Pharmacists: The Secret of Quality Measures Success

Please logon to: [ascp.com/qa](http://ascp.com/qa) and find the session title to ask your questions

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#ASCP50

Disclosure

Neither speaker has any conflicts of interest to disclose.
Learning Objectives

1. Describe the importance of quality measures in the value-based healthcare model.
2. Differentiate among the types of quality measures and the different organizations that develop them.
3. Determine the specific quality measures and measure sets that can be satisfied by pharmacists in the community setting.

Learning Objectives, continued

4. Illustrate how pharmacist-led clinical services can incorporate quality measure satisfaction, improve patient outcomes and enhance revenue for provider practices.

5. Design a clinical service offering that includes quality measure satisfaction for outpatient providers.
Importance of Quality Measures

• Payment

• Reputation

• Improvement

Self-Assessment Question #1

The quality measure “Coronary Artery Disease (CAD): Antiplatelet Therapy” is defined as the percentage of patients aged 18 years and older with a diagnosis of coronary artery disease (CAD) seen within a 12 month period who were prescribed aspirin or clopidogrel.

This is an example of which quality measure type?

A. Structural
B. Process
C. Outcome
D. Experience
Types of Quality Measures

• Structural
• Process
• Outcome
• Experience
• Efficiency
• Intermediate Outcomes

Types of Measures: Structural

• Assess resources available

“How well is a provider equipped to provide care?”

• Examples: Reminder System for Screenings
  Access to Urgent Care Appointments
  Hand-washing Protocol
Types of Measures: Process

• Assess how the resources are used

“How well does a provider deliver care?”

• Examples: Falls: Screening for Future Falls Risk
  Pneumococcal Vaccination for Older Adults
  Use of High-Risk Meds in the Elderly

Types of Measures: Outcome

• Assess impact of the process

“What was the result of the care provided?”

• Examples: All-Cause Hospital Readmission
  Optimal Asthma Control
  Depression Remission at Six Months
Types of Measures: Experience

• Assess whether care was patient-centered

  “How does the patient feel about the care received?”

  • Examples: Patient Engagement (aka CAHPS)
    • CAHPS = Consumer Assessment of Healthcare Providers and Systems
    Patient Reported Outcomes

Patient Experience

• Patient Engagement
  • Access to care
  • Satisfaction

• Patient Reported Outcomes Measures (PROMs)
  • Quality of life
  • Functional status
Other Measure Types

• Efficiency Outcomes
  • Cost

• Intermediate Outcomes
  • Short-term results
  • Long-term outcome

Self-Assessment Question #1

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Self-Assessment Question #2

The Health Effectiveness Data and Information Set (HEDIS) was developed and is maintained by:

A. CMS  
B. PQA  
C. NCQA  
D. NQF

Developing Quality Measures

- Government
  - CMS = Centers for Medicare & Medicaid Services
  - AHRQ = Agency for Healthcare Research & Quality

- Private non-profit
  - NQF = National Quality Forum
  - NCQA = National Committee for Quality Assurance
  - PQA = Pharmacy Quality Alliance
Developing Quality Measures

• Public groups
  • American Medical Association
  • American Psychiatric Association

• Private groups
  • Consulting firms
  • Private universities

Self-Assessment Question #2

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Adopting Quality Measures

• Insurance
• Government
• Accreditation

How Pharmacists Can Help: The Obvious

• Medication reconciliation
• High-risk medication
• Opioid use
• Vaccinations
How Pharmacists Can Help: The Not-So-Obvious

• Screenings

• Medication management
  • Is it appropriate?
  • Are they adherent?

• Patient satisfaction

The Impacts: Patient Outcomes

Collaborative care team efforts that include clinical pharmacists:
1. Improve clinical outcomes
   • A1C, BP, Total Cholesterol
2. Improve patient satisfaction scores
   • Patient understanding of disease state, medications & care process
3. Decrease hospitalizations
   • Patient engagement
The Impacts: Enhanced Revenue

• Cost savings
  • Decreased readmissions
  • Lower per patient spending

• Direct revenue
  • Improved performance
  • High complexity visit codes
  • Additional billing codes

Designing a Quality Measure Service
Step 1: Know the Measures

• Points to consider
  • Time required
  • How is the measure satisfied?

• Resources
  
  https://cmit.cms.gov/CMIT_public/ListMeasures

Step 2: Know Your Audience

• Points to consider
  • Who needs you the most?
  • What do they need?

• Resources
  • Datasets at
    https://data.medicare.gov
Step 3: Know Your Value

• Points to consider
  • Bundle services to the equivalent CPT code(s)

• Resources
  • Physician Fee Schedule

Case Study #1

• Home health organization with poor performance in multiple areas
  • Medication education
  • Depression screenings
  • Follow-up on medication issues
  • Vaccinations
  • Pharmacist-led educational in-service for nurses (fee)
  • Realization that using pharmacists would be more efficient
  • Contract to perform services
Case Study #2

• Accountable Care Organization (ACO) with poor performance in multiple areas
  • Medication reconciliation
  • Readmissions (e.g. heart failure)
  • Diabetic eye exams, mammograms, colonoscopies
  • Falls risk screenings
  • Vaccinations (e.g. flu, pneumonia)

• Individual members of ACO also had poor performance
  • Readmissions (e.g. COPD)
  • High-risk medications

Case Study #2, continued

• Clinical pharmacist partnered with dispensing pharmacy
  • COPD & HF exacerbation kits + patient education
  • In-home vaccinations
  • Medication reconciliation and follow-up on actionable items
  • Preventive care education and follow-up

• Additional contracts for remote patient monitoring
Self-Assessment Question #3

Quality measures that pharmacists can help improve include:

A. Breast cancer screening
B. Falls risk assessment
C. Patient satisfaction
D. All of the above
References


Other Resources

- Core measures required by the Affordable Care Act:
- National Committee for Quality Assurance (health plan accreditation)
  [http://healthinsuranceratings.ncqa.org](http://healthinsuranceratings.ncqa.org)
  - Can search by state AND type (private commercial plan, Medicare, Medicaid)
  - Click on plan to see detailed breakdown of QMs
Other Resources, continued

• Anthem Medicaid QM Desktop Reference List

• United Healthcare Quality Program Reports
  • Requires access by a participating provider or administrator

• Aetna Quality Report Cards by State
  https://www.aetna.com/individuals-families/member-rights-resources/commitment-quality/quality-report-cards.html

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