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
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
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)

7534 physicians*
2072 physicians*
3440 physicians*
121 physicians*
1001 physicians*

254 practices*
24 practices*
178 practices*

* As of 7/31/09
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)

<table>
<thead>
<tr>
<th>Age</th>
<th>Protection of Health</th>
<th>Healthy Cognitive, Social-emotional, Behavioral, &amp; Physical Development</th>
<th>Protection of Health through a Safe Environment</th>
<th>Management &amp; Follow-Up for Children with Chronic Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>By Age 6 Mo</td>
<td>Newborn Hearing Screening</td>
<td>Immunizations Oral Health Access Iron Deficiency Assessment &amp; Supplementation HIp Dysplasia Lead Screening</td>
<td>Environmental Tobacco Assessment &amp; Counseling Domestic Violence Prevention of Burn, Fall, Poison, &amp; Drowning Firearm Safety Vehicle Safety</td>
<td>Individualized Care Plan</td>
</tr>
<tr>
<td>By Age 2 Yr</td>
<td>Immunizations Oral Health Access Vision Screening Blood Pressure Screening</td>
<td>Mental Health Screening Healthy Physical Development Mental Health Assessment (General) Parental competencies</td>
<td>Environmental Tobacco Assessment and Counseling Home Safety Domestic Violence Safety: Firearm, Vehicle, Water, Sports</td>
<td>Individualized Care Plan</td>
</tr>
<tr>
<td>By Age 6 Yr</td>
<td>Immunizations Oral Health Access Vision Screening Blood Pressure Screening</td>
<td>Risky Behavior Screening Healthy Physical Development Mental Health Assessment (General) Parental competencies</td>
<td>Environmental Tobacco Assessment and Counseling Home Safety Domestic Violence Safety: Firearm, Vehicle, Water, Sports</td>
<td>Individualized Care Plan</td>
</tr>
<tr>
<td>By Age 13 Yr</td>
<td>Immunizations Oral Health Access Vision Screening Blood Pressure Screening</td>
<td>Risky Behavior Screening Healthy Physical Development Mental Health Assessment (General) Parental competencies</td>
<td>Environmental Tobacco Assessment and Counseling Home Safety Domestic Violence Safety: Firearm, Vehicle, Water, Sports</td>
<td>Individualized Care Plan</td>
</tr>
<tr>
<td>By Age 18 Yr</td>
<td>Immunizations Oral Health Access Vision Screening Blood Pressure Screening</td>
<td>Risky Behavior Screening Healthy Physical Development Mental Health Assessment (General) Parental competencies</td>
<td>Environmental Tobacco Assessment and Counseling Home Safety Domestic Violence Safety: Firearm, Vehicle, Water, Sports</td>
<td>Individualized Care Plan</td>
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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

<table>
<thead>
<tr>
<th>Levels for Measurement</th>
<th>Structure</th>
<th>Process</th>
<th>Outcomes</th>
</tr>
</thead>
</table>
| **Primary care practice** | • Process for tracking referrals  
• Designated staff to coordinate with other services | • Reason for referral provided to family  
• PCP discusses results with patients | | |
| **Medical specialty practices** | • Process for tracking consult request | • Results sent to PCP | | | |
| **Other service provider (e.g. early Intervention, rehabilitation services, community agency)** | • Designated staff to coordinate with other services | • Results sent to PCP  
• Treatment plan updated | | | |
| **Community** | • Navigator to work with families | • Updated individualized care plan | | | |
| **State** | • 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 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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