The State of Health Care Quality 2014
Highlights

- Covered lives in HEDIS-reporting plans: doubled since 2003
- 64 measures show consistent gains over 3 – 5 years
- Antibiotic overuse: some progress, but poor overall
- Poor overall quality in Behavioral Health despite some gains
- Behavioral Health measures set to increase; expanding insight on problems and solutions
171 million Americans are in health plans that report quality results. That’s 54%!

Still a long way to go!
Measurement is now in health care’s DNA
Timing of Marketplace Quality Requirements

- **2014**
  - May: CMS releases final QRS measure set

- **2015**
  - July: NCQA releases HPA 2016 with Marketplace measure strategy

- **2016**
  - June: NCQA required to use measures in HPA
  - Aug: QRS results published
  - Oct: Full QRS measure results (public)
Sustained & statistically significant changes over 3-5 years

11 measures (8%): performance declines

64 measures (46%): performance gains

64 measures (46%): mixed results, no trend
High-Performing Measures
Imaging Studies for Low Back Pain
Adult BMI Assessment

Rate

- Commercial HMO
- Commercial PPO
Colorectal Cancer Screening
Colorectal Cancer Screening

![Graph showing colorectal cancer screening rates from 2004 to 2013 for Commercial HMO and Commercial PPO. The graph indicates an increase in screening rates over time for both categories.]

- **Commercial HMO**: Increasing trend from 2004 to 2013
- **Commercial PPO**: Steady increase from 2004 to 2011, with a slight decline in the later years.
Comprehensive Diabetes Care: HbA1c Screening
Comprehensive Diabetes Care: HbA1c Screening

![Graph showing HbA1c screening rates over time for Commercial HMO and Commercial PPO plans.](image-url)
Overuse of Antibiotics
An important issue

The Growing Crisis of Antibiotic Resistance

October 14, 2014
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis
Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis
Appropriate Treatment for Children With Upper Respiratory Infection
Appropriate Treatment for Children With Upper Respiratory Infection
Appropriate Testing for Children With Pharyngitis
Appropriate Testing for Children With Pharyngitis
Follow-Up Care for Children Prescribed ADHD Medication: Continuation
Poor Performance, but Progress and Parity
Follow-Up Care for Children Prescribed ADHD Medication: Continuation
Declining and Disparate
Follow-Up After Hospitalization for Mental Illness: Within 30 Days Post-Discharge
Declining and Disparate Follow-Up After Hospitalization for Mental Illness: Within 30 Days Post-Discharge
Behavioral Health measures to more than double 2013-2015
New in 2014
Results on 4 New Measures

- Diabetes Monitoring for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications
- Diabetes Monitoring for People With Diabetes and Schizophrenia
- Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia
- Adherence to Antipsychotic Medications for Individuals With Schizophrenia
Coming in 2015

Results on 3 Additional Measures

• Use of Multiple Concurrent Antipsychotics in Children and Adolescents

• Metabolic Monitoring for Children and Adolescents on Antipsychotics

• Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics
Guest Speaker

Margaret A. Murray
Chief Executive Officer
Association for Community Affiliated Plans
Washington, DC
The State of Health Care Quality – and Safety Net Health Plans

Meg Murray, CEO, ACAP
October 22, 2014
About ACAP

**Mission:** To strengthen not-for-profit Safety Net Health Plans in their work to improve the health of lower-income and vulnerable populations.

**Membership:** 58 Safety Net Health Plans in 24 states, collectively covering more than 11 million people enrolled in Medicaid, CHIP, Medicare and other publicly-sponsored programs.
Safety Net Health Plans: Acting Locally…

- What’s a Safety Net Health Plan?
  - Local, community-affiliated, not-for-profit plan.
    - Many have historical ties to safety net providers.
  - Majority of members enrolled via government programs that target low-income, elderly or disabled populations.
  - Commitment to quality, wise stewardship of public resources.
…and Recognized Nationally!

4 of the 5 top Medicaid plans in the U.S. are ACAP-member Safety Net Health Plans

- Network Health (Mass.) - #1 overall
- Neighborhood Health Plan (Mass.) – #3
- Boston Medical Center HealthNet Plan (Mass.) – #4
- Neighborhood Health Plan of Rhode Island – #5

Four others are top-ranked in their state:
- Passport Health Plan (Ky.), MDwise (Ind.), CalOptima (Calif.), CareSource (Ohio)

Source: NCQA Health Insurance Plan Rankings 2014-15 (Medicaid)
Policymakers Think Medicaid Is This…

Medicaid
...But It’s Really This.
Three Ways Safety Net Health Plans are Committed to Quality

- Making quality central to a health plan’s basic culture
- Integrating behavioral and physical health care
- Joining together to find ways to better address prescription drug abuse
“Baked-In” High Performance through an Enterprise-Level Culture of Quality: Neighborhood Health Plan
Baked-in Quality: Measures ≥National 90th %ile for NHP (partial list)

Access to care for children
- Well-Child Visits (infants, young children and adolescents), Weight Assessment and Counseling for Children/Adolescents

Preventive care
- Childhood Immunization Rate (Combination 10), Lead Screening for Children, Breast Cancer Screening, Chlamydia Screening

Effectiveness of Care
- Appropriate Treatment for Children w/URI; Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis

Behavioral Health
- Follow-Up after Hospitalization for Mental Illness, Engagement of Alcohol/Drug Dependence Treatment

CAHPS Survey measures
- Rating of Health Plan (9-10)
Bridging the Physical/Behavioral Health Care Gap: MDwise
ACAP’s Substance Use Disorder Collaborative

- Aimed at addressing impact of drug abuse, especially prescription drugs.
- 15 Safety Net Health Plans have joined together to develop action plans, share best practices, network with acknowledged experts in the field.
- Targeted related HEDIS measures as areas for improvement.
- Supported by a grant from the Open Society Foundations

Drug overdose was the leading cause of injury death in 2012, causing more deaths than motor vehicle traffic crashes among people 25-64 years of age.

--CDC, Prescription Drug Overdose in the United States
Collaborative Activities

- **Action Plan Development/Implementation**
  - Decrease inappropriate utilization of opiates
  - Improve patient engagement, education
  - Provider education (e.g., SBIRT)
  - Build network capacity for pain management, improve pain management practices

- **Educational Networking/Webinars**
  - Feature substance abuse experts
  - Opportunity for plans to share progress, challenges

- Initiative ongoing; shared learnings to be made public though a toolkit to be issued in April 2015.
We’re Committed to Quality—and Policies That Promote It.

- “Churn” – when Medicaid enrollees lose their coverage because of short-term changes in income – interferes with efforts to discern quality.
  - 12-month continuous enrollment is a baseline requirement for HEDIS measures.

- Two bills before Congress would provide for 12-month enrollment in Medicaid, CHIP.
  - S. 1980: Requires quality reporting across entire Medicaid delivery system—including fee-for-service.

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Guest Speaker

Matt Salo
Executive Director
National Association of Medicaid Directors
Washington, DC
Guest Speaker

Christine Hunter, MD
Chief Medical Officer
Office of Personnel Management
Washington, DC
Federal Employees Health Benefits Program

America’s largest employer sponsored health insurance program
  • 8.2 million employees, retirees, and families
  • 97 carriers offer a variety of plans
    15 PPO options, 208 HMO options
  • Enduring relationship with members

OPM ensures accountability for performance
  • FEHB Call Letter sets annual priorities
  • HEDIS and CAHPS evaluate quality and satisfaction
  • Contracts specify key operational milestones
Quality Improvement Framework

Measures specified in annual Carrier Letters

Quality Monitoring

HEDIS 2014
- Breast cancer screening
- Blood pressure control
- Diabetes management
- Cholesterol screening
- Mental Health Follow-up
- Imaging for Low Back Pain
- Prenatal Care
- Well-Child Visits

Scoring
HEDIS ≥ 3 years of data

Public Reporting

Exemplary: Top performers
Most Improved: Increase 20% from previous year

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Focus Achieves Results

More carriers recognized for exemplary quality or significant improvement each year

More members receive timely care each year

FEHB Plans Achieving OPM Recognition

Exemplary

Most Improved

FEHB PPO Plan Averages
Addressing leading causes of mortality

Ensuring safe and appropriate care
Questions or comments?

Type questions into the Webinar chat window

Download presenters’ slides and the report: http://bit.ly/1t4bK4e