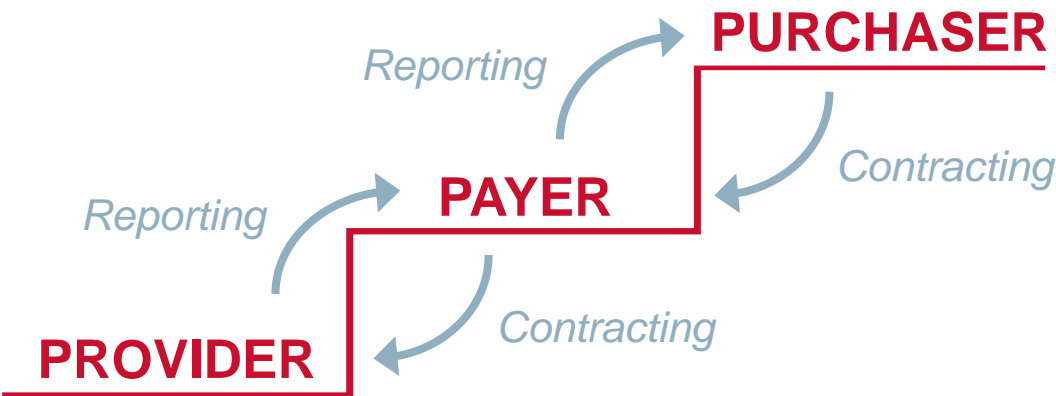
Expanding what HEDIS enables

Supporting priority populations and topics



Expanding what HEDIS enables

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



CONSISTENT

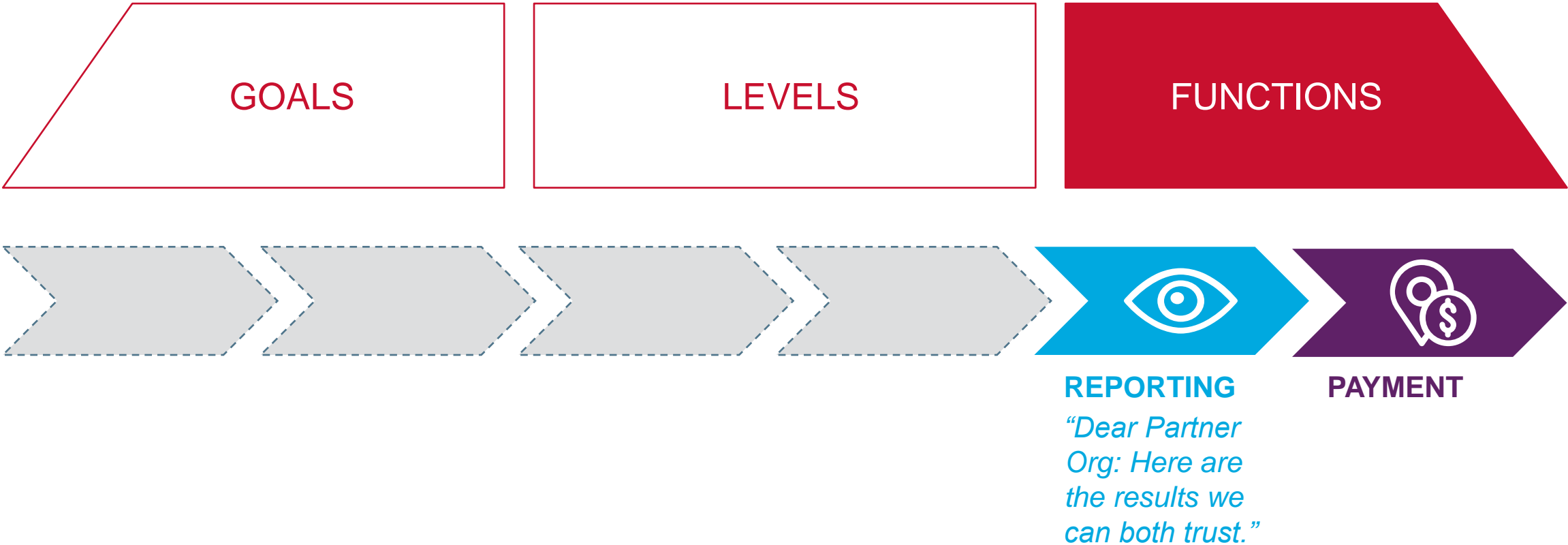
Measures work similarly between levels

CONNECTED

Measure calculations roll up to the next level

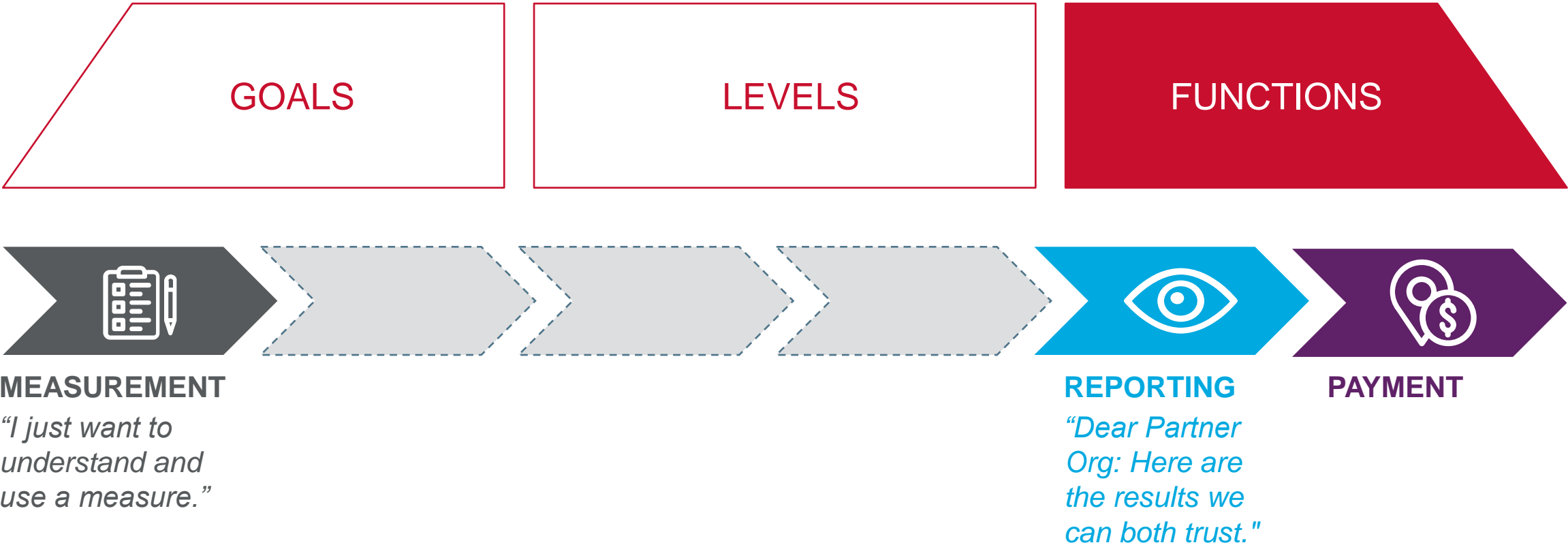
Expanding what HEDIS enables

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



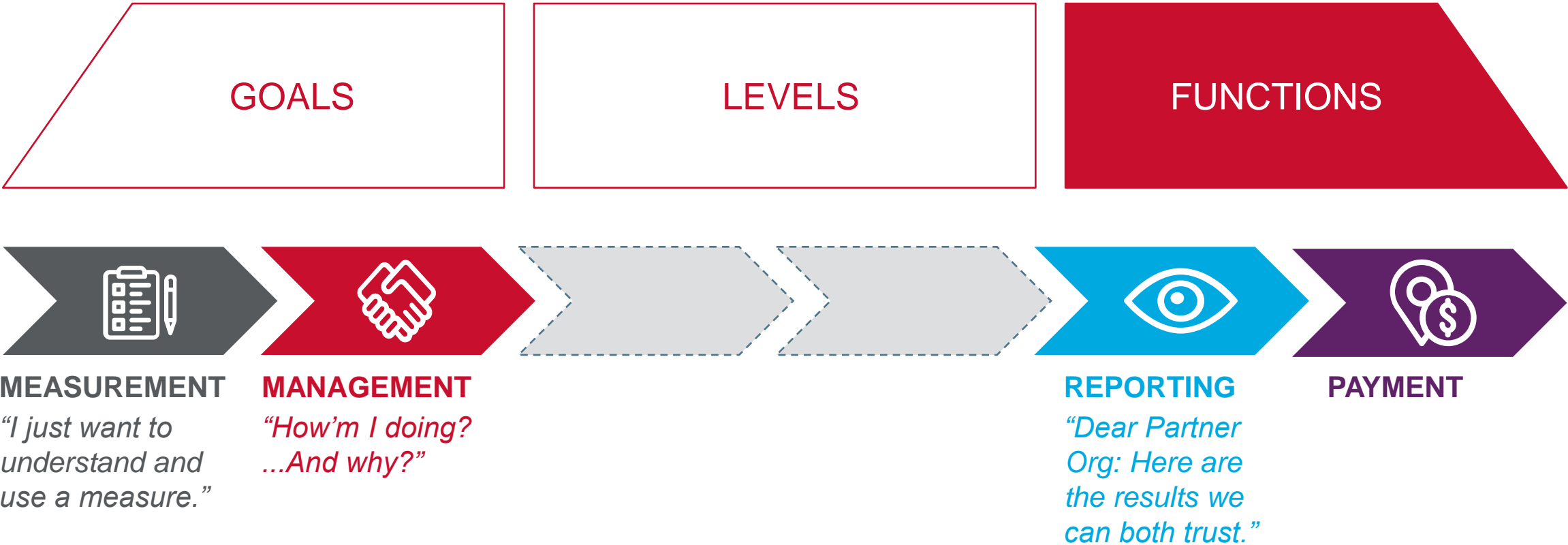
Expanding what HEDIS enables

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



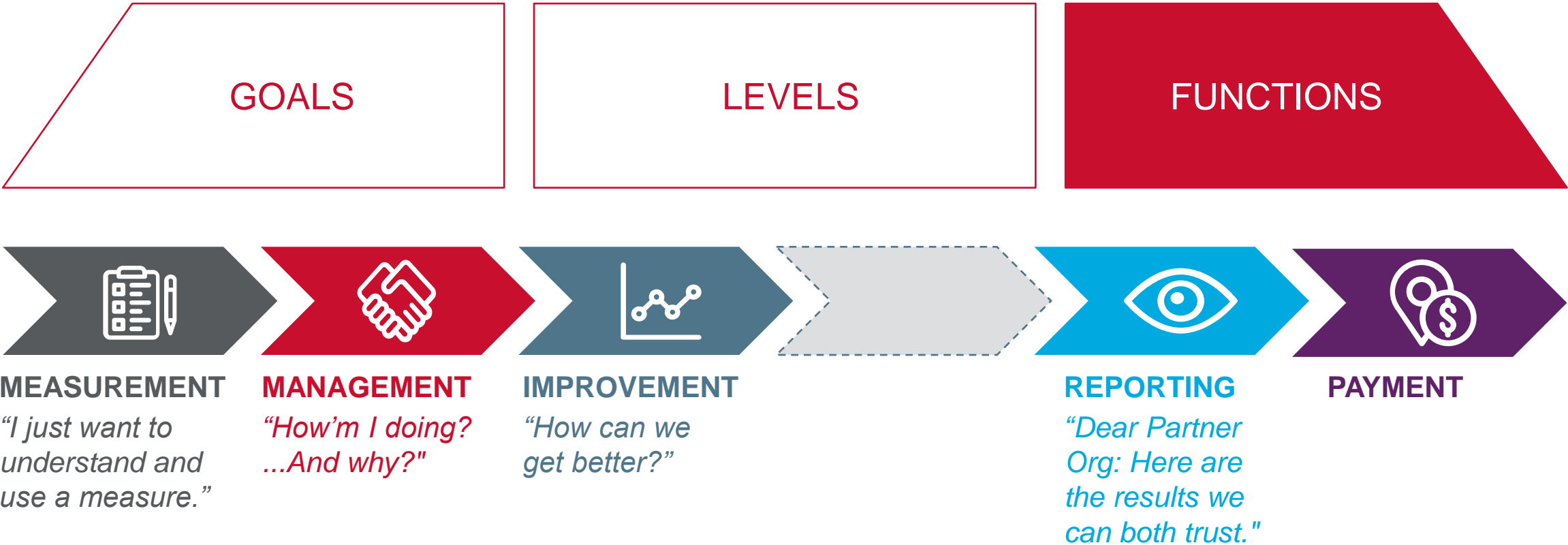
Expanding what HEDIS enables

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



Expanding what HEDIS enables

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



Expanding what HEDIS enables

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



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**

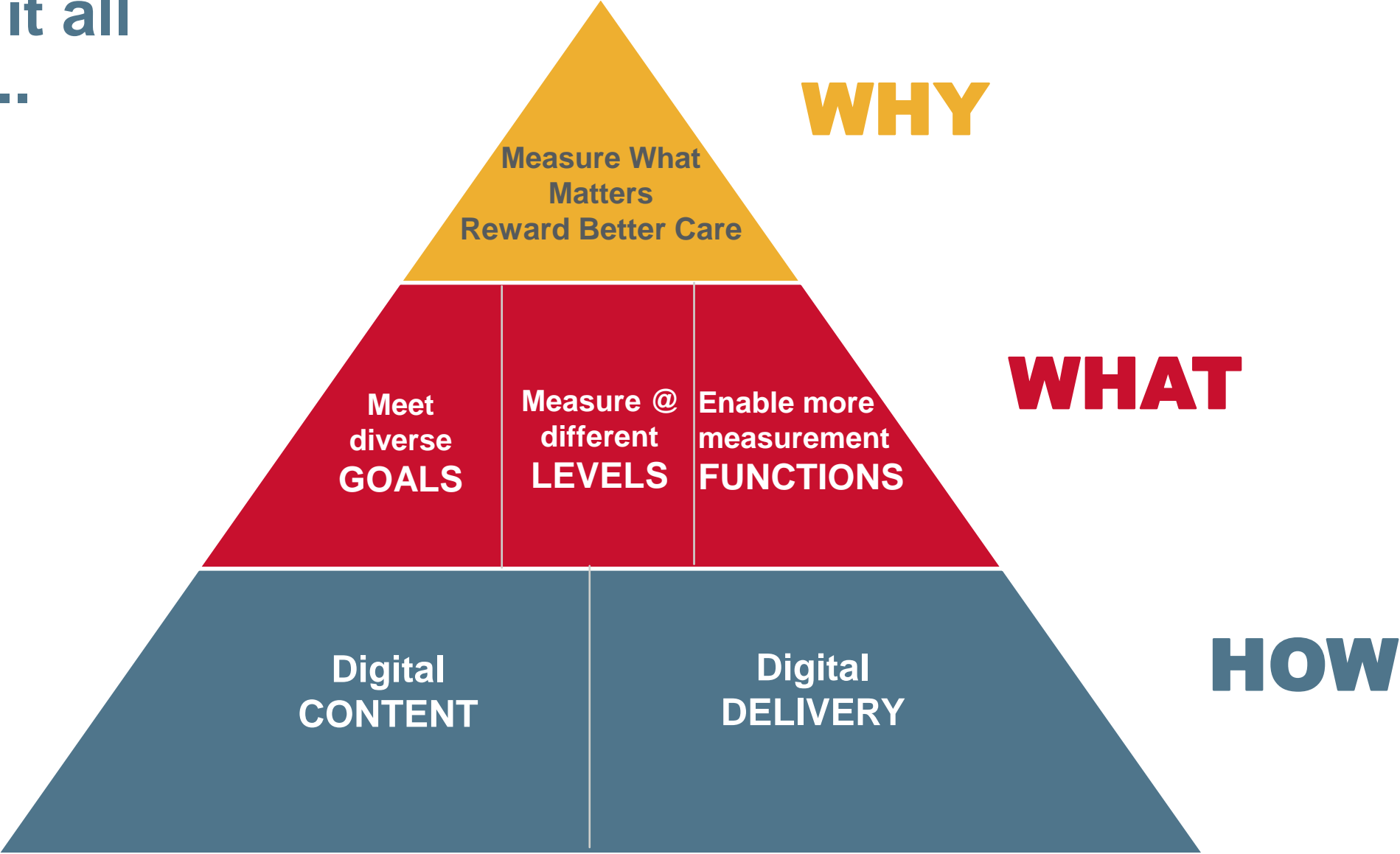


Here's more on how digital works



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

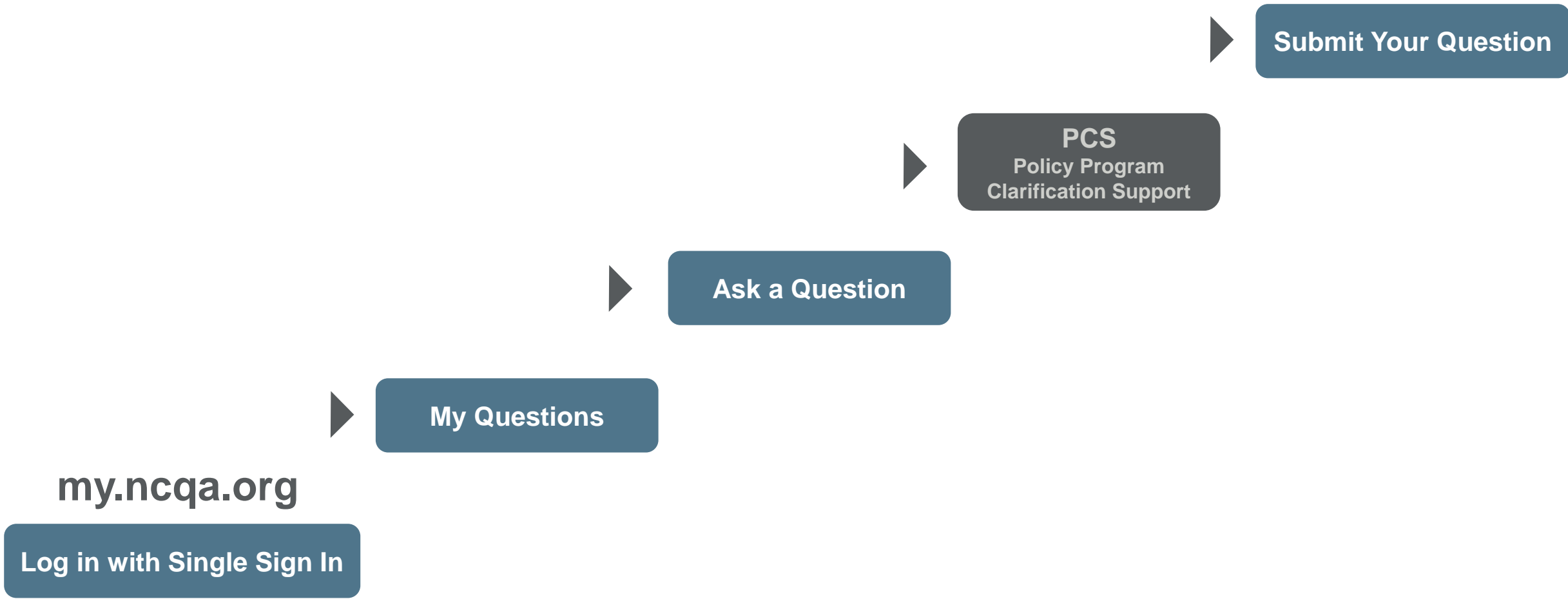
Bringing it all together...





Questions

How to ask questions *after* today's Q&A



Save the date!

Health Innovation Summit 2022

Washington, DC

October 31 – November 3, 2022



