

Digital Quality Webinar Series: Making Measurement Efficient-Moving to Digital Quality Measurement

July 8, 3:00 PM-4:00 PM Eastern Time



Digital Quality Webinar Series

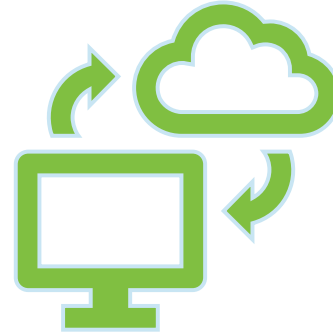


- Digital Quality: Policy Implications for Digital Quality Measurement
 - This webinar will outline current regulatory requirements for ACO quality reporting and the policy landscape for the digital measurement future CMS, ONC and other stakeholders are working toward.
- Digital Quality: Preparing for the 2025 Retirement of the Web Interface
 - This webinar will feature three ACOs that have reported using MIPS CQMs and eCQMs and will highlight the opportunities and challenges with moving away from the Web Interface reporting method.
- [Registration](#) details to come!



Q&A will take place at the end of the program

You can submit written questions using the **“Questions” tab** (not chat) at any time during the webinar.



Webinar is being recorded

The recording and slides will be available on the [NAACOS website](#) within 48 hours.

Speakers



Amol Vyas has over two decades of experience in enterprise information technology with lead roles in strategy, architecture, and implementation spanning diverse business domains including Insurance, Freight Management and Healthcare. In his current role as NCQA's VP and head of Interoperability, Amol drives NCQA's interoperability strategy, messaging and engagement with public/private sector partners, industry alliances and standards development organizations. Before NCQA, as the chief architect at Cambia Health Solutions, Amol actively engaged with several payer initiatives and communities to promote the understanding and adoption of the FHIR standard. Amol is also the lead author of the CARIN Blue Button FHIR Implementation Guide, a standard referenced by federal interoperability mandates for payers. He has been invited to speak at several health data interoperability themed events including the Blue Button Developer Conferences at the White House to socialize payer data interoperability.



Anna Taylor Anna Taylor is the Associate VP of Value Based Care for MultiCare Connected Care (MCC). She leads the portfolio team for value-based products and strategic initiatives. She oversees the Digital Health Ecosystem that enables the work of population health and is highly involved at a national level in technology advocacy that ultimately enables better care to our patients and our communities. Anna is the current HL7 DaVinci Steering Committee Chair, participated in the Digital Quality Measure Technical Advisory Panel for the Joint Commission and is the appointed Secretary for SignalHealth an Accountable Care Organization in Yakima, WA.



Nick Frenzer is an implementation executive at Epic who brings experience leading large-scale software implementations around the country to his work coordinating the company's global support for Population Health strategy and execution. In 2020, Nick led a team that helped health systems add more than 92,000 beds to treat more patients during COVID-19 surges, and later focused on Epic's patient experience and interoperability efforts.

Nick graduated from Arizona State University with bachelor's and master's degrees in accounting, and worked in accounting for several years after his service in the United States Marine Corps. He enjoys cooking traditional Kansas City-style barbeque – brisket is his specialty – and spending time with his wife, three sons, and German Shepherd Dogs Leeloo and Thor.



Advancing Digital Quality Transformation

Amol Vyas

Vice President of Interoperability

Why Digital Quality?

- > Quality, while important, has been fragmented and burdensome.
- > Emerging standards and regulations are enabling a digital transformation.
- > Quality will be better aligned with care delivery and a learning health system.
- > Leads to reduced burden and costs, better alignment, more relevant measures, and ultimately, better care and outcomes.

Why Now?



Industry Feedback

The market is asking for reduced measure burden, a more effective learning health system and more support for value-based care.



Maturity of Standards

The industry has taken steps to adopt interoperability standards as regulatory forces drive investment, and quality is the top use case.

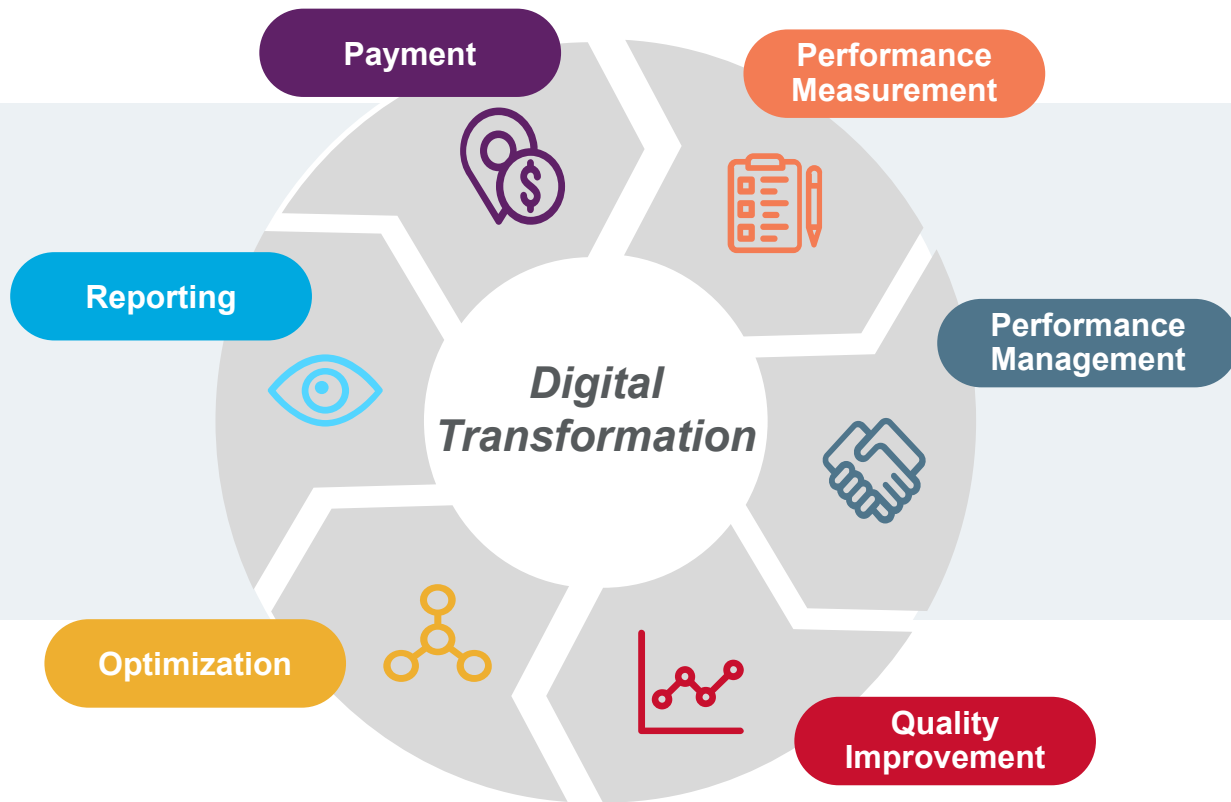


Payment Arrangements

The financial shift from fee-for-service to value-based care continues, driving new priorities and creating greater need for accountability and measurement at all levels and contexts of health care.

Quality Workflow Use Cases

- **Configurable, FHIR® CQL digital quality HEDIS measures** that are expanded and executable.
- **dQM processing software system** to help you flow new measures through your technologies and workflows.



Regulatory Tailwinds

In 2020, ONC and CMS issued rules requiring EHR technologies and health plans to implement FHIR®-based application programming interfaces.



2020 ONC Rule

Certified EHR technology (CEHRT) required FHIR®-based application programming interfaces (APIs) supporting exchange of all United States Core Data for Interoperability (USCDI) version 1 data elements according to the US Core Implementation Guide (IG) by December 31, 2022



2020 CMS Rule

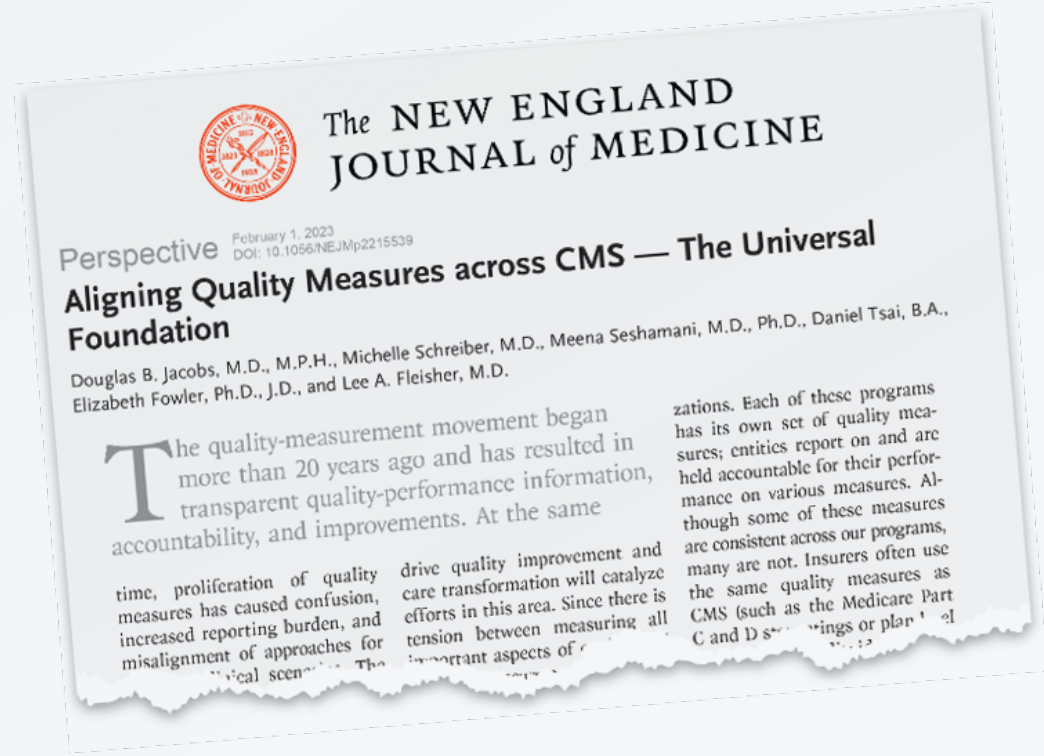
Regulated health plans must've implemented FHIR®-based APIs
For patient access of claims, encounter, and USCDI data by July 2021
To transfer USCDI data among payers by January 2022

Regulatory Tailwinds

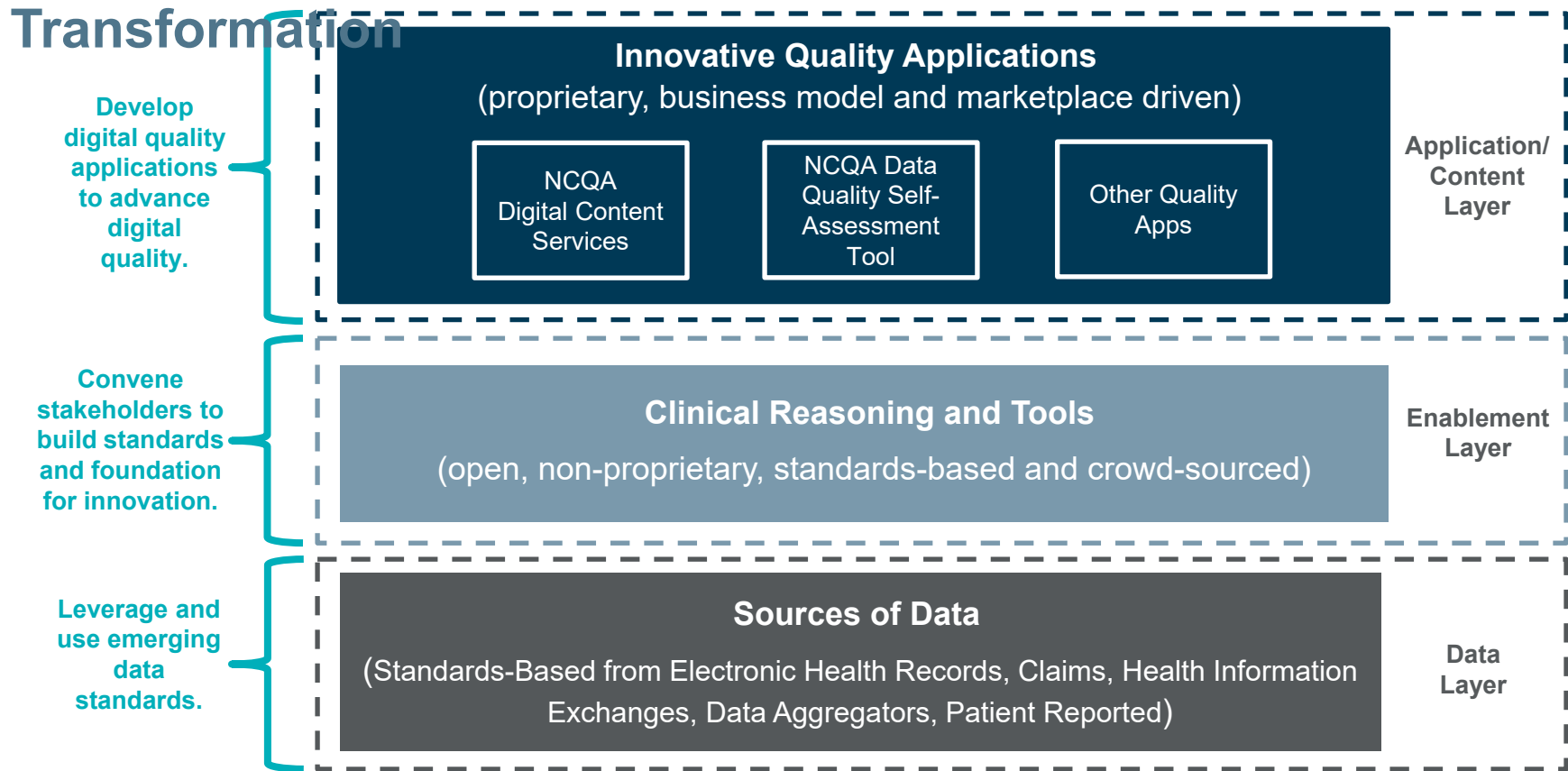
CMS has prioritized digital quality measures to improve the quality and usefulness of clinical data.

CMS has set a goal of transitioning to all digital measures by 2030.

Its “Universal Foundation” aims to align quality measures across CMS quality programs.



Development Layers To Support Digital Quality Transformation



NCQA's Interoperability Initiatives for Digital Quality

Digital Quality Implementers Community

- Led by NCQA, managed by Leavitt Partners.
- A public/private sector collaboration of organizations implementing standards-based infrastructure and tooling (aka the enablement layer), including CQL Engines, CQL-to-SQL Transformers, etc.
- Create open, non-proprietary, and standardized requirements, definitions and testing for this enablement layer, to ensure consistent support for computable content across the quality ecosystem.
- **More information:** www.ncqa.org/digital-quality-implementers-community/

NCQA's Interoperability Initiatives for Digital Quality

Bulk FHIR Quality Coalition

- Led by NCQA, guided by Aneesh Chopra (former CTO of the United States).
- A public/private sector collaboration of organizations performing end-to-end, real-world testing of regulated, interoperable (FHIR), population-level data.
- Leverage HEDIS Digital Quality measurement as the compelling business use case and driver for B2B exchange of interoperable, population-level data.
- **More information:** www.ncqa.org/bulk-fhir-api-quality-coalition/

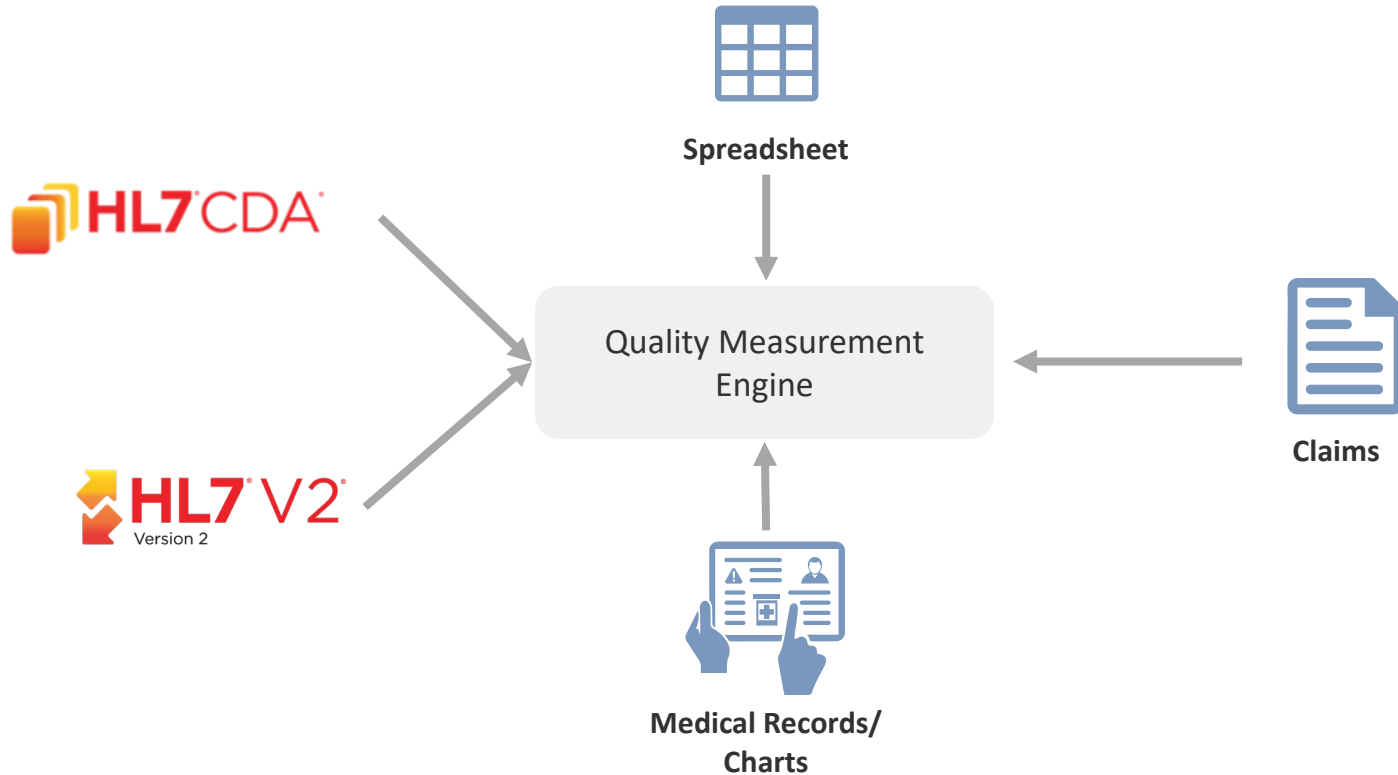


More information:
www.ncqa.org/digital



Interoperability for Quality: A Provider Perspective

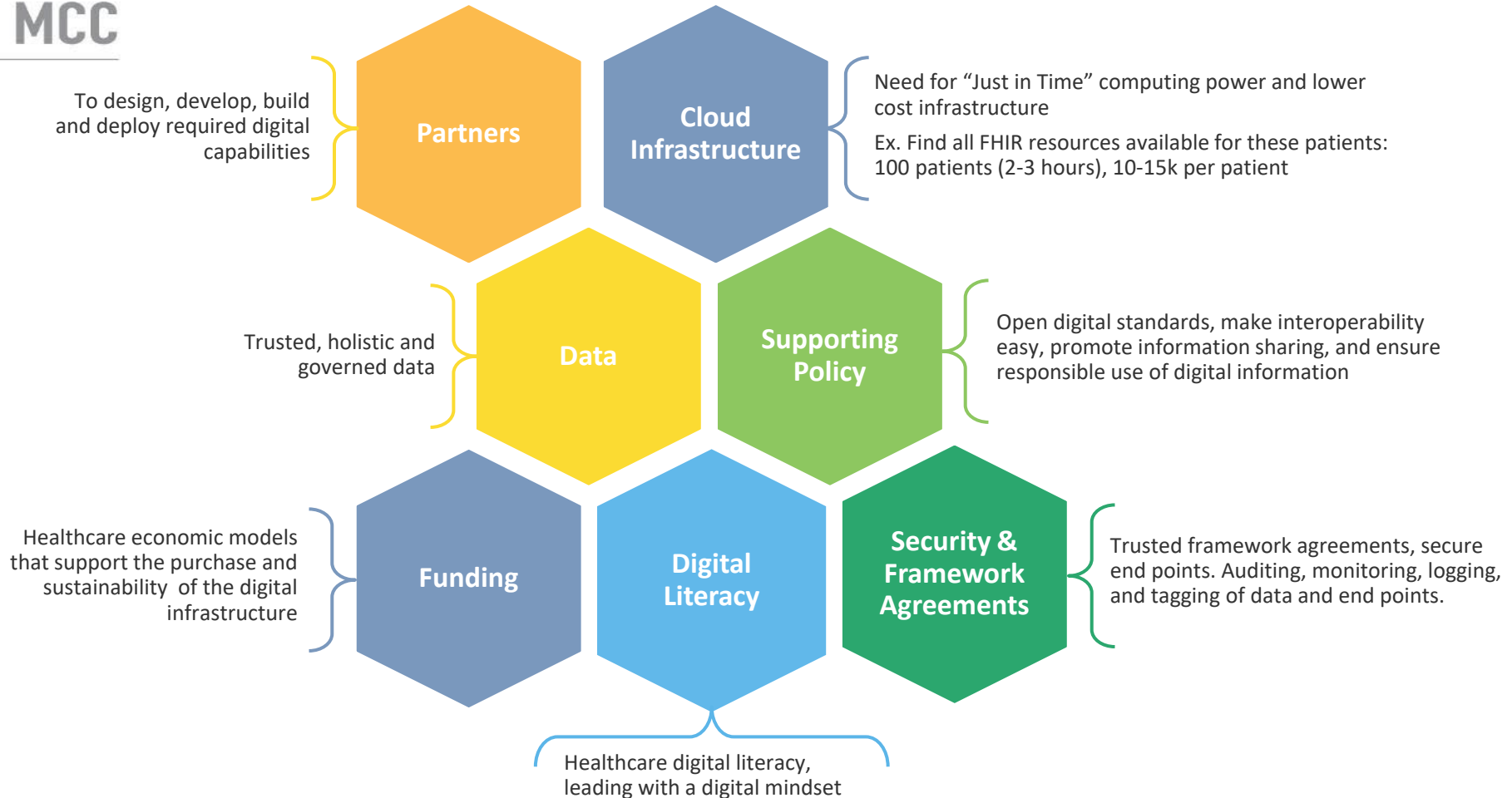
MCC Collecting Quality Data Today:



Digital Quality Measures (DQMs)

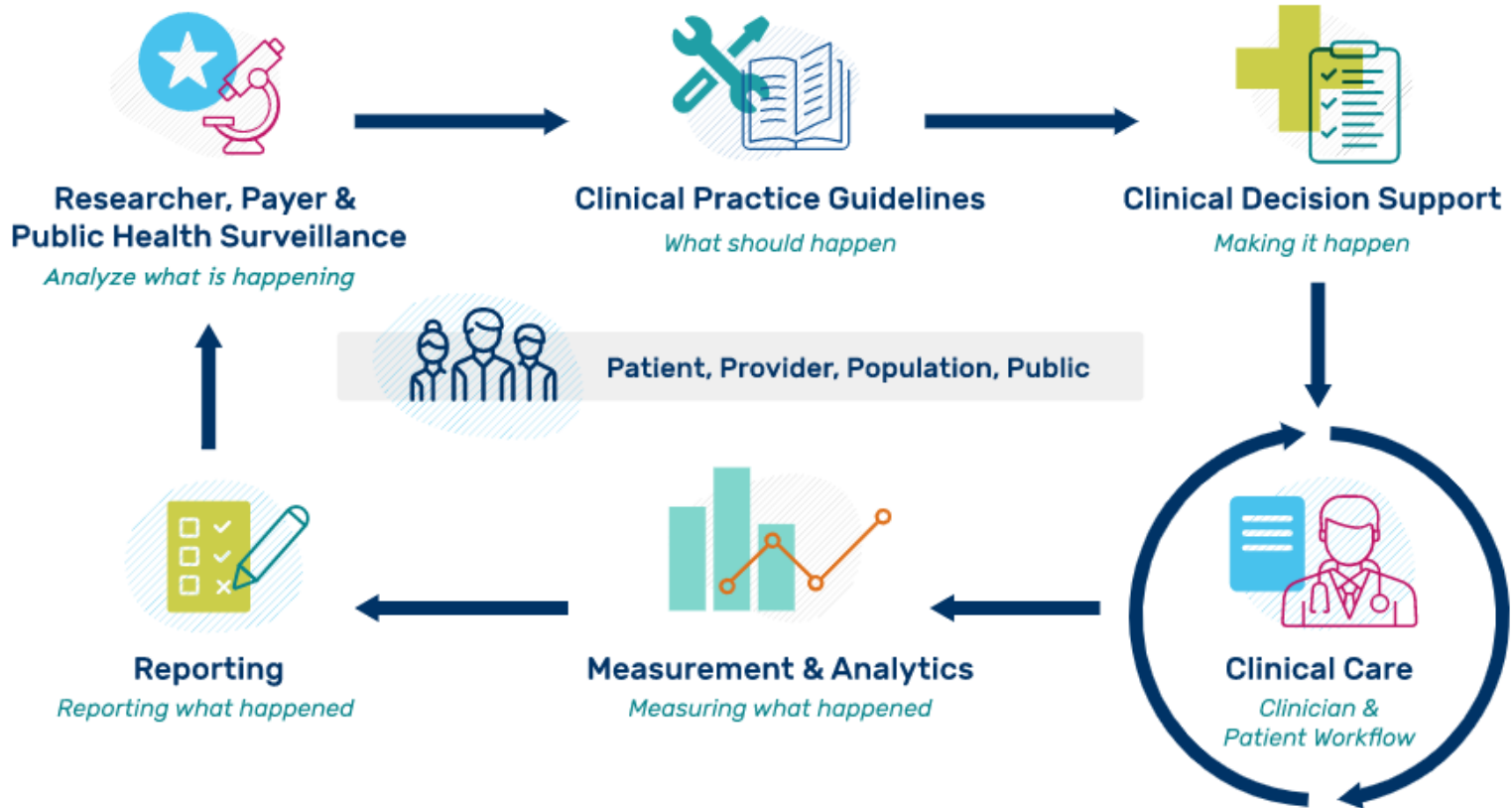
- » Medicare CQMs (Clinical Quality Measures), a pathway to the future
- » Under Medicare CQMs you can digitally gather, and report the 3 required quality measures for the specific population as your ACO (minimal vendor interventions)
 - Interoperability infrastructure (including compute power)
 - Measure requirements (from measure authority)
 - Measures calculator (Measures Engine)
 - Duplicator provided by US Digital Services:
<https://github.com/DSACMS/dedupliFHIR>
 - [Patient Matching](#)

All the pieces that will make this work....



Here's the healthcare quality improvement ecosystem.

Quality Improvement Ecosystem



Here's the tech that enables the system and could potentially compute in "real time use cases."

LEGEND: Sponsoring HL7 Workgroups
Clinical Decision Support (CDS)
Clinical Quality Information (CQI)
Public Health (PH)
Cross Group Projects (CGP)

Quality Improvement Ecosystem



Researcher, Payer & Public Health Surveillance
Analyze what is happening

Clinical Practice Guidelines
What should happen

Clinical Decision Support
Making it happen

HL7 FHIR

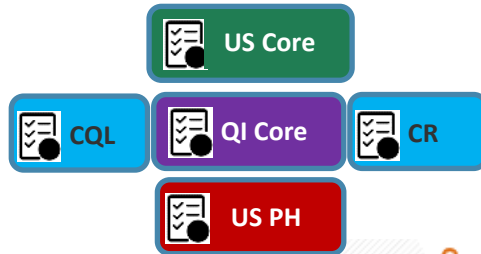
MedMorph

eCR



Reporting

Reporting what happened



Measurement & Analytics

Measuring what happened

CDS Hooks



Clinical Care

Clinician & Patient Workflow

DEQM

QM IG

Let's look at the preliminary results.....

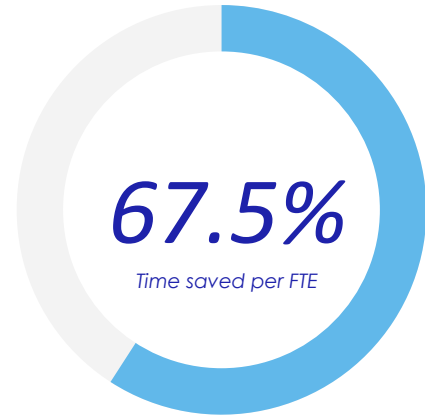
Member | Patient Matching: When we trade data in open standard APIs, we see the following results in patient matching



Decrease in Patient Matching Error Rates



Burden reduction from processing matching errors

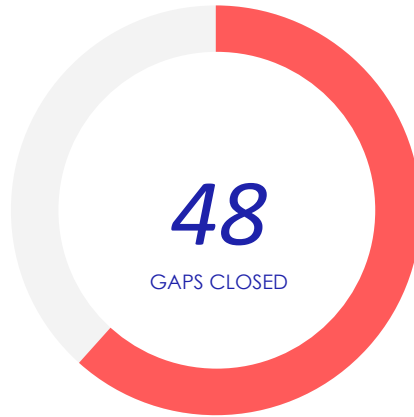


Efficiency gains to be redirected to other activities

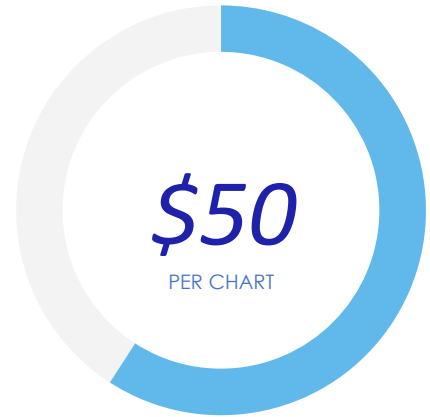
Quality Reporting: When we share provider data back to the payer in open standard APIs, we see the following results:



MultiCare MRP performance improvement



Additional Gaps Closed

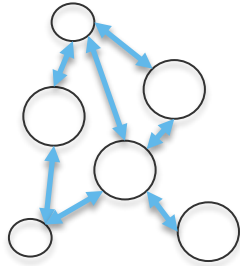


Reduction in Chart Chasing

Challenges and Hiccups



Provider, Payor,
Measure
Authority,
Standards, and
Vendor Alignment



EHR &
Interoperability

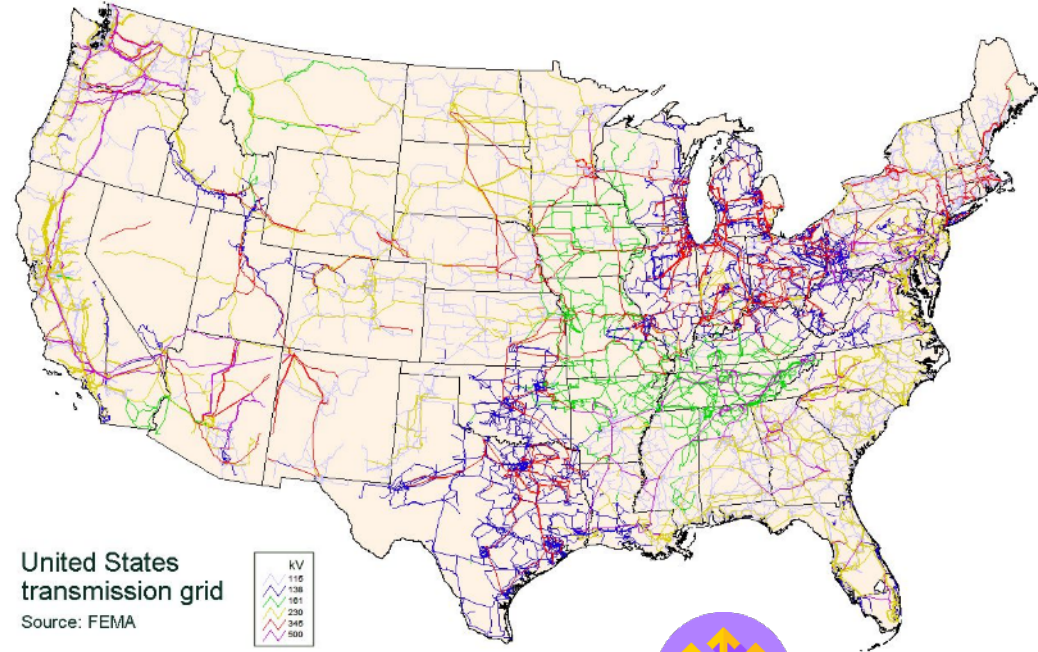


Big \$ Investment



Strategic Considerations

- Payment models that support evidence-based treatment
- Maturing our ability to provide care at the highest level of quality and
- Advancing what we know about care and safety science.
- Advancement in treatment and chronic disease, enabling treatment for the n=1



Thank you.

Anna Taylor

*Associate Vice President,
MultiCare Connected Care*



www.linkedin.com/in/annajumpin



Making Measurement Efficient: Moving to Digital Quality Management

Nick Frenzer

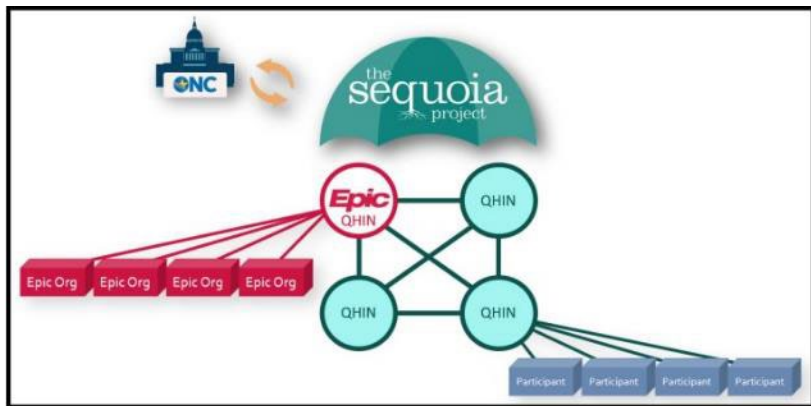
Epic Population Health Executive



Agenda

- Current Epic Support
 - Policy Roadmap
 - Benefits and Challenges
 - Future Epic Support
-

Epic Support for TEFCA



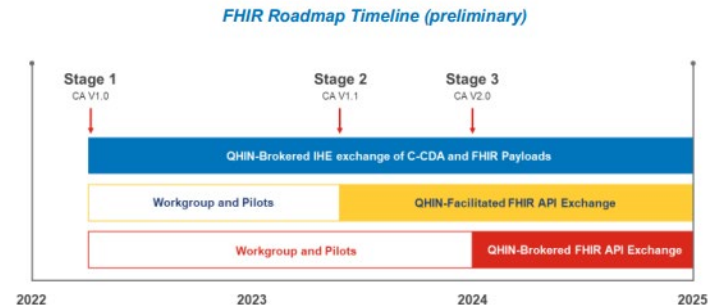
- Socialize our commitment to TEFCA at the Hill and among the Epic Community
- Support customers joining TEFCA with our QHIN

Epic Support for FHIR

- Some Epic-supported use cases of FHIR include:
 - Claims and care gap exchange
 - Coverage requirements discovery
 - Chart gateway
 - Vaccination Credentials
 - Health Plan Clinical Summary (HPCS) Clinical On-Demand Import

Policy Roadmap – TEFCA and FHIR

- ONC has indicated that they plan to integrate FHIR with TEFCA
- Lessons learned from the widespread adoption of TEFCA could help facilitate widespread FHIR adoption



Source: ONC TEFCA Recognized Coordinating Entity

Policy Roadmap – dQM Definition

2023 PFS Proposed rule

- Potential future definition of dQMs
 - Self-contained quality measure that uses one or more sources of health information captured and transmitted electronically by interoperable systems
 - Potential data sources range from EHRs to wearable devices
 - eCQMs fit this current definition, however, dQMs seek to improve interoperability and reduce mapping requirements

Policy Roadmap – dQM Transition

2023 PFS Proposed rule

- Outlined the plan for an incremental transition to dQMs
 - Adoption of FHIR API technology
 - eCQM reporting using FHIR standards
- Goal: shift to a quality measurement system entirely based on digital measures to improve data sharing, timeliness, and reduce the burden of reporting
- NCQA's timeline indicates full adoption of dQMs by ~2030

Benefits

- Exchanging data through FHIR could increase timeliness
- Moving away from challenges associated with QRDA Is:
 - Multiple files per patient due to granularity requires resources to capture and store
 - Flat file exchange can be painful
- If data sharing goals are met, promotes real-time insight into quality performance



Challenges

1. Complexities of robust patient matching
 - Requires deduplication of patient data, data normalization, phonetic matching, and handling of multiple data elements (e.g., multiple addresses)
 - Improper deduplication can lead to overcounting data in reporting
 2. Resource requirements
 - Need to constantly poll for information updates to keep data synchronized with Epic
 - While Bulk FHIR may fit in some scenarios, in general RESTful FHIR APIs are a performance-intensive way to retrieve large amounts of data
-

Future Epic Support – FHIR

Exploring different use cases

- UDS+
- BCDA

Future Epic Support – dQMs



- We look forward to evaluating dQM specifications as they become available!

Questions



Upcoming Events



- NAACOS Fall Conference:
October 16-18, 2024
Marriott Marquis Washington, D.C.
[Registration now open!](#)

Upcoming Events



Virtual Affinity Group Meetings - [Register here](#)

- **Operations Affinity Group**

Meets: October 29, 2024, from 3–4 pm ET.

Participants should include managers and others who oversee day-to-day aspects of running an ACO such as building provider networks, engaging patients, practice transformation, and implementing projects to achieve the ACO's financial and strategic goals, etc.

- **Quality Affinity Group**

Meets: November 5, 2024, from 3–4 pm ET.

Participants should include managers and others who implement initiatives designed to improve, measure, and report the quality of care in an ACO, etc.

- **Data and Analytics Affinity Group**

Meets: July 9 and November 12, 2024, from 3–4 pm ET.

Participants should include managers within ACOs who are responsible for integration, using data to analyze performance, creating and integrating data from sources like EMRs, claims and registries, etc.

Upcoming Events



Virtual Affinity Group Meetings

- **Executive Affinity Group**

Meets: July 16 and November 19, 2024, from 3–4 pm ET.

Participants should include CEOs, CFOs, Executive Directors, Chief Value Officers, and others who oversee the ACO's finances, budget, strategy, contracting, etc.

- **CMO and Clinical Affinity Group**

Meets: July 23 and December 3, 2024, from 3–4 pm ET.

Participants should include CMOs, CNOs, Pop Health Officers, and others who manage patient care, and clinical care redesign, etc.

- **Compliance and Legal Affinity Group**

Meets: July 30, and December 10, 2024, from 3–4 pm ET.

Participants should include those who ACO leaders and staff members who deal with compliance documentation, operations, or events as well as those who deal with ACO contracting with payers and participants.

Upcoming Events



- [Practice Transformation Learning Lab Register Here](#) - fourth Friday of each month from 12:00-1:30 pm ET)
- Topics include:
 - Where to start in practice transformation
 - Managing the care team: Taking action on practice redesign
 - Understanding available population health data
 - Combining data for population health initiatives
 - Developing or redesigning clinical care models
 - Population health tools: What works for your practice/ACO
 - Payor/Provider contracts and financial distribution models
 - Managing ED and hospital events
 - Developing a post-acute network
 - Advanced care models (home care, BH, SDOH support)