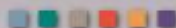


NCQA's Efforts to Improve Quality Measurement in Child Health Care

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Advisory Committee on Heritable Disorders In Newborns and Children
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Agenda

- **NCQA**
- **Strategy for Child Health Quality**
- **Measures for newborn screening and follow-up**
- **Efforts to expand measurement in care coordination and women's health**

NCQA: A Brief Introduction

- **Private, independent non-profit health care quality oversight organization founded in 1990**
- **Committed to measurement, transparency and accountability**
- **Unites diverse groups around common goal: improving health care quality**

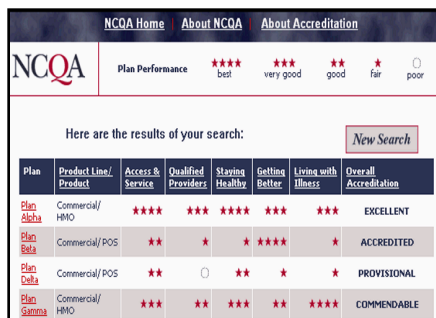
NCQA: Committed to measurement, transparency, accountability

Quality measurement means:

- Use of objective measures based on evidence
- Results that are comparable across organizations
- Impartial third-party evaluation and audit
- Public Reporting

NCQA's quality programs include:

- Accreditation of health plans using performance data
- HEDIS clinical measures
- CAHPS consumer survey
- Measurement of quality in provider groups
- Physician Recognition



NCQA Home About NCQA About Accreditation

Plan Performance: ★★★★★ best, ★★★ very good, ★★ good, ★ fair, ○ poor

Here are the results of your search:

Plan	Product Line/Product	Access & Service	Qualified Providers	Staying Healthy	Getting Better	Living with Illness	Overall Accreditation
Plan Alpha	Commercial/HMO	★★★★	★★	★★★★	★★	★★	EXCELLENT
Plan Beta	Commercial/POS	★★	★	★★★★	★	★	ACCREDITED
Plan Delta	Commercial/POS	★★	○	★★	★	★	PROVISIONAL
Plan Gamma	Commercial/HMO	★★★	★★	★★★★	★★	★★★★	COMMENDABLE



What is NCQA's HEDIS?

The Healthcare Effectiveness Data and Information Set:

- Process and outcomes measures
- Standardized member experience surveys
- Used by commercial, Medicare, and Medicaid plans alike
- Allows plan-to-plan comparisons by quality, not just by price

NCQA Recognition Programs

- **>14,000** physicians Recognized nationally across all Recognition programs
- Clinical programs
 - Diabetes Recognition Program (DRP)
 - Heart/Stroke Recognition Program (HSRP)
 - Back Pain Recognition Program (BPRP)
- Medical practice process and structural measures
 - Physician Practice Connections
 - **Physician Practice Connections Patient-Centered Medical Home (PPC-PCMH)**

* As of 7/31/09



7534 physicians*



2072 physicians*



3440 physicians*
254 practices*



121 physicians*
24 practices*



1001 physicians*
178 practices*

Long-Term Vision for Improving Child Health Quality Measurement

- **Develop measurement strategy to increase attention to child health outcomes**
 - School readiness, workforce readiness, family productivity
- **Explore opportunities for assessing return on investment and for communicating with stakeholders**
- **Identify opportunities to use new and emerging technologies to build a new infrastructure for monitoring child health**
- **Build strategic partnerships to achieve vision and complement other efforts**

Comprehensive Well Care Measures

- **Specify measures for age-appropriate strategy for comprehensive well child care**
- **Conduct a field test at the health plan and physician levels**
- **Examine the impact of alternative eligibility criteria and methods for calculating performance rates**
- **Replace current, nonspecific measures for well-child visits**

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Proposed Comprehensive Well-Child Care HEDIS Measures (as of 7/1/09)

By Age 6 Mo	By Age 2 Yr	By Age 6 Yr	By Age 13 Yr	By Age 18 Yr
Protection of Health				
Newborn Hearing Screening Newborn Metabolic Screening <i>Immunizations (moved to age 2)</i> <i>Hip Dysplasia</i>	Immunizations Oral Health Access Iron Deficiency Assessment & Supplementation Lead Screening	Immunizations Oral Health Access Vision Screening Blood Pressure Screening	Immunizations Oral Health Access Vision Screening Blood Pressure Screening	Immunizations Oral Health Access Vision Screening Blood Pressure Screening Chlamydia Screening <i>Cervical Cancer Screening</i>
Healthy Cognitive, Social-emotional, Behavioral, & Physical Development				
Breastfeeding Counseling Physical Growth Assessment Maternal Depression Screening <i>Parental Competencies</i> <i>Developmental Screening</i>	Physical Growth Assessment Developmental Screening Autism Screening <i>Parental Competencies</i> <i>Maternal Depression Screening</i> <i>Nutritional Adequacy</i>	Mental Health Screening Healthy Physical Development <i>Developmental Screening</i> <i>Parental competencies</i>	Risky Behavior Screening Depression Screening Healthy Physical Development <i>Mental Health Assessment (General)</i> <i>Parental competencies</i>	Risky Behavior Screening Depression Screening Healthy Physical Development <i>Mental Health Assessment (General)</i>
Protection of Health through a Safe Environment				
Sudden Infant Death Syndrome Counseling Environmental Tobacco Assessment & Counseling <i>Domestic Violence</i> <i>Prevention of Burn, Fall, Choking, & Drowning</i> <i>Cardiopulmonary Resuscitation</i> <i>Vehicle Safety</i>	Environmental Tobacco Assessment & Counseling <i>Domestic Violence</i> <i>Prevention of Burn, Fall, Poison, & Drowning</i> <i>Firearm Safety</i> <i>Vehicle Safety</i>	Environmental Tobacco Assessment & Counseling <i>Domestic Violence</i> <i>Safety: Firearm, Vehicle, Water, Sports</i>	<i>Environmental Tobacco Assessment and Counseling</i> <i>Home Safety</i> <i>Domestic Violence</i> <i>Safety: Firearm, Vehicle, Water, Sports</i>	<i>Environmental Tobacco Assessment and Counseling</i>
Management & Follow-Up for Children with Chronic Conditions				
Individualized Care Plan	Individualized Care Plan	Individualized Care Plan	Individualized Care Plan	Individualized Care Plan

Newborn Screening By Age 6 Months

- **Hearing Screening**

- A Hearing Test result of normal, abnormal, or indeterminate, *and*
- For abnormal or indeterminate results, evidence of confirmatory testing, referral, or treatment.

- **Metabolic or other Screening**

- A Metabolic or Other Screening test result of normal, abnormal, or indeterminate, *and*
- For abnormal or indeterminate results, evidence of confirmatory testing, referral, or treatment.
- *The Metabolic or Other Screening test is any test required by the state.*

Individualized Care Plan

- **Separate document outlining important health information for children with chronic conditions**
 - Current list of allergies, diagnoses, and medications
 - Treatment plan
 - Goals for self-management
 - Other clinicians/agencies involved in the child's health care
 - Instructions for when to seek urgent care
 - Information on the next scheduled appointment
 - Evidence that the plan was discussed with the family or caregivers
 - Evidence that the plan was given to the family or caregivers

Timeline for 2009

- **Complete specifications and field test plan**
- **Conduct field test in up to 20 physician practices and 6 programs including Medicaid and CHIP plans and state PCCM program**
- **Prepare report and recommendations for revised measures specification by end of 2009**
- **Present to NCQA's Committee on Performance Measurement in January 2010**

Care Coordination for Vulnerable Children

- **To identify an approach for measurement and feasible implementation strategies for monitoring and improving care coordination for children with or at risk of developmental delay**

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Care Coordination Measurement Approach

Levels for Measurement	Structure	Process	Outcomes
<i>Primary care practice</i>	<ul style="list-style-type: none"> • Process for tracking referrals • Designated staff to coordinate with other services 	<ul style="list-style-type: none"> • Reason for referral provided to family • PCP discusses results with patients 	<ul style="list-style-type: none"> • Improvement/stabilization of functioning • Patient/Family perceptions of care
<i>Medical specialty practices</i>	<ul style="list-style-type: none"> • Process for tracking consult request 	<ul style="list-style-type: none"> • Results sent to PCP 	
<i>Other service provider (e.g. early Intervention, rehabilitation services, community agency)</i>	<ul style="list-style-type: none"> • Designated staff to coordinate with other services 	<ul style="list-style-type: none"> • Results sent to PCP • Treatment plan updated 	
<i>Community</i>	<ul style="list-style-type: none"> • Navigator to work with families 	<ul style="list-style-type: none"> • Updated individualized care plan 	
<i>State</i>	<ul style="list-style-type: none"> • Service Capacity 		

Project Implementation

- **Interviews with key informants to identify measurement approach**
- **Convene a multi-stakeholder advisory panel**
- **Conduct site visits to states to gain feedback and suggestions on the care coordination measurement approach**
- **Prepare and disseminate recommendations for future measure testing and implementation**

Extend Population Health Measurement to Women's Health Care

- **Phase 1: Convene a small working meeting to prioritize prioritizing measurement opportunities**
 - Jointly sponsored by AMA PCPI
 - Multi-stakeholder: consumers, physicians, nurse-midwives, health plans, employers, state and federal Medicaid officials, and researchers.
 - *Supported by CDC and HRSA*
- **Phase 2: Develop and test measures**
 - Evidence Review
 - Specifications
 - Field testing
 - Public comment

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