

# Quality Measures for HMO's: Understanding HEDIS

DANE COUNTY IMMUNIZATION  
COALITION MEMBERSHIP MEETING

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# What is NCQA

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- 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

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**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®

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- **H**ealthcare **E**ffectiveness **D**ata and **I**nformation **S**et 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?

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- 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?

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- 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

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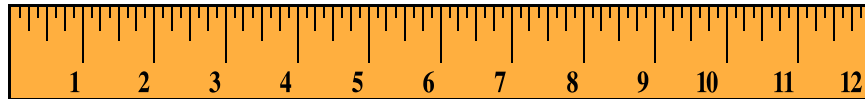
- **HEDIS/CAHPs account for 46 out of 100 NCQA accreditation points**
- **HMO's are mandated to report HEDIS data to the State of Wisconsin's ETF and to the OCI**
- **HMO's may use HEDIS rates in marketing health care products**
- **HMO's use HEDIS rates to measure the efficacy of ongoing and current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

# Measurement Results

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## 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

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- 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

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- **90<sup>th</sup> percentile:** In top 10% of all health plans
- **75<sup>th</sup> percentile:** In top 25% of all health plans
- **25<sup>th</sup> percentile:** In bottom 25% of all health plans
- **10<sup>th</sup> percentile:** In bottom 10% of all health plans

# HEDIS High Level Tasks

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- 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

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- 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

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- Individual Immunizations Measured:
  - DTaP/DT
  - OPV/IPV
  - MMR
  - HiB
  - Hep B
  - VZV
  - PNE
  - Hep A
  - Rotavirus
  - Influenza

# HEDIS Immunizations Measures: Childhood cont.

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- Combinations of Immunizations
  - Combination #2 – Tetanus through Varicella
  - 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

# HEDIS Immunization Measures: Adolescent

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- Meningococcal
- Tdap/Td
- Combination of above

## New Measure for 2012

- Human Papillomavirus Vaccine for Female Adolescents (HPV)

# CAHPS

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- **C**onsumer **A**ssessment of **H**ealthcare **P**roviders and **S**ystems 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

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- 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 is a UW Health affiliated company.

# Unity's Sources for Immunization Rates

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- 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



# Data Analysis

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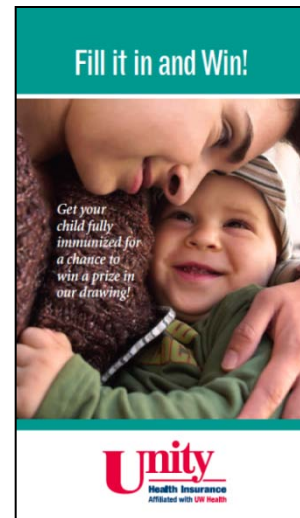
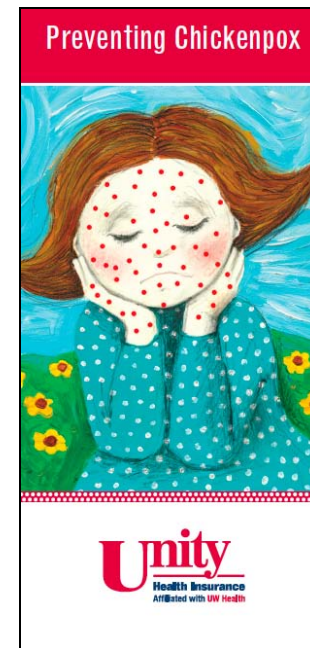
- Analyze
  - Clinic-specific rates
  - Local, state-wide and national comparison
- Brainstorm Areas for Improvement and Collaboration
  - Member
  - Practitioner, Clinic



# Unity Immunization Interventions

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- 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](http://unityhealth.com)
  - Including HealthWise health encyclopedia
- Quality Collaboration with partners



Unity is a UW Health affiliated company.

# Working with Participating Clinics

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

# Questions?

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