Engaging with the Digital Community

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NCQA
10/25/2023
Faculty Disclosures

Allison Lance has no financial relationships to disclose relating to the subject matter of this presentation.
Learning Objectives

At the conclusion of this session, learners will be able to:

1. Describe the current state of the Digital Transition
2. Discuss key attributes of the NCQA Digital Quality Playbook
Agenda

- Digital Transition Update
- Digital Community Update
Digital Transformation Update
Building Blocks of a Learning Health System

How have these building blocks worked together in the past?

Are STANDARDS & GUIDELINES consistent & actionable?

NOT ALWAYS

INEFFICIENCIES

$10Bs PER YEAR

Is MEASUREMENT clinically relevant and supportive of value-based care?

PARTIALLY

Is DATA COLLECTION & TRANSFER agreed and trusted?

NO

“Specs” only
Limited by data
Retrospective

Fragmented
Narrative-based
Disconnected

Variation
Non-standardized
Need for validation

 Specs” only
Limited by data
Retrospective

NCQAsummit
Industry Standardization

How the industry is moving from a fragmented approach to greater standardization, enabling a digital quality learning health system?

STANDARDS & GUIDELINES
- Quality Standards
- Clinical Decision Support
- Clinical Practice Guidelines

STANDARDS, INFRASTRUCTURE, TOOLS & RESOURCES
- Clinical Quality Language (CQL)
- Fast Health Interoperability Resources (FHIR)

MEASUREMENT
- Digital Quality Measures (dQMs)
- Electronic Clinical Quality Measures (eCQMs)

DATA COLLECTION & TRANSFER
- FHIR® Data Standards: USCDI, Carin for Blue Button, Electronic Case Report, Gravity
NCQA Alignment

How NCQA is building products and programs to align with industry standardization and support digital quality adoption?

建资源和利益相关者参与，支持数字质量的标准制定和实施。

构建和传递更好的指标，使其在临床上更加相关，并更好地支持报告和基于价值的激励计划。数字化的指标增加了指标使用和实施的便利性。

构建程序，帮助标准化质量数据的期望，并验证用于报告和绩效的数据，建立对数据的信任。

构建实践指南和标准，使之成为数字质量内容的一部分。可配置的指标变得可以用于报告和质量改进的用途，并且在所有层次的医疗系统中都是相关的。

建立和交付更好的指标，使其在临床上有更高相关性，并更好地支持基于价值的激励计划。数字化的指标增加了指标使用和实施的便利性。

构建程序，以帮助标准化数据的期望，以支持质量，验证用于报告和性能的数据，并建立对数据的信任。
Digital Quality Offerings: Roadmap

Actionable Content (Standards & Guidelines)

Digital Content Services (DCS): Early Adopter
- Configurable HEDIS® DQMs with encoded clinical guidelines to support expanded use cases using Digital Content Services reference CQL engine
- 70+ HEDIS® DQMs for development and learning (e.g., results comparison) using reference CQL engine

Measurement (Digital Measures)

Enablement (Aligned Infrastructure)

Data Collection (FHIR®)

Open-Source Reference CQL Engine
- Digital Quality Implementers Community
- HEDIS® Core Implementation Guide
- Digital Community (Resources, Best Practices, Peer Learning, etc.)

Data Aggregator Validation - FHIR
- Bulk FHIR® Data Quality Coalition

Data Quality Self-Assessment Tool
- Automation-First FHIR® Validation
## Digital Quality Offerings: Roadmap

<table>
<thead>
<tr>
<th>Actionable Content (Standards &amp; Guidelines)</th>
<th>Measurement (Digital Measures)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin using NCQA Digital HEDIS® content for quality improvement and population management applications.</td>
<td>Gain familiarity with NCQA Digital HEDIS® content and begin using measures on reference CQL engine.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Enablement (Aligned Infrastructure)</th>
<th>Data Collection (FHIR®)</th>
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<tbody>
<tr>
<td>Leverage open-source code and Digital Quality Implementer Community to develop and test CQL engines to support digital HEDIS® and other common use cases (e.g., CMS)</td>
<td>Assess your data quality and maturity against FHIR® standards for quality uses. Optimize your data pipeline (inputs and outputs) for quality use.</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>Digital Content Services Early Adopter Program</th>
<th>Digital Content Services General Availability</th>
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<tr>
<td>Run digital measures on supported vendor CQL engine. Test against reference CQL engine as desired.</td>
<td>Leverage Implementers Community to improve CQL engine in alignment with common requirements (e.g., NCQA, CMS, ONC)</td>
</tr>
</tbody>
</table>

Source and validate more electronic data for trusted quality insights and measure reporting at lower cost and burden.

#NCQAsummit
NCQA Transition from Traditional HEDIS to

The Digital Transition will engage both HEDIS Health Plan Reporting & Quality Improvement

**PAPER & PEOPLE**

**FULLY DIGITAL**

- **Phase 1**
  - Digital Introduction
  - 2023

- **Phase 2**
  - Digitally Enabled
  - 2024 - 2026

- **Phase 3**
  - Fully Digital
  - TBD (announced in 2024)

- **Phase 4**
  - Digital Only
  - ~2030
Digital Quality Transition Highlights By Phase

**Phase 1**
- Digital Introduction
  - 2023
- Current Early Adopters
- Subset of VBC measures
- Reference CQL Engine through Digital Content Services for measure processing.

**Phase 2**
- Digitally Enabled
  - 2024 - 2026
- Admin components of measures fully digital.
- Digital measures (dQMs) delivered through DCS
- Addition of Pre-Certification & Digital Certification
- Ability to use Digital Measures for Health Plan Reporting
- Option to use any supported CQL Engine for processing

**Phase 3**
- Fully Digital
  - TBD Hybrid Transition
- All measures fully digital
- Hybrid measures retired & replaced with measures using full population data collection.
- Option to maintain traditional development and certification

**Phase 4**
- Digital Only
  - Depending on Market Maturity
  - ~2030
- Sunset Traditional Vol 2 Paper Specs
- Sunset traditional Measure Certification
Digital Quality Transition Highlights: Deeper Dive

Measure Delivery
- The digital measure bundles will no longer be offered in the NCQA store.
- Digital Content is available through Digital Content services & organization coding their own measures can use the technical specifications.
- As measures are transitioned to digital, narrative descriptions will continue to be available for reference.

Hybrid Reporting & Data Collection
- Administrative portion of measure is available via Digital Content Services beginning Phase 2, 2024.
- The medical record component for sampling of the clinical data retrieval and collection of clinical data from medical records will use the traditional hybrid protocol until phased out.
- Over time, Hybrid measures will be phased out measure-by-measure and replaced with full population reporting, similar to what we’ve done in the past.

Measure Certification
- Certified measures delivered with the DCS reference engine.
- If you are doing traditional measure implementation, you will continue in traditional certification.
- If using Digital Content Services with your own or a third-party proprietary CQL engine use Digital Certification.
- If you are using Digital Content Services with the included CQL reference engine, you’ll will use pre-certification.
- New Certification methods will be significantly less burdensome and offer real time feedback.

Digital Certification for proprietary CQL Engines
- The Digital Certification process will validate the CQL engine to support NCQA dQM requirements and the implementation of Digital Content Services.
  - Share test decks via API
  - Automatic Scoring
  - API for submission
- Recommend joining the Digital Quality Implementers' Community for consistent standards and requirements for implementors.
# Digital HEDIS® Transition: NCQA’s Phased Approach

<table>
<thead>
<tr>
<th>Measure Years</th>
<th>Phase 1: Digital Introduction</th>
<th>Phase 2: Digitally Enabled</th>
<th>Phase 3: Fully Digital</th>
<th>Phase 4: Digital Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>2023</td>
<td></td>
<td></td>
<td>2024-2026</td>
<td>TBD dependent on hybrid measure conversion roadmap (timeline will be announced in 2024)</td>
</tr>
<tr>
<td>Measure Delivery Method</td>
<td>Traditional Vol 2 Paper Specs</td>
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<td>Traditional Vol 2 Paper Specs</td>
<td>Digital Delivery through Digital Content Services</td>
</tr>
<tr>
<td>Digital Measure Availability</td>
<td>Subset of measures digital Delivery via Digital Content Services</td>
<td>Digital delivery through Digital Content Services (no longer available via store &quot;bundles&quot;)</td>
<td>All measures fully digital</td>
<td>All measures fully digital</td>
</tr>
<tr>
<td>Use Cases</td>
<td>Quality improvement and population mgt</td>
<td>Quality improvement and population mgt</td>
<td>HEDIS® health plan reporting</td>
<td>Quality improvement and population mgt</td>
</tr>
<tr>
<td>Certification Logic/Validation</td>
<td>Traditional Measure Certification</td>
<td>Three options: Pre-Certified, Digital Certification, Traditional Measure Certification (depending on execution framework)</td>
<td>Three options: Pre-Certified, Digital Certification, Traditional Measure Certification (depending on execution framework)</td>
<td>Two options: Pre-Certified or Digital Certification (depending on execution framework)</td>
</tr>
<tr>
<td>Execution CQL Engine</td>
<td>Traditional development: Build Based on Vol 2</td>
<td>Reference CQL engine through Digital Content Services</td>
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<td>Reference CQL engine through Digital Content Services</td>
</tr>
<tr>
<td>Hybrid Data Collection</td>
<td>Traditional collection methods</td>
<td>Traditional collection methods (including hybrid sampling)</td>
<td>Sunset hybrid sampling collection measure by measure until all full population</td>
<td>Hybrid measure retired and replaced with measures using full population data collection</td>
</tr>
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# PAPER SPECS

- **Fully Digital**
- **Phase 1: Digital Introduction**
- **Phase 2: Digitally Enabled**
- **Phase 3: Fully Digital**
- **Phase 4: Digital Only**
Digital Playbook & Community Preview
What is the Digital Playbook & Community

WHY is NCQA/our industry doing this?

What do I need to KNOW?

What do I need to DO and WHEN?

What is the BENEFIT/ROI for my organization?

What RESOURCES are available and how do I utilize them?
## Engagement Communities

### If you are...

<table>
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<tr>
<th>Interested in <strong>Digital Quality Transformation</strong></th>
<th>Interested in <strong>infrastructure &amp; tools</strong> (e.g., CQL Engine)</th>
<th>Interested in understanding and <strong>maturing FHIR data collection</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Engage with peers &amp; resources to plan and implement</td>
<td>Understand the technical requirements &amp; engage with developers</td>
<td>Gain insight into data availability and useability for HEDIS and quality applications</td>
</tr>
</tbody>
</table>

### Then you should consider...

- **Digital Community**
- **Digital Quality Implementer Community**
- **Bulk FHIR Data Quality Coalition**
NCQA Digital Quality Community

Digital Quality Community is Live

#NCQAsummit
Key Takeaways
Key Takeaways

NOW

All HEDIS® measures will be digitalized next year and delivered through NCQA Digital Content Services.

WHAT IT MEANS

• DCS Early Adapter:
  • Begin to gain insights into digital measures and FHIR data.
  • Build infrastructure, test, and compare results
• DCS General Availability (2024):
  • Use digitalized measures on any CQL engine that meets standard-based requirements.
  • Using digital measures will reduce Measure Certification burden.

NEXT

Hybrid data collection methodology will be sunset measure by measure and transition to digitalized full population data collection.

WHAT IT MEANS

• Hybrid measures will be phased out measure by measure.
• The ability of Digital Content Services to use clinical data will lessen the need for medical chart review
• The Admin portion of the measure and population sample will be digital.

LATER

In the future, organizations that reference HEDIS® Volume 2 to build measures will instead use digitalized measures.

WHAT IT MEANS

• Eliminates the need to interpret HEDIS® specs and code measures.
• Measures will run on any standards-based CQL engine.
• Eliminates the need for traditional Measure Certification.
• CQL engine maintainers should begin planning for this transition.
In Summary

• The Digital Transition will take time and happen over 4 phases.
• Take the time now to start planning & determining your roadmap & timeline.

1. Identify your business need & priorities
2. Identify strategies for digital content, digital data, enablement
3. Chose the right NCQA programs and communities
4. Choose the right timing
5. Engage with NCQA via our Digital Community or Account Executives
Thank You