MiCMRC
Quality Metrics in Ambulatory Care

Michigan Care Management Resource Center

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The Michigan Care Management Resource Center

Learning Objectives

- Recognize the context of quality measurement in health care
- Describe the connections between health plan, hospital, and physician measures of quality
- Identify key measures of ambulatory care quality in 2018

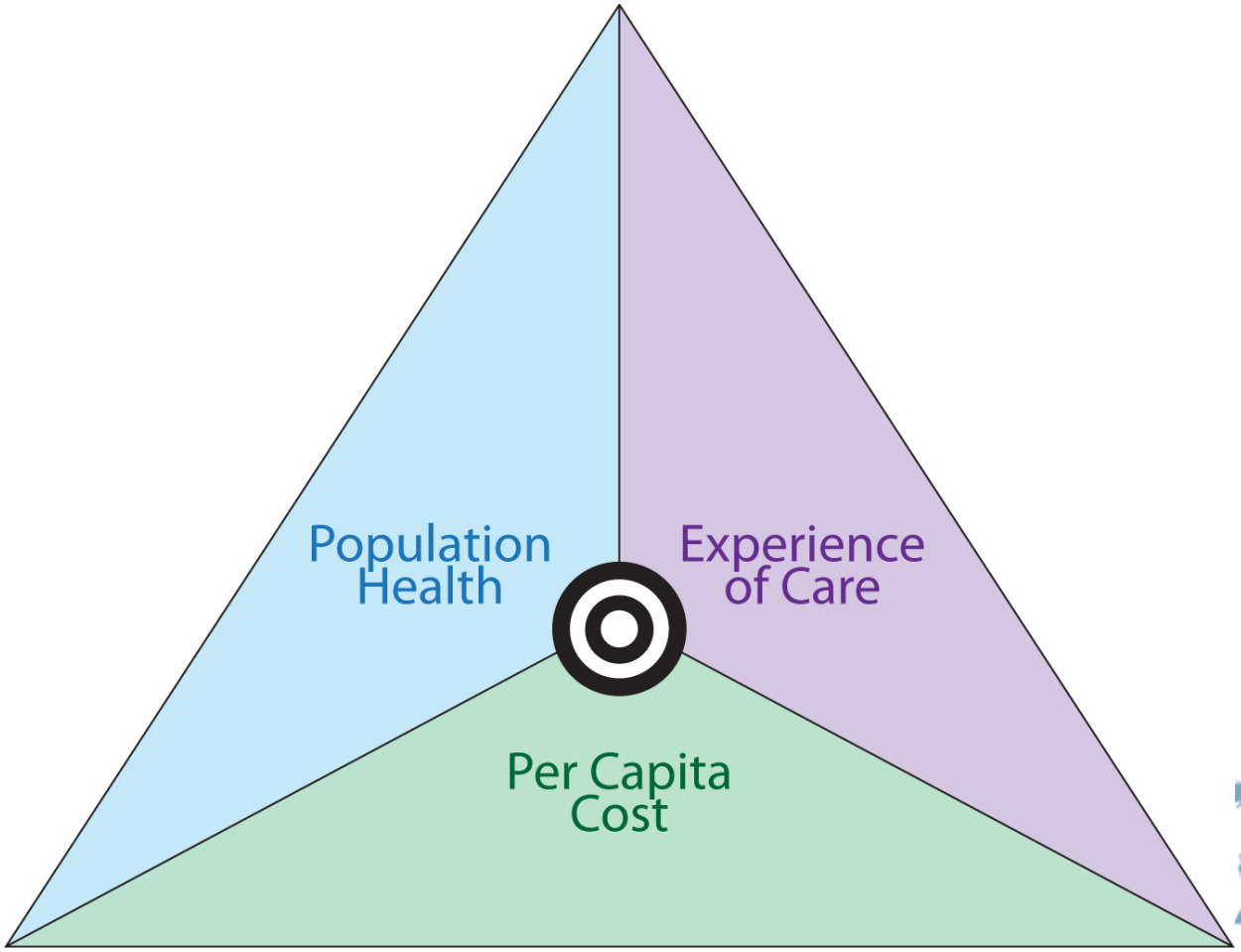
Questions to Think About

- Why do measures matter?
- How can I connect my work to measures of care and quality?
- How do I find out more about my practice's measures and programs?

Why Measure?

- Demonstrate accountability
  - Compare care to recommended standards
  - Compare care across sites
- Improve performance
  - Identify what is working, and what is not

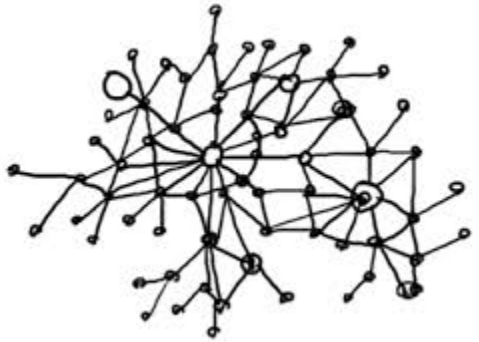
Triple Aim



Ref: “Triple Aim”, Berwick, D., Nolan, T., Whittington, J.; Health Affairs May 2008, Vol 27 No 3 p 759-769

CMS National Quality Strategy

- CMS National Quality Strategy
  1. Person and Caregiver-Centered Experience and Outcomes
  2. Patient Safety
  3. Communication and Care Coordina
  4. Community/Population Health
  5. Efficiency and Cost Reduction
  6. Effective Clinical Care
- Who is measured?
  - Health plans
  - Health systems
  - Physician practices



Types of Quality Measures

Donebedian Model

TYPE	DESCRIPTION	EXAMPLE
Structure	Assesses the characteristics of a care setting, including facilities, personnel, and/or policies related to care delivery.	Does an intensive care unit (ICU) have a critical care specialist on staff at all times?
Process	Determines if the services provided to patients are consistent with routine clinical care.	Does a doctor ensure that his or her patients receive recommended cancer screenings?
Outcome	Evaluates patient health as a result of the care received.	What is the survival rate for patients who experience a heart attack?
Patient Experience	Provides feedback on patients' experiences of care.	Do patients report that their provider explains their treatment options in ways that are easy to understand?

Health System Improvement. Measuring Health Care Quality: An Overview of Quality Measures. FamiliesUSA. Issue Brief. May 2014. Accessed January 15, 2018 at http://familiesusa.org/sites/default/files/product_documents/HSI%20Quality%20Measurement_Brief_final_web.pdf

Shifting to outcome measures for performance and payment

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Calculating Value

Quality outcomes (+ Patient Experience)

Value =

Cost to produce outcomes

Quality includes evidence based care, reduces adverse events

Cost is over time and includes tests, procedures, personnel, coordination, etc.

Definition adapted from Redefining Health Care by Michael Porter and Elizabeth Teisberg, 2006.

Connecting Quality to Value

Patients and Families

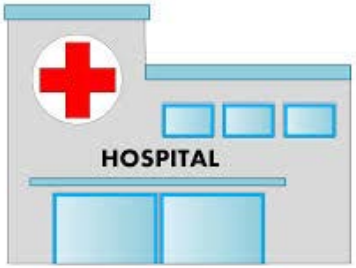
Pay for valuable coverage

Health Plan

Pay for valuable services

Providers and teams in PCMH

Pay for valuable services



Providers and teams in Health Systems

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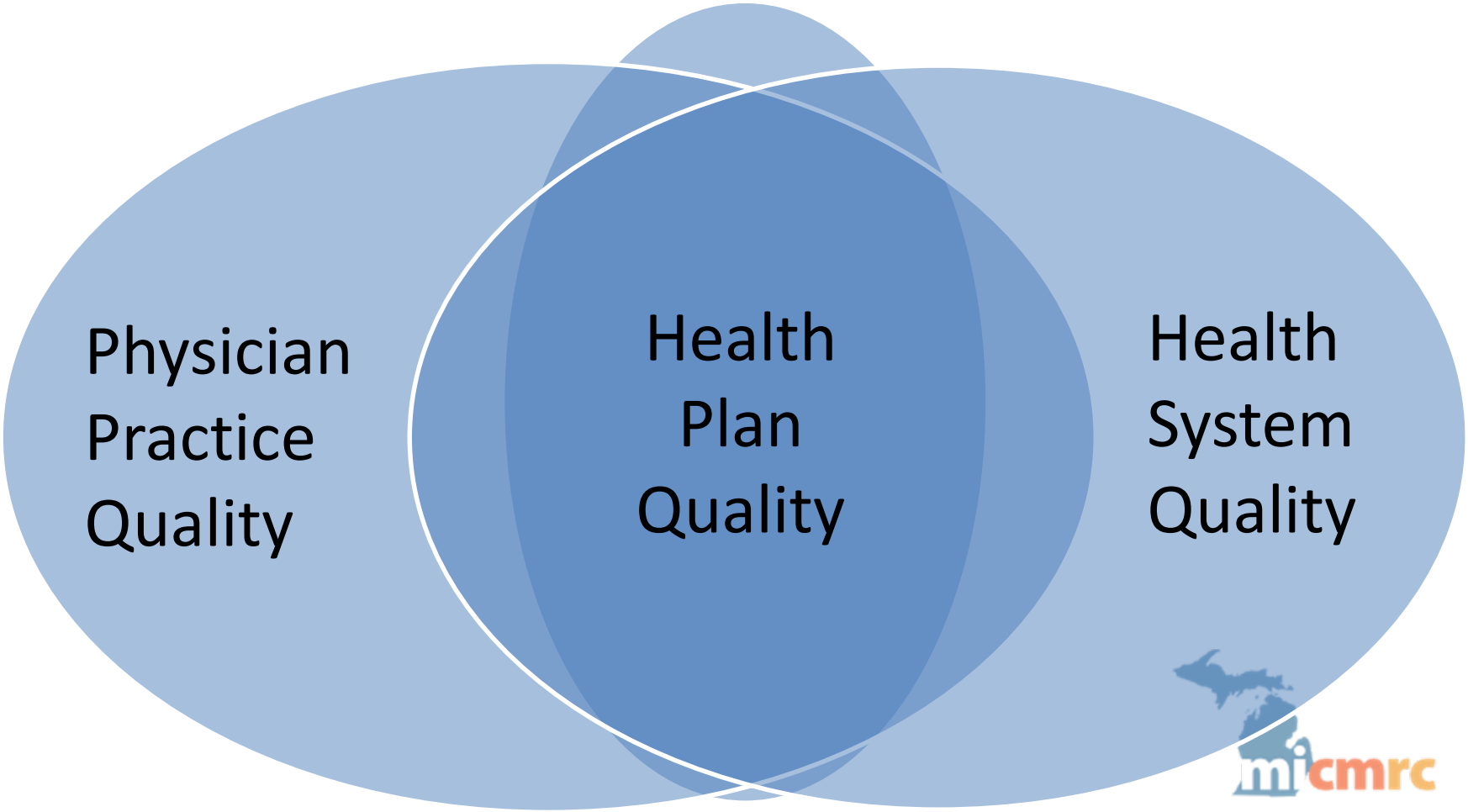
Quality Overlap



Interconnected Measurement

Entity	Description	Example
Health Plan	Assess services provided by the health plan and the overall performance of the network	Comprehensive Diabetes Care- HbA1c testing, HbA1c poor control (>9.0%), HbA1c control (<8.0%), Eye exam, Medical attention for nephropathy, BP control
Health System	Assess the quality of facilities and quality of care provided	NQF 2362: Glycemic Control – Hyperglycemia NQF 2363: Glycemic Control – Severe Hypoglycemia
Program	Assess performance compared to targets	ACO- Diabetes Control HbA1c <8%
Provider/ Practice	Assess the quality of care provided by individual (or group) health care professional	Diabetes Poor Control (A1c >9%)

Common Quality Acronyms

- AHRQ- Agency for Health Research and Quality
  - https://www.ahrq.gov/
  - http://www.qualityindicators.ahrq.gov/, https://www.ahrq.gov/professionals/systems/hospital/qitoolkit/index.html
- NCQA- National Committee for Quality Assurance
  - http://www.ncqa.org/, http://www.ncqa.org/hedis-quality-measurement
  - HEDIS- Healthcare Effectiveness Data and Information Set
- NQF- National Quality Forum
  - http://www.qualityforum.org/About_NQF/, https://www.qualityforum.org/Measures_Reports_Tools.aspx

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Common Quality Acronyms

- CMS- Center for Medicare and Medicaid Services
  - https://www.cms.gov/, https://innovation.cms.gov/
- MIPS- Merit-based Incentive Payment System
  - https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Value-Based-Programs/MACRA-MIPS-and-APMs/MACRA-MIPS-and-APMs.html , https://qpp.cms.gov/mips/quality-measures
  - assimilated the Physician Quality Reporting System (PQRS) into the Quality Payment Program (QPP)
- eCQM- electronic Clinical Quality Measures
  - https://ecqi.healthit.gov/ecqms
- Hospital Value-Based Purchasing Program (HVBP), Hospital Readmission Reduction Program (HRRP)
  - https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Value-Based-Programs/HVBP/Hospital-Value-Based-Purchasing.html

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Michigan Quality

- Accountable Care Organizations (ACO)
- Organized Systems of Care (OSC)
- Accountable Systems of Care (ASC)
- Clinically Integrated Networks (CIN)
- Patient Centered Medical Home (PCMH)
- State Innovation Model
  - Community Health Innovation Regions (CHIR)
  - Patient Centered Medical Home
- Comprehensive Primary Care Plus (CPC+)
  - Track 1 or Track 2

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Why so *many* Measures?

Digital image. Produce for Kids https://www.produceforkids.com/which-apple-use-discover-16-varieties-michigan-apples/

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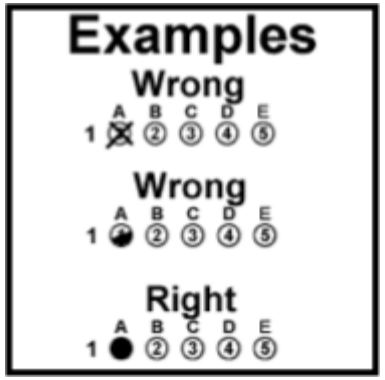
Investing in Quality Measures

- Ensure optimal care for patients
- Demonstrate interconnectedness of care team
- Demonstrate value of services to patients, payers, employers
- Achieve or retain accreditation
  - Earn incentives or other recognition for performance

Measuring



- Determine what “counts”
  - Who, what, and how
  - Numerators and denominators
- Learn about exclusions
- Understand performance
  - Is higher better?

Key Measures Across Settings

- **Comprehensive Diabetes Care**
  - Eye exam
  - ACE/ARB and use of statins
  - Foot care
  - *A1c testing and control*
  - *Blood pressure control*

- **Cardiovascular Health**
  - Healthy weight: activity and nutrition
  - Smoking cessation
  - Medications if needed
  - *Blood pressure control*

Key Measures Across Settings

- **Respiratory Care**
  - Appropriate testing for infections and appropriate use of antibiotics
  - Immunizations
  - *Asthma and COPD control*
- **Utilization –** monitoring follow-up and readmission
  - Emergency room
  - Hospitalizations
    - Particularly for diabetes*, heart failure, asthma*/COPD, pneumonia**
    - Timely Follow up after discharge (<7 days)

*Ambulatory Care Sensitive Conditions, **Inpatient Prospective Payment System; Hospital Readmission Reduction Program

Practical Quality in Daily Work

- Framework
  - Today: urgent needs, transitions of care support
  - Daily: self-management support, chronic condition education
  - This year: monitoring and prevention services

Examples of Care for Youth

- Transitions and Appropriate Use
  - All-cause readmission
  - Testing for children with pharyngitis
  - Appropriate treatment for children with upper respiratory infection
- Chronic conditions
  - Asthma, diabetes, hypertension, obesity
  - Measures of testing, control, and evidence-based care for these conditions, such as A1c testing for diabetes, control of blood pressure <140/90 for hypertension, and completed eye exam for diabetes
- Prevention
  - Weight assessment and counseling for nutrition and physical activity
  - Cervical cancer screening, chlamydia
  - Immunization status Lead screening in children
  - Well-child visit in first 15 months and in 3rd, 4th, 5th, and 6th years
  - Adolescent well care visits

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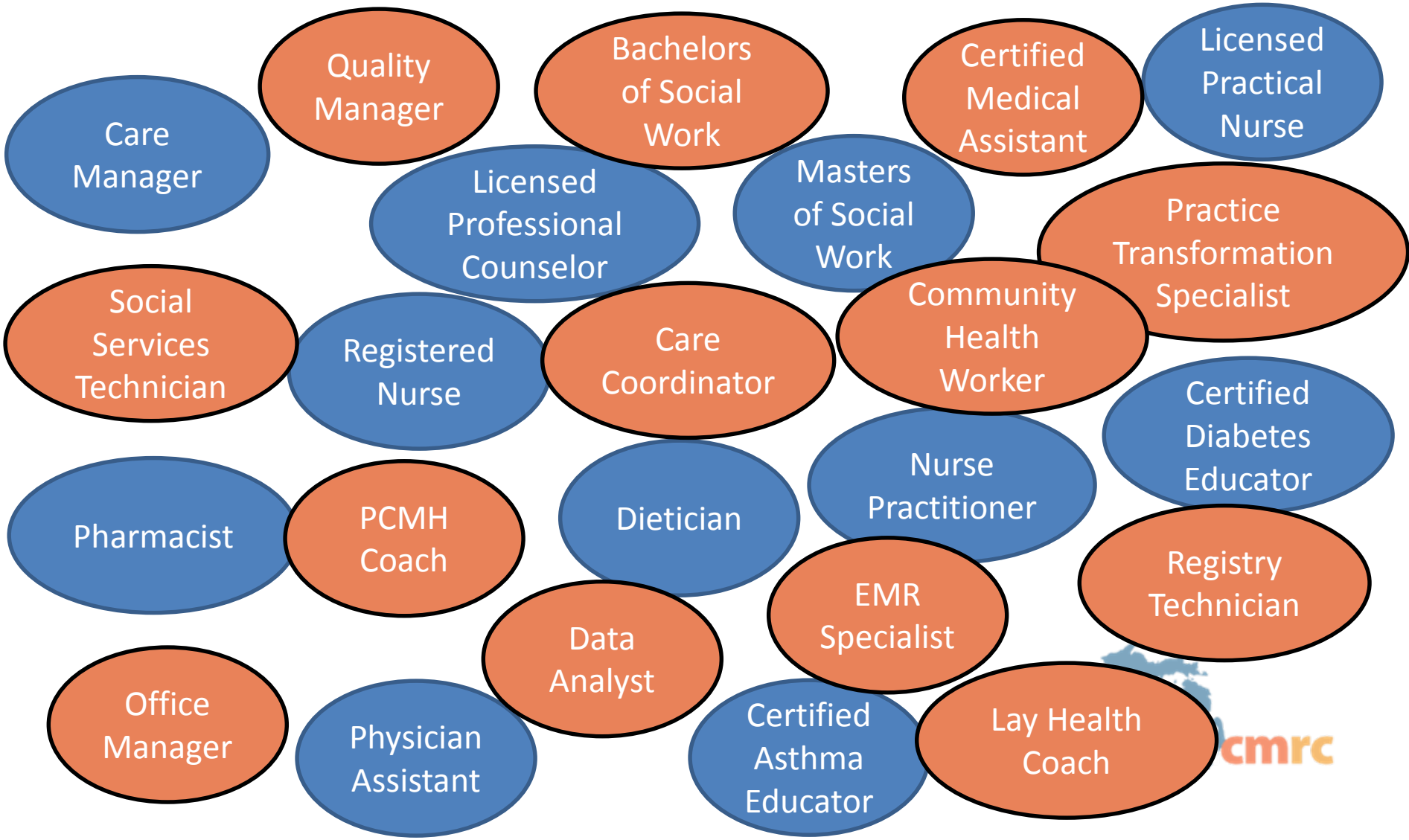
Examples of Care for Adults

- Transitions and Appropriate Use
  - All-cause readmission
  - Avoidable emergency department use
  - Ambulatory care sensitive hospitalizations
- Chronic conditions
  - Asthma, diabetes, hypertension, obesity
  - Testing, control, and recommended care
- Prevention
  - BMI
  - Cancer screenings
  - Depression screening
  - Influenza immunization

Who's on *Your* Team?



Examples of Team Care Managers

- Social work expertise
  - Advanced care planning, depression screening, dementia, alcohol screening and use, functional status
- Dietician expertise
  - BMI, support for healthy lifestyles, obesity, diabetes, hypertension
- Pharmacist expertise
  - Medication adherence, monitoring medications, avoiding high risk medications in elderly
- Others

Children and Adolescents

- Compare what you would do to support high quality care management for a patient using the emergency room for asthma compared to emergency use for influenza (no wheezing).

CPC+ 2018

- Required:

CMS ID#	NQF #	Measure Title	Measure Type/ Data Source	Domain
CMS165v6	0018	Controlling High Blood Pressure	Outcome/eCQM	Effective Clinical Care
CMS122v6	0059	Diabetes: Hemoglobin A1c (HbA1c) Poor Control (>9%)	Outcome/eCQM	Effective Clinical Care

- And 7 of the following:

Breast cancer screening	Screening for depression and follow-up plan	Screening for future fall risk
Colorectal cancer screening	Depression: Use of PHQ-9	Influenza immunization
Cervical cancer screening	Dementia: cognitive assessment	Pneumococcal vaccination status
Diabetes eye exam	Tobacco use: screening and cessation intervention	Ischemic vascular disease use of aspirin or other antiplatelet
Diabetes medical attention for nephropathy	Initiation and engagement of alcohol and other drug dependence treatment	Statin for prevention and treatment of cardiovascular disease
Receipt of specialist report (closing loop)		

Preliminary measures. “CPC+ Electronic Clinical Quality Measure Reporting Overview for the 2018 Measurement Period” released September 11, 2017

Reflecting

- Why do measures matter?
- How can I connect my work to measures of care and quality?
- How do I find out more about my practice's measures and programs?

New to Care Management?

- Care Manager Measure Map

My programs	**CPC+, ACO, PDCM, SIM, duals**
My target conditions	**Diabetes and heart failure**
My practice population	**geriatric, adult**
My population focus/high risk	**DM and/or CHF + any transition**
Important quality measures for me	**readmission, ACSC admission, ED, A1c control, eye exam,**
Documentation tips for my quality measures	**be sure to get copy of eye consult**
My important reports	**ADTs, A1c**

Questions