Quality Measures for HMO’s: Understanding HEDIS

DANE COUNTY IMMUNIZATION COALITION MEMBERSHIP MEETING
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What is NCQA

- The **National Committee for Quality Assurance** is an independent, not-for-profit organization dedicated to improving health care quality.

- NCQA accomplishes this in three ways:
  1. Through accreditation (a rigorous on-site review of clinical and administrative processes)
  2. Through HEDIS data collection; and
  3. Through a comprehensive member satisfaction survey **Consumer Assessment of Healthcare Providers and Systems**

- More than half the nation’s MCOs participate in accreditation and certification programs, and almost 90% report HEDIS measures.
What is NCQA?
National Committee for Quality Assurance

**Mission:** To improve the quality of health care

**Vision:** To transform health care quality through measurement, transparency and accountability

**Values:** NCQA’s passion is improving the quality of health care
  - They stand for accountability throughout the health care system
  - NCQA’s information empowers people to make informed decisions
  - They are committed to providing excellent service to all customers, both internal and external
  - They realize their mission through the invaluable commitment and contributions of diverse stakeholders
What is HEDIS®

- **Healthcare Effectiveness Data and Information Set** is a tool used to measure performance on important dimensions of care and service.
- HEDIS consists of 90+ measures across eight domains of care.
- HEDIS is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans.
- **Quality Compass** is a comparison tool that allows users to view plan results and benchmark information.
What is HEDIS?

- HEDIS was initially developed in 1991
- NCQA assumed management in 1992
- HEDIS incorporated into Managed Care Organization accreditation in 1999
- The performance measures in HEDIS are related to many significant public health issues such as cancer, immunizations, heart disease, smoking, asthma and diabetes
Why do HEDIS?

- Requirement
  - NCQA accreditation
  - Employee Trust Fund (ETF)
  - Office of the Commissioner of Insurance (OCI)
  - Department of Human Services (DHS)

- Employers and agents use HEDIS data to compare health plans and make decisions
- NCQA Health Plan Rankings and report cards
- ETF information packets
- Consumer Reports Top Health Plans Ranking
- Quality will be an important issue for insurance exchanges
HEDIS Data Usage

- HEDIS/CAHPs account for 46 out of 100 NCQA accreditation points
- HMO’s are mandated to report HEDIS data to the State of Wisconsin’s ETF and to the OCI
- HMO’s may use HEDIS rates in marketing health care products
- HMO’s use HEDIS rates to measure the efficacy of ongoing and current quality improvement efforts and to identify improvement opportunities
Measurement Results

What drives changes to the HEDIS rates?

- Internal - Ongoing quality improvement interventions by the HMO and its providers
- External -- public interest, media-driven education, unforeseeable external events such as flu vaccine shortage
- Interventions initiated within the measurement year
- Data-gathering process
- Measure specification changes
8 HEDIS Domains

- Effectiveness of Care
- Access/Availability of Care
- Satisfaction with the Experience of Care
- Health Plan Stability
- Use of Services
- Cost of Care
- Informed Health Care Choices
- Health Plan Descriptive Information
Quality Compass: A National Benchmark

- **90th percentile**: In top 10% of all health plans
- **75th percentile**: In top 25% of all health plans
- **25th percentile**: In bottom 25% of all health plans
- **10th percentile**: In bottom 10% of all health plans
HEDIS High Level Tasks

- Year long process
- Purchase software or develop internal software
- Administrative data comes from claims (medical, pharmacy), lab sources, P4P data, and Wisconsin Immunization Registry (WIR).
- Hybrid data comes from chart review
How HEDIS Data is Used

- Disease Management Programs
- Wellness Initiatives
- Pay-for-Performance Provider Incentives
- Help focus on improving HEDIS scores
- CAHPS data used to identify service improvements
- Marketing
HEDIS Immunizations Measures: Childhood

- Individual Immunizations Measured:
  - DTaP/DT
  - OPV/IPV
  - MMR
  - HiB
  - Hep B
  - VZV
  - PNE
  - Hep A
  - Rotavirus
  - Influenza
Combinations of Immunizations
- Combination #2 - Tetanus through V aricella
- Combination #3 - Tetanus through PCV
- Combination #4 - Tetanus through hepatitis A
- Combination #5 - Tetanus through PCV + RV
- Combination #6 - Tetanus through PCV + flu
- Combination #7 - Tetanus through RV
- Combination #8 - Tetanus through hepatitis A + flu
- Combination #9 - Tetanus through PCV + RV + flu
- Combination #10 - Tetanus through flu
Meningococcal
Tdap/Td
Combination of above

New Measure for 2012
Human Papillomavirus Vaccine for Female Adolescents (HPV)
CAHPS

Consumer Assessment of Healthcare Providers and Systems is an annual member satisfaction survey that all NCQA Accredited Health Plans are required to conduct.

The survey evaluates plan performance in areas such as customer service, access to care, satisfaction with practitioners and claims processing.

Like HEDIS, CAHPS results are publicly reported so consumers can make informed choices regarding their health plan options.

Quality Compass benchmark data is also available for CAHPS.
Questions?
Unity’s Focus on Immunizations

• Focus on Quality
  - Staff of eight Quality Care Coordinators with backgrounds in the health field, health education, therapy
  - Dedicated to improving care for members

• Always Room for Improvement
  - Same struggles as Dane County for adherence
  - Continuous focus on areas for improvement

• Always Room for Collaboration
  - UW Health affiliation
  - Partnership with other provider groups
  - County-wide quality improvement projects
Unity’s Sources for Immunization Rates

- Annual HEDIS Rates
  - Chart Review
    - UW Health Link
    - EMR’s and paper charts for other clinics
- Claim’s Data
- WIR
  - All Unity clinics submit to WIR
- Periodic reviews of specific immunizations through Unity and WIR reports

Unity Health Insurance

Unity is a UW Health affiliated company.
Data Analysis

• Analyze
  – Clinic-specific rates
  – Local, state-wide and national comparison

• Brainstorm Areas for Improvement and Collaboration
  – Member
  – Practitioner, Clinic
Unity Immunization Interventions

- Monthly Mail Reminders
  - General immunization reminders
  - Disease-specific immunizations
- Ad hoc Mail Reminders As Needed
- Incentives
  - Pay for Performance
  - Member drawings
Unity Immunization Interventions, cont

- Quarterly Newsletters
  - Member, Practitioner and Employer
  - Clinic best practices

- Information on unityhealth.com
  - Including HealthWise health encyclopedia

- Quality Collaboration with partners
Working with Participating Clinics

• Collaboration with Practitioners on Quality
• Regional Meetings
  - Various presentation topics, including immunizations
  - Open to regional clinic staff
  - Resource management
Questions?