

Quality Measures: Opportunities for Expanding Pharmacists' Patient Care Services

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Agenda



- Quality Rating System (QRS) Overview
- Opportunities for Pharmacists to Improve Quality Measures

What is the Quality Rating System (QRS)?



A system that rates Qualified Health Plans (QHPs) based on relative quality and price

★ Think the Commercial version of Medicare Part D Stars



Centers for Medicare & Medicaid Services. Health Insurance Marketplace Quality Initiatives. Available at: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Health-Insurance-Marketplace-Quality-Initiatives.html>. Accessed November 5, 2015.

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Purpose of QRS



- Inform consumers regarding the quality of healthcare services and enrollee experience with useful and comparable information
- Facilitate regulatory oversight of QHPs offered
- Allow issuers to improve performance through self evaluation



Overview of 2015 QRS Requirements for QHP Issuers. Available at: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Downloads/Issue-Brief-4-QRS-Requirements-for-Issuers.pdf>. Accessed November 5, 2015.

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QRS Scores on HealthCare.gov



- 2015 is the beta test year for QRS
- Ratings information will be publically displayed beginning fall 2016



•Health Insurance Marketplace. Available at: <https://www.healthcare.gov/>. Accessed November 5, 2015.
 •Quality Rating System Measure Technical Specifications. Available at: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Downloads/2015-QRS-Measure-Technical-Specifications.pdf>. Accessed November 5, 2015.

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QRS Measure Set



- Evidence based recommendations supported by NCQA, PQA and AHRQ
- Consists of 43 measures, 12 of which are survey measures collected as part of the QHP Enrollee Survey

NCQA=National Committee for Quality Assurance; PQA=Pharmacy Quality Alliance;
 AHRQ=Agency for Healthcare Research and Quality

Quality Rating System Measure Technical Specifications. Available at: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Downloads/2015-QRS-Measure-Technical-Specifications.pdf>. Accessed November 5, 2015.

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2015 QRS Measures	
Access to Care*	Flu Shots for Adults Ages 18-64*
Access to Information*	Follow-Up After Hospitalization for Mental Illness (7-Day Follow-Up)
Annual Dental Visit	Initiation and Engagement of Alcohol and Other Drug Dependence Treatment
Annual Monitoring for Patients on Persistent Medications	Plan Administration*
Appropriate Testing for Children With Pharyngitis	Prenatal and Postpartum Care
Appropriate Treatment for Children With Upper Respiratory Infection	Proportion of Days Covered
Care Coordination	Rating of All Health Care*
Cervical Cancer Screening	Rating of Health Plan*
Chlamydia Screening in Women	Rating of Personal Doctor*
Comprehensive Diabetes Care: Eye Exam (Retinal) Performed	Rating of Specialist*
Comprehensive Diabetes Care: Hemoglobin A1c (HbA1c) Control (<8.0%)	Relative Resource Use for People with Diabetes (Inpatient Facility)
Comprehensive Diabetes Care: Hemoglobin A1c (HbA1c) Testing	Use of Imaging Studies for Low Back Pain
Comprehensive Diabetes Care: Medical Attention for Nephropathy	Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents
Controlling High Blood Pressure	Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life
Cultural Competence*	

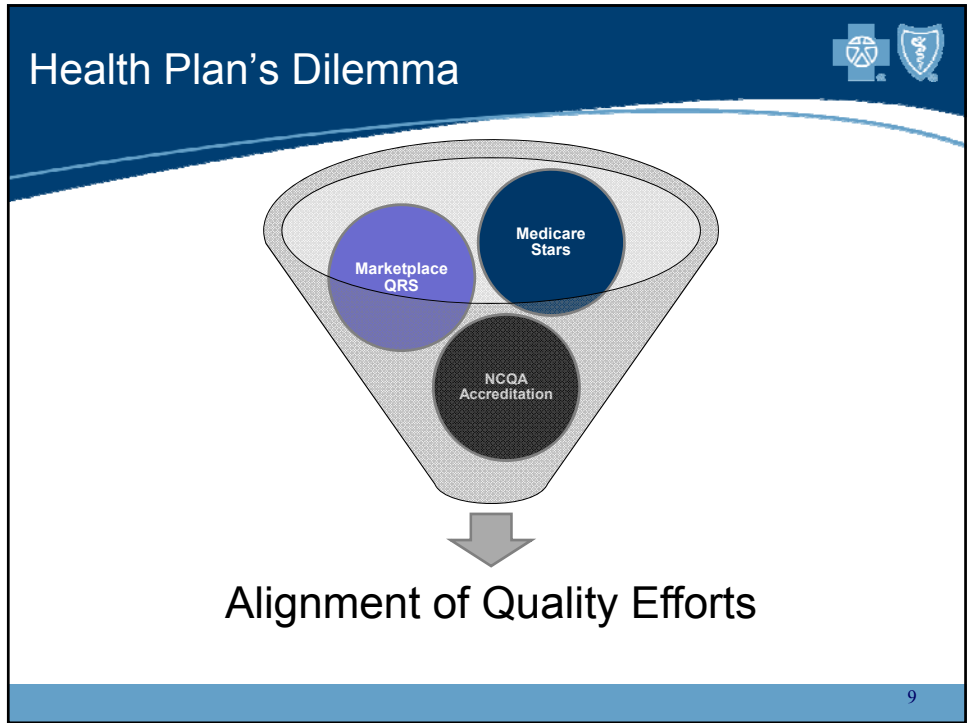
Asterisk (*) – Collected as part of QHP Enrollee Survey

Quality Rating System Measure Technical Specifications. Available at: <http://www.cms.gov/Medicare/Quality-Initiatives/Patient-Access-Standardized-Admission-Discharge-Transfer-Experiences> (Accessed November 5, 2015).

2016 and 2017 Additional QRS Measures
Adult BMI Assessment
Antidepressant Medication Management
Aspirin Use and Discussion*
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis
Breast Cancer Screening
Childhood Immunization Status (Combination 3)
Colorectal Cancer Screening
Follow-Up Care for Children Prescribed ADHD Medication
HPV Vaccination for Female Adolescents
Immunizations for Adolescents (Combination 1)
Medical Assistance With Smoking and Tobacco Use Cessation*
Medication Management for People With Asthma (75% of Treatment Period)
Plan All-Cause Readmissions
Well-Child Visits in the First 15 Months of Life (6 or More Visits)

Asterisk (*) – Collected as part of QHP Enrollee Survey

Quality Rating System Measure Technical Specifications. Available at: <http://www.cms.gov/Medicare/Quality-Initiatives/Patient-Access-Standardized-Admission-Discharge-Transfer-Experiences> (Accessed November 5, 2015).



Crosswalk of Quality Measures

Pharmacy Related QRS Measure	NCQA ^a	Stars
Annual Monitoring for Patients on Persistent Medications	✗	✗
Appropriate Testing for Children With Pharyngitis	✓	✗
Appropriate Treatment for Children With Upper Respiratory Infection	✓	✗
Comprehensive Diabetes Care: Hemoglobin A1c (HbA1c) Control (<8.0%)	✓	✓ ^b
Comprehensive Diabetes Care: Hemoglobin A1c (HbA1c) Testing	✗	✗
Controlling High Blood Pressure	✓	✓
Flu Shots for Adults Ages 18-64	✓	✓ ^c
Proportion of Days Covered (diabetes, RAS antagonists, statins)	✗	✓
Antidepressant Medication Management	✓	✗
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	✓	✗
Follow-Up Care for Children Prescribed ADHD Medication	✓	✗
Medication Management for People With Asthma (75% of Treatment Period)	✓	✗
Plan All-Cause Readmissions	✓	✓

^aHEDIS measure required for NCQA Accreditation of Commercial Health Plans
^bStars evaluates for HbA1c poor control (>9.0%)
^cMedicare population

^aQuality Rating System Measure Technical Specifications. Available at: <http://www.ncqa.org/Portals/0/QualityRatingSystemMeasureTechnicalSpecifications.pdf>
^bCenters for Medicare & Medicaid Services. Medicare 2016 Part C & D Star Rating Technical Notes. Accessed September 10, 2015.

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Poll the Audience



In your opinion, which quality measures can pharmacists have a significant role? Select all that apply.

- a) Medication adherence
- b) Antibiotic overuse
- c) Diabetes disease management
- d) Controlling high blood pressure
- e) Asthma medication management



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Poll the Audience

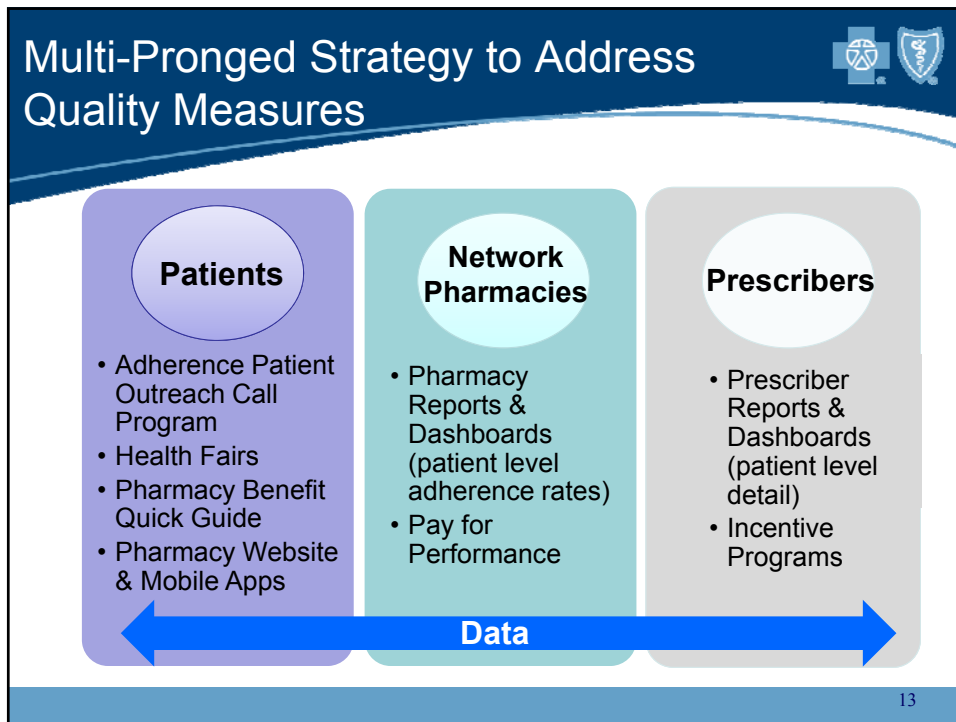


In your opinion, what practice settings are pharmacists most effective in providing direct patient care? Select all that apply.

- a) Community/Retail
- b) Integrated within a primary care practice site (e.g., PCMH or physician organization)
- c) Pharmacist-run clinics
- d) Phone-a-pharmacist programs
- e) Hospital: Pharmacist participation in medical rounds




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Michigan Pharmacists Transforming Care and Quality (MPTCQ)

- Blue Cross Blue Shield of Michigan Collaborative Process Improvement Initiative (CPI)
- Connects clinical pharmacists with Patient-Centered Medical Home (PCMH) practices
- **Goal:** Improve patient care and outcomes through integration of clinical pharmacists in direct patient care



Quality Collaborations. Value Partnerships. Available at: <http://www.valuepartnerships.com/vp-collab/pharmacy/>. Accessed November 5, 2015.

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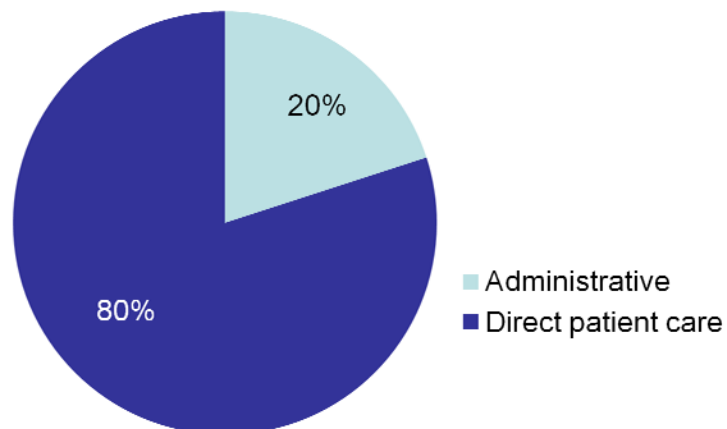
MPTCQ Milestones/Payment: Year 1



- Participation funding from BCBSM to support program development and implementation
- Fully integrate pharmacist practice model at **2-3 practice sites**
- Provide direct patient care to at least 8 patients/day x 4 days/week = **32 patients/week** by end of year 1
- Continuous program development/management: 1 day/week


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Pharmacist Transformation Champion



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MPTCQ Milestones/Payment: Year 2



- Collaborate with physician organization (PO) leadership to devise a creative care model (e.g., central/regional model) to meet their unique needs
- PO will fund additional clinical pharmacists to expand program across their practice sites
- Participation funding from BCBSM to support program enhancement and ongoing management
- Potential performance-based payment from BCBSM

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How MPTCQ Received Approval



Stars QRS HEDIS	<ul style="list-style-type: none"> • More people with health insurance • Emphasis on providing quality care
Evidence/Support for Pharmacists	<ul style="list-style-type: none"> • Anticipated 46,100 – 90,400 physician shortage by 2025 • Published literature demonstrating positive health outcomes (e.g., A1c, blood pressure)
Cost Savings	<ul style="list-style-type: none"> • Internal analysis of cost savings associated with better adherence based on model by Sokol, et al. • Published literature demonstrating cost savings from pharmacist interventions
Expertise	<ul style="list-style-type: none"> • University of Michigan

HEDIS=Healthcare Effectiveness Data and Information Set

IHS Inc., *The Complexities of Physician Supply and Demand: Projections from 2013 to 2025*. Prepared for the Association of American Medical Colleges. Washington, DC: Association of American Medical Colleges, 2015. Available at: <http://www.aamc.org/pressroom/2014/04/20140422-physician-shortage-projections>

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- ## Conclusions
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- Pharmacists can have a major role in improving quality measures for QRS, Stars and HEDIS
 - Understanding the different rating systems for the Marketplace, Medicare Part D and Commercial populations is crucial for pharmacists in expanding their patient care services
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Questions?

