

Arkansas Quality Overview

Plan Management Advisory Committee

December 6, 2013



Overview of Proposed Federal Rule

Two sets of measures were released, one for families and adults, and one for child only measurement



FEDERAL REGISTER
The Daily Journal of the United States Government

Family/ Adult

- 42 total measures
 - 29 clinical and 13 survey

Child

- 25 total measures
 - 15 clinical and 10 survey

Sources

- Core Adult / Child Medicaid Care Quality Measures, Meaningful Use, Medicare Pat C &D, URAC and NCQA plan accreditation quality metrics, eValue8, Consumer Reports Health Plan Ranking, OPM FEHBP, HPA, AAAHC, Maryland HealthChoice, California HQRC, NY EQARR, and measures from various state-based exchanges

QRS Framework

The QRS Framework is included to give an idea of the totality of the Federal Guidance for how develop a comprehensive rating, it focuses on two main categories of how to choose and group metrics, and how to compute final values

Federal QRS Framework

QRS Component	Element
Performance Information	Measures Selection
	Hierarchical Structure
	Organization of Measures
	Data Strategy
Rating Methodology	Aggregation Rules
	Sampling and Attribution
	Scoring
	Performance Classification Values
	Population and Other Adjustments
	Peer Groups

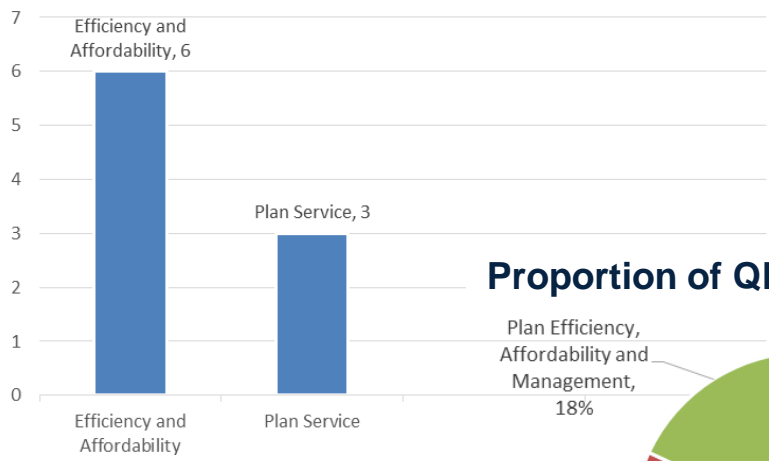
Process Outlined:

1. Process for selecting the measures
 2. Establishes how the QRS measure sets are organized for scoring, rating and reporting
 3. Establishes how to create composite scores,
 4. Focuses on how data measures will be collected, calculated and submitted and displayed
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1. Used to determine how measures should be combined for certain diseases or care conditions
 2. Rules for population samples for reliability
 3. Process for converting raw numbers into percentiles
 4. Process for assigning values to a QHPs score to categorize performance
 5. Guidelines on removing bias
 6. Establishes benchmark datasets for QHPs based on geographic and time period considerations

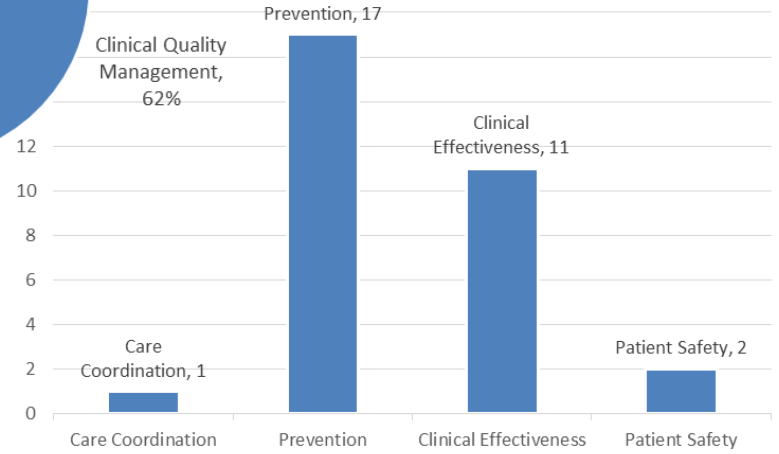
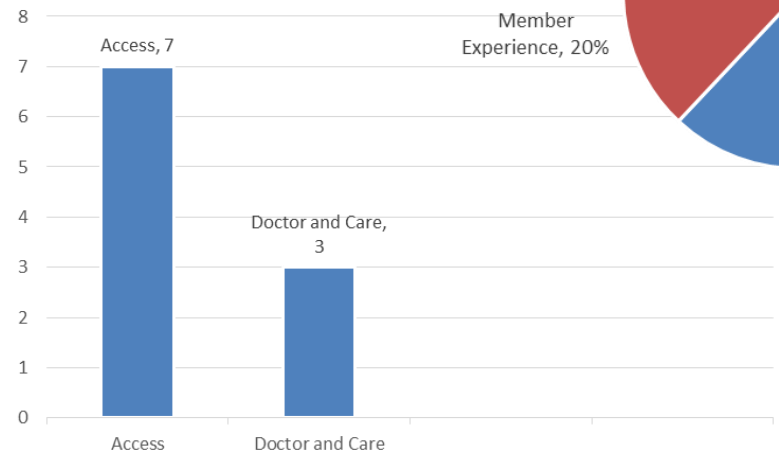
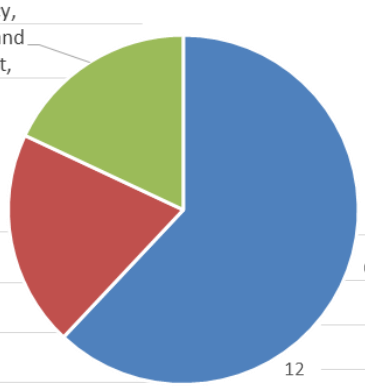
Measure Breakdown

The three 'composite categories' break down into the following 'domains':

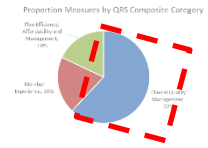
1. **Clinical Quality:** Prevention, Clinical Effectiveness, Patient Safety, Care Coordination
2. **Member Experience:** Access, Doctor and Care
3. **Plan Efficiency:** Efficiency and Affordability, Plan Service



Proportion of QRS Summary Indicators



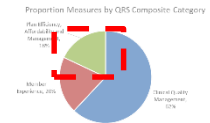
Summary Indicator: Clinical Quality Measures



There are 31 total Clinical Quality Measures that break down across four different QRS domains

Ref:	Measure Title	QRS Domain	QRS Composite	A	C
1	CAHPS - Coordination of Members' Health Care Services	Care Coordination	No Composite	1	1
2	Cholesterol Management for Patients With Cardiovascular Cond	Clinical Effectiveness	Cardiovascular Care	1	
3	Cholesterol Management for Patients With Cardiovascular Cond	Clinical Effectiveness	Cardiovascular Care	1	
4	Follow - Up After Hospitalization for Mental Illness: 7 days	Clinical Effectiveness	Behavioral Health	1	
5	Controlling High Blood Pressure	Clinical Effectiveness	Cardiovascular Care	1	
6	Follow - Up Care for Children Prescribed ADHD Medication: Init	Clinical Effectiveness	Behavioral Health	1	1
7	Diabetes Care: Eye Exam (Retinal) Performed	Clinical Effectiveness	Diabetes Care	1	
8	Antidepressant Medication Management	Clinical Effectiveness	Behavioral Health	1	
9	Follow - Up Care for Children Prescribed ADHD Medication: Co	Clinical Effectiveness	Behavioral Health Child		1
10	Diabetes Care: Hemoglobin A1c (HbA1c) Control <8.0%	Clinical Effectiveness	Diabetes Care	1	
11	Medication Management for People With Asthma (Ages 5-18)	Clinical Effectiveness	No Composite		1
12	Medication Management for People With Asthma	Clinical Effectiveness	No Composite	1	
13	Annual Monitoring for Patients on Persistent Medications	Patient Safety	No Composite	1	
14	Plan All - Cause Readmissions	Patient Safety	No Composite	1	
15	CAHPS - Cultural Competency	Prevention	Staying Healthy Adult	1	1
16	CAHPS - Aspirin Use and Discussion	Prevention	Staying Healthy Adult	1	
17	Breast Cancer Screening	Prevention	Checking for Cancer	1	
18	Adult BMI Assessment	Prevention	Staying Healthy Adult	1	
19	Weight Assessment and Counseling for Nutrition and Physical	Prevention	Staying Healthy Child		1
20	CAHPS - Medical Assistance With Smoking and Tobacco Use C	Prevention	Staying Healthy Adult	1	
21	Cervical Cancer Screening	Prevention	Checking for Cancer	1	
22	Chlamydia Screening in Women (Ages 16-20)	Prevention	Staying Healthy Child		1
23	Colorectal Cancer Screening	Prevention	Checking for Cancer	1	
24	Childhood Immunization Status	Prevention	Staying Healthy Child	1	1
25	CAHPS - Flu Shots for Adults	Prevention	Staying Healthy Adult	1	
26	Weight Assessment and Counseling for Nutrition and Physical	Prevention	Staying Healthy Child	1	
27	HPV Vaccination for Female Adolescents	Prevention	Staying Healthy Child		1
28	Annual Dental Visit	Prevention	Staying Healthy Child	1	1
29	Immunizations for Adolescents	Prevention	Staying Healthy Child	1	1
30	Prenatal and Postpartum Care: Postpartum Care	Prevention	Maternal Health	1	
31	Prenatal and Postpartum Care: Timeliness of Prenatal Care	Prevention	Maternal Health	1	

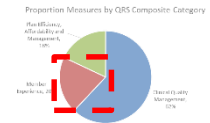
Summary Indicator: Plan Efficiency / Affordability / Mgmt



Ref:	Measure Title	QRS Composite	QRS Domain	A	C
1	Appropriate Testing for Children With Pharyngitis	Efficient Care	Efficiency and Affordability	1	1
2	Relative Resource Use for People with Cardiovascular Conditions - Inpatient Facility Index	Efficient Care	Efficiency and Affordability	1	
3	Relative Resource Use for People with Diabetes - Inpatient Facility Index	Efficient Care	Efficiency and Affordability	1	
4	Appropriate Treatment for Children With Upper Respiratory Infection	Efficient Care Child	Efficiency and Affordability		1
5	Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	Efficient Care	Efficiency and Affordability	1	
6	Use of Imaging Studies for Low Back Pain	Efficient Care	Efficiency and Affordability	1	
7	CAHPS - Customer Service	Member Experience with Health Plan	Plan Service	1	1
8	CAHPS - Global Rating of Health Plan	Member Experience with Health Plan	Plan Service	1	1
9	CAHPS - Plan Information on Costs	Member Experience with Health Plan	Plan Service	1	1

There are nine Plan Efficiency, Affordability and Management metrics that break down across two different domains of “Efficiency and Affordability” and “Plan Service”

Summary Indicator: Member Experience

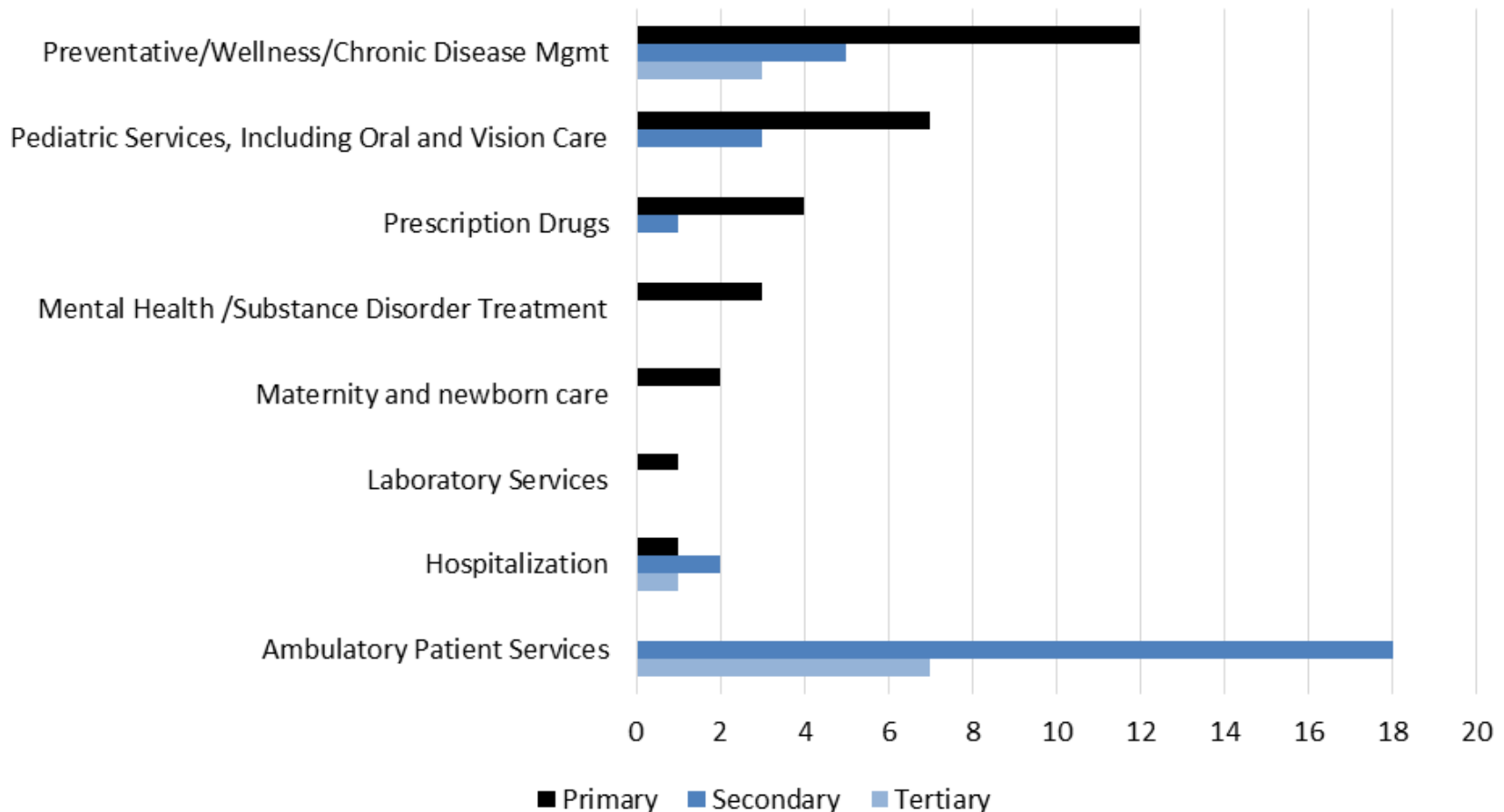


Ref:	Measure Title	QRS Domain	QRS Composite	A	C
2	Adults' Access to Preventive and Ambulatory Health Services	Access	Access Preventive Visits	1	
5	Adolescent Well-Care Visits	Access	Access Preventive Visits	1	1
1	Child and Adolescent Access to PCPs	Access	Access Preventive Visits Child		1
6	Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life	Access	Access Preventive Visits Child	1	1
7	Well-Child Visits in the First 15 Months of Life	Access	Access Preventive Visits Child		1
3	CAHPS - Getting Care Quickly	Access	Access to Care	1	1
4	CAHPS - Getting Needed Care	Access	Access to Care	1	1
8	CAHPS - Rating of All Health Care	Doctor and Care	Doctor and Care	1	1
9	CAHPS - Rating of Personal Doctor	Doctor and Care	Doctor and Care	1	1
10	CAHPS - Rating of Specialist Seen Most Often	Doctor and Care	Doctor and Care	1	1

There are 10 member experience metrics that break down across two different domains of “Access” and “Doctor Care”

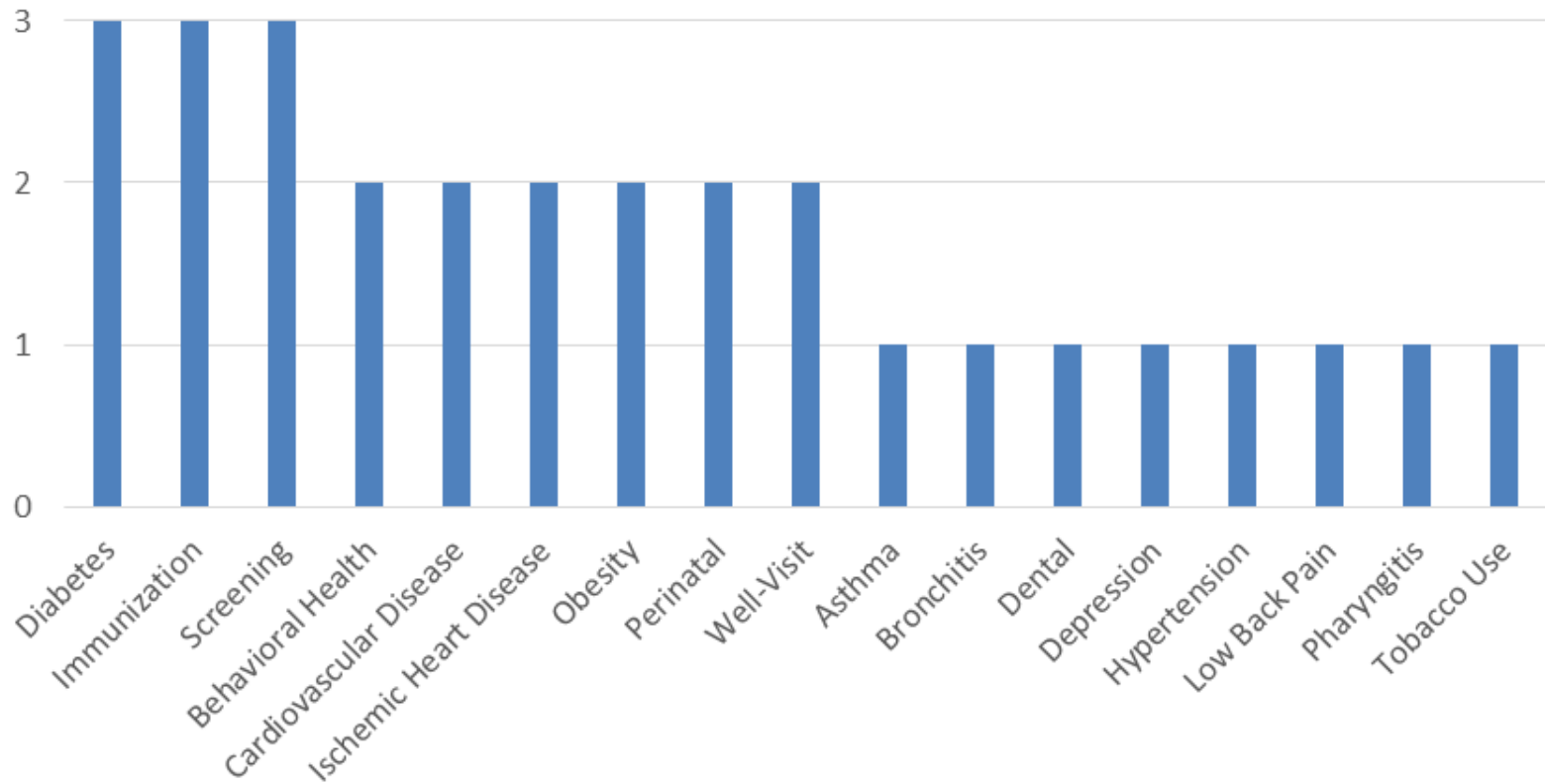
Essential Health Benefits Categories

Many metrics can serve as both a primary measure of one EHB category but also be classified as a secondary measure of another EHB category



Clinical Conditions / Services of QHP Metrics

Chronic disease and prevention are features most prominently across the adult QRS measure set



Areas for Comment

The proposed rule has asked for comments from states on the following topics:

Hierarchy:

All measures grouped into 8 domains and then into three summary indicators (Clinical Quality Mgmt, Member Experience, Plan Efficiency), all three are then grouped into a Global Rating

Rating Methodology:

Certain domains missing certain data points should be excluded, global ratings should only be displayed when all three domains are accounted for, half of all measures of each domain must be present for that domain to be used

QRS Data Strategy

What is the best solution for data collection to ensure integrity and consistency across QHP issuers

Future Technical Guidance

Other guidance on QRS updates

Next Steps and Important Dates

- 12/6: Subcommittee meeting to review proposed rule
- 12/13: Initial draft comments sent to quality subcommittee for review
- 12/17: Comments due back from quality subcommittee members
- 12/20: Draft of comments sent around for final comment
- 12/23: Comments sent to PMAC for review
- 1/6: Comments due from PMAC Members
- 1/10: Review of comments at PMAC meeting
- 1/13: Comments sent to Commissioner for review
- Comments Due on or before January 21, 2014

Appendix

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Measures and Crosswalk

The measures below (1-20) have been cross-walked to illustrate any overlap with existing common quality data collection initiatives across the state

Ref:	Measure Title	NQF ID	QRS	Child-only QRS	ACHI Proxy Set	NCQA	URAC	CPC	APII	PQRS
1	Appropriate Testing for Children With Pharyngitis	0002	X	X		✓				✓
2	CAHPS - Customer Service	0006	X	X		✓	✓			
3	CAHPS - Getting Care Quickly	0006	X	X		✓	✓			
4	CAHPS - Getting Needed Care	0006	X	X		✓	✓			
5	CAHPS - Global Rating of Health Plan	0006	X	X		✓	✓			
6	CAHPS - Plan Information on Costs	0006	X	X		✓	✓			
7	CAHPS - Rating of All Health Care	0006	X	X		✓	✓			
8	CAHPS - Rating of Personal Doctor	0006	X	X		✓	✓			
9	CAHPS - Rating of Specialist Seen Most Often	0006	X	X		✓	✓			
10	Controlling High Blood Pressure	0018	X		✓	✓		✓		✓
11	Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents	0024		X	✓	✓				✓
12	CAHPS - Medical Assistance With Smoking and Tobacco Use Cessation	0027	X		✓	✓	●	●		✓
13	Cervical Cancer Screening	0032	X		✓	✓				✓
14	Chlamydia Screening in Women (Ages 16-20)	0033		X	✓	✓			●	✓
15	Colorectal Cancer Screening	0034	X		✓	✓	●	✓		✓
16	Childhood Immunization Status	0038	X	X	✓	✓				✓
17	CAHPS - Flu Shots for Adults	0039	X		✓	✓				
18	Use of Imaging Studies for Low Back Pain	0052	X			✓	●			✓
19	Diabetes Care: Eye Exam (Retinal) Performed	0055	X		✓	✓				✓
20	Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	0058	X			✓				✓

NOTE: Classifications compliments of Arkansas Center for Health Improvement

Measures and Crosswalk

The measures below (21-35) have been cross-walked to illustrate any overlap with existing common quality data collection initiatives across the state

Ref:	Measure Title	NQF ID	QRS	Child-only QRS	ACHI Proxy Set	NCQA	URAC	CPC	APII	PQRS
21	Appropriate Treatment for Children With Upper Respiratory Infection	0069		X		✓				✓
22	Antidepressant Medication Management	105	X			✓				✓
23	Follow - Up Care for Children Prescribed ADHD Medication: Continuation and Maintenance Phase	108		X		✓				
24	Diabetes Care: Hemoglobin A1c (HbA1c) Control <8.0%	575	X		✓	✓	●	●		✓
25	Annual Dental Visit	1388	X	X		✓				
26	Well-Child Visits in the First 15 Months of Life	1392		X		✓				
27	Immunizations for Adolescents	1407	X	X		✓	●			
28	Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life	1516	X	X		✓				
29	Prenatal and Postpartum Care: Postpartum Care	1517	X			✓				
30	Prenatal and Postpartum Care: Timeliness of Prenatal Care	1517	X			✓				
31	Relative Resource Use for People with Diabetes - Inpatient Facility Index	1557	X			✓				
32	Relative Resource Use for People with Cardiovascular Conditions - Inpatient Facility Index	1558	X			✓				
33	Plan All - Cause Readmissions	1768	X		✓	✓	●			
34	Medication Management for People With Asthma	1799	X			✓				
35	Medication Management for People With Asthma (Ages 5-18)	1799		X		✓				

NOTE: Classifications compliments of Arkansas Center for Health Improvement

Measures and Crosswalk

The measures below (36-45) have been cross-walked to illustrate any overlap with existing common quality data collection initiatives across the state

Ref:	Measure Title	NQF ID	QRS	Child-only QRS	ACHI Proxy Set	NCQA	URAC	CPC	APII	PQRS
46	CAHPS - Coordination of Members' Health Care Services	Not currently endorsed	X	X						
47	CAHPS - Cultural Competency	Not currently endorsed	X	X						
48	Child and Adolescent Access to PCPs	Not currently endorsed		X						
49	Cholesterol Management for Patients With Cardiovascular Conditions: LDL-C Control (<100 mg/Dl)	Not currently endorsed	X			✓				
50	Cholesterol Management for Patients With Cardiovascular Conditions: LDL-C Screening	Not currently endorsed	X			✓				

NOTE: Classifications compliments of Arkansas Center for Health Improvement

Current Quality Data Collected by Commercial Payers in Arkansas

HEDIS Measures:

- Comprehensive Diabetes Care LDL screening
- Comprehensive Diabetes Care Eye Exam
- Breast Cancer Screening
- Cervical Cancer Screening
- Prenatal/Post-Partum Care
- Adolescent Well Care ages 19-21
- Management for Persistent Beta Blockers
- Pharm. Management of COPD
- Use of Spirometry for COPD
- Appropriate treatment for Upper Respiratory Infection

Utilization

- Readmissions within 30 days
- ED visits
- Wellness
- Flu Prevention/Annual flu shots
- % of population with a Health Risk Assessment

Access and Availability

- GeoAccess
- Provider Appointment Availability

Satisfaction Surveys

- Member Satisfaction Survey (CAHPS)
- Provider Satisfaction Survey