



Delaware Center for
Health Innovation

Board Meeting

June 8, 2016

Agenda



Topic

Call to order

Status updates

Executive Director update

Board business

Scorecard update

Scorecard goal setting

Licensing & Credentialing Paper

Public comment

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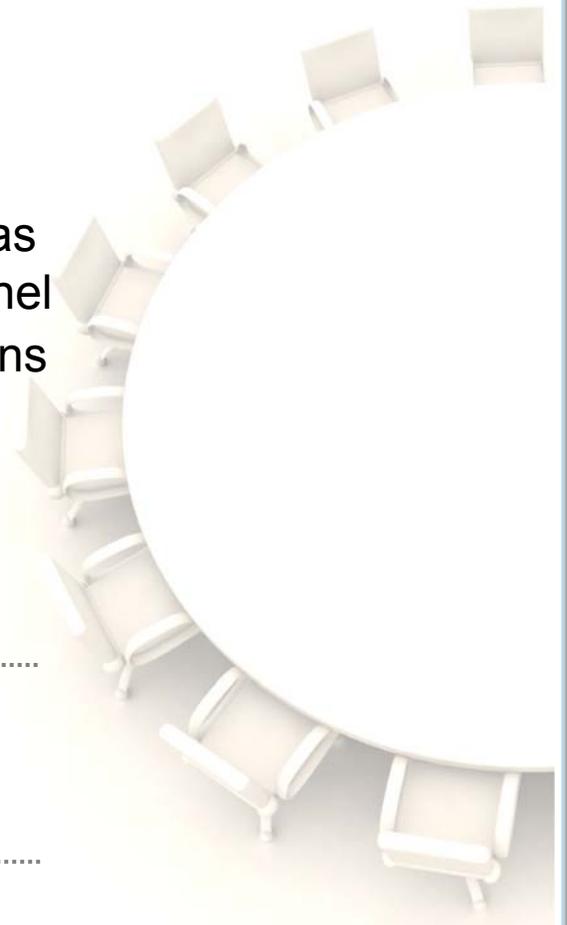
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Summary of May DCHI Board meeting

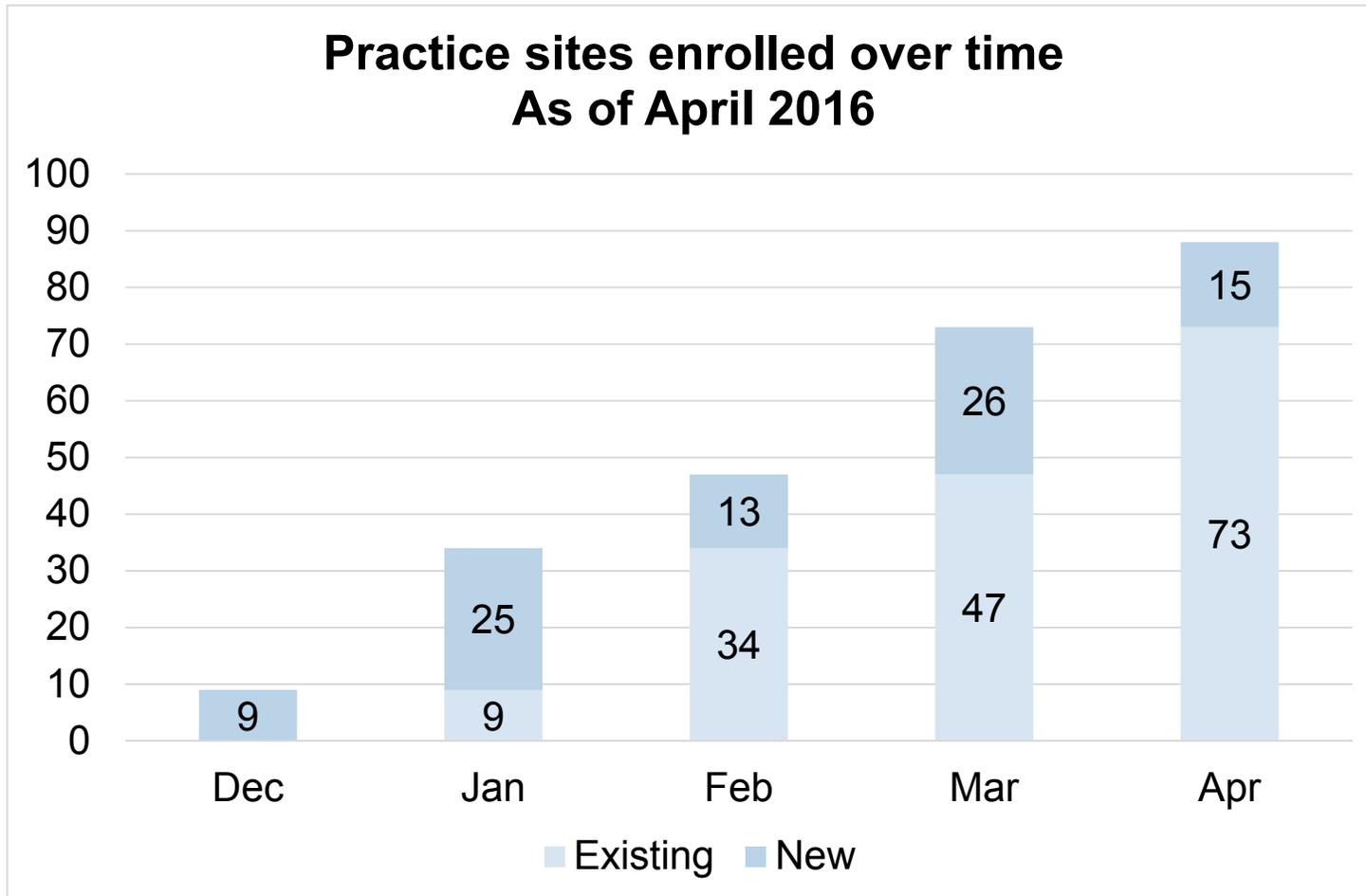
- Received update that DHIN Board formally approved revised DCHI bylaws and new Board members
 - Approved new members for Healthy Neighborhoods, Clinical and Payment Committees
 - Shared update that state-led evaluation for SIM grant has developed logic model and will convene an advisory panel
 - Discussed progress on practice transformation, with plans to include updates in future Board meetings
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- Adopted “Increasing access to claims data to support health innovation” paper
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- Discussed plans for DCHI community forums over the next six months, with the first scheduled for June 7
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- Provided input on format and agenda for May 25 Cross Committee meeting



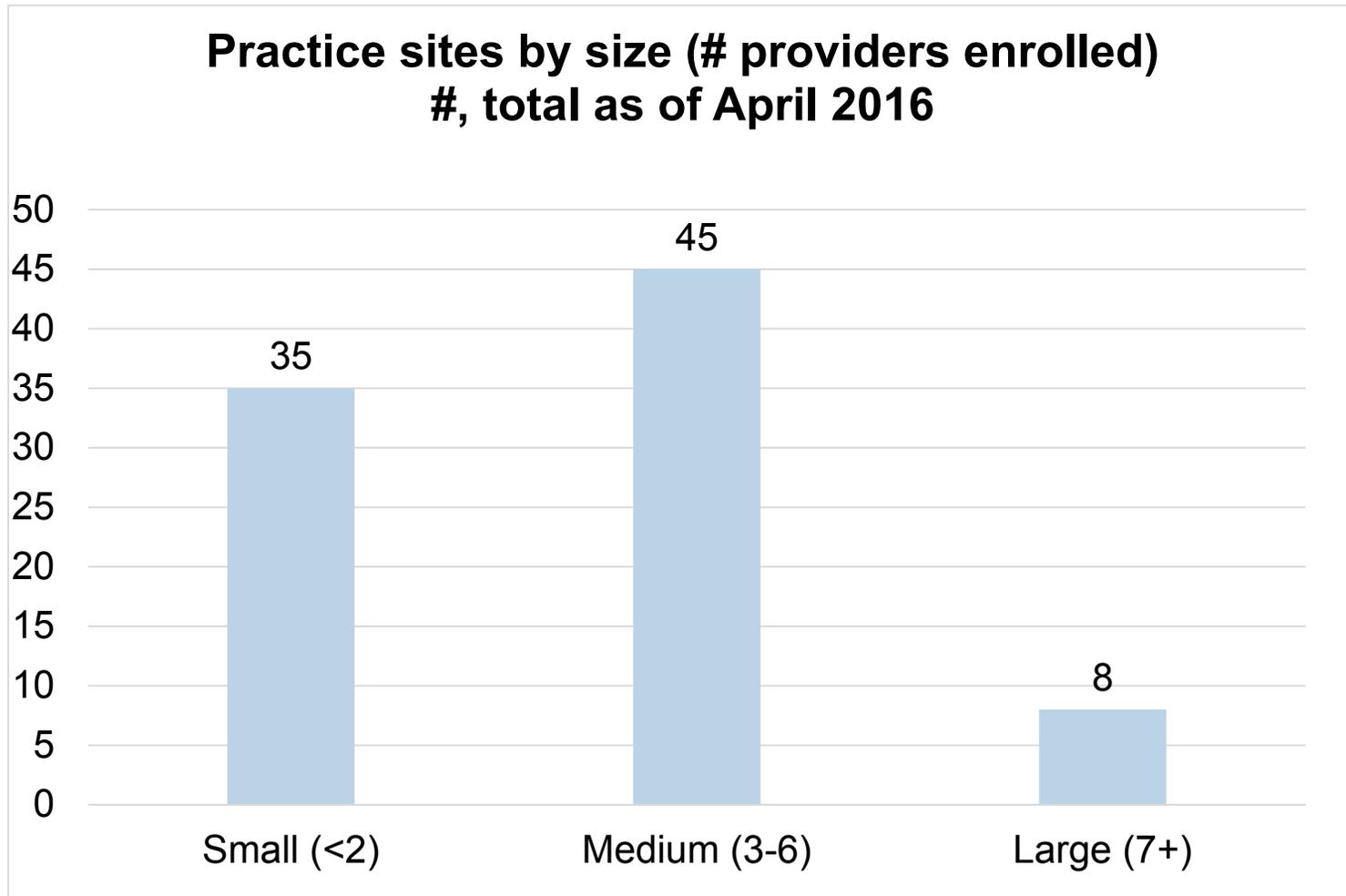
May committee updates

Committee	Update	Path forward
Workforce	<ul style="list-style-type: none">Reviewed final draft of licensing and credentialing consensus paperDiscussed DE’s health care challenges with telehealth with DHSS’ Director of Telehealth Planning and Development	<ul style="list-style-type: none">Finalize consensus paperIncorporate telehealth information into workforce capacity planning
Consumer	<ul style="list-style-type: none">Reviewed template for DCHI Community Forum feedbackReviewed draft outline of consensus paper on consumer engagement best practices	<ul style="list-style-type: none">Incorporate Committee feedback into version 2 of the outlineAttend first DCHI Community Forum and report overall impressions, key takeaways
Clinical	<ul style="list-style-type: none">Received update from practice transformation vendors on progress and feedback from practicesDiscussed display and setting of goals for Scorecard	<ul style="list-style-type: none">Agree on approach for provider outreachContinue to refine approach to behavioral health integration
Healthy Neighborhoods	<ul style="list-style-type: none">Secured agreement from West/Central Sussex leaders to support launch of first Healthy Neighborhood in Sussex countyContinued Healthy Neighborhood outreach, meeting with leaders of Sussex, Wilmington/Claymont, DSAAPD	<ul style="list-style-type: none">Develop Local Council resource libraryContinue outreach plan; select local council members for Wilmington/Claymont

Apr 2016 practice transformation enrollment



Apr 2016 practice transformation enrollment by practice size



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Board business

Item

- ① Open Board seats
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- ② Committee business
.....
- ③ CPC+ update
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- ④ State-led evaluator
.....
- ⑤ Community forum debrief
.....
- ⑥ Cross Committee debrief

May 25 Cross-Committee meeting debrief

- **Content covered:**

- Progress update on Board activities
- Committee updates through self-directed gallery walk and moderated panel addressing audience questions
- Brief presentations on access to claims data and behavioral health integration

- **Attendance:** ~70 attendees across Board, Committees, broader set of SIM contributors and public

- **Feedback:** Initial audience survey results suggest continued belief this avenue is a valuable use of time and way to provide feedback to DCHI

- Preference for engaging directly with Committee members through presentations and Q&A session
- Appreciation for greater detail and specificity provided in the brief presentations
- Suggestion to include more time for open discussion
- Continued value in DCHI convening all stakeholders in one place

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Scorecard update

Current status

- **Released Version 2.0** of the Scorecard to testing practices on May 25, 2016
 - Incorporates data from Highmark Commercial and UHC Medicaid
 - Includes attribution information at panel-level and individual measure levels
- Overcame challenges in operationalizing scorecard by convening multiple meetings each week with DCHI, DHIN, IMAT, and payers to:
 - Standardize file submissions despite differences between payer reporting systems
 - Establish data sharing agreements
 - Examine and improve data quality
 - Augment presentation of measure results

Path forward

- **Seek feedback** from testing practices on the v2.0 release in May
- Review and update **quality assurance processes** to build confidence in the data
- **Update the program manual and file specifications** to further facilitate consistency and standardization
- Develop **provider outreach and enrollment plan**
- Develop **new functionality** for statewide release (details follow)
- Work with **additional payers** to finalize data sharing agreements and collect data

Health Care performance will be shown in a few places

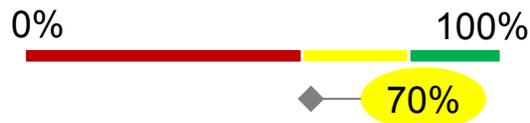
A Overall DCHI dashboard

- Board view of whether Delaware is on track to meet clinical transformation goals
- Roll-up the performance of individual practices to determine the % of primary care practices who met State's overall targets as set by DCHI

Example metric

Quality

% of PCPs who have met more than 75% of quality measures



Delaware Common Scorecard (3 landing pages)

The image shows three screenshots of the Delaware Common Scorecard interface, each with a callout box:

- Callout B:** Delaware Healthcare Performance Scorecard displays aggregated performance for all practices across the state on all metrics. The screenshot shows the 'DE Common Scorecard' page with a 'Practice' dropdown set to 'Delaware Performance' and a 'Run' button.
- Callout C:** Individual practice all-payer page displays results for each measure across a practice's panel. The screenshot shows the 'DE Common Scorecard' page with a 'Practice' dropdown and a 'Payer' dropdown set to 'All Payers'.
- Callout D:** Individual practice payer page displays the results for each measure for a specific payer. The screenshot shows the 'DE Common Scorecard' page with a 'Practice' dropdown and a 'Payer' dropdown set to 'Highmark'. Below the dropdowns, there is a table comparing 'Current Period' (Jan - Mar 2016) and 'Previous Period' (Jan - Dec 2015) for 'Quality Measures' and 'Utilization Measures'. Both periods show '16/16 measures meet goals' with green checkmarks.

Scorecard demo will now walk through these 3 landing pages

New functionality for Scorecard in 2016

May	Measure display		Attribution hosting		
	<ul style="list-style-type: none"> Report results on 26 quality and efficiency measures from v2.0 		<ul style="list-style-type: none"> Provide measure level detail and practice level attribution from within the Scorecard interface to help practices identify opportunities for improvement 		
Sep (state-wide release)	Statewide metrics	Goals	Practice disaggregation	Practice enrollment	New payer feeds
	<ul style="list-style-type: none"> Display state-level, aggregated performance for each measure Provide state performance benchmark on each practice's all-payer page 	<ul style="list-style-type: none"> Display goals on the Delaware Health Care Performance Scorecard and individual practice pages (both payer-specific and all-payer) 	<ul style="list-style-type: none"> Provide Scorecard results at the site or location level to make results more actionable 	<ul style="list-style-type: none"> Enable practices to "enroll" in the Scorecard using a web-based form to: <ul style="list-style-type: none"> Obtain user account(s) to access scorecard Link providers with practices and locations 	<ul style="list-style-type: none"> Add data feeds for Highmark Medicaid and Aetna Commercial
Nov	Practice Transformation (PT) milestones				
	<ul style="list-style-type: none"> Display progress towards nine PT milestones for each practice as determined by the assessments of PT vendors 				
Future	User interface changes		Patient experience		
	<ul style="list-style-type: none"> Enhance the Scorecard interface (e.g., chart display) to provide clearer understanding of results 		<ul style="list-style-type: none"> Host results of statewide patient experience based on to-be-developed survey 		

Data validation and quality

Approach and initial findings

- A data quality deep dive was conducted with 5 testing practices **to examine the accuracy of Scorecard measure results** when compared to medical and billing records
- Based on interviews with the deep dive participants, the **majority of measures were thought to be accurate** with a few measures raising concern and one practice finding greater discrepancy
- Following May 25 release, **there is still some skepticism as to the extent to which the measures reflect clinical practice.** Further investigation shows this is likely due to:
 - Errors in coding for data analysis
 - Misunderstanding of what is included in the measure
 - Attribution by assignment not reflecting who is actually seen by the provider
 - Incomplete coding information included in a claim

Path forward

- DCHI will continue to work closely with payers and providers to improve data quality and consistency for the Scorecard
 - Work closely with practices to **detail discrepancies** found in data quality deep dive and share with payers to investigate and fix systematic issues
 - Create an **informational document** as part of materials for the statewide release **to clarify common misunderstandings about measure definitions**
 - Collaborate with DHIN to **improve helpdesk system's effectiveness** in facilitating communication between payers and providers and identifying system concerns about the Scorecard
 - Work with payers on **defining an inquiry resolution process** that is transparent to practices

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Proposed approach for goal setting

■ Detail on next page

- | | |
|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A Overall program dashboard</p> | <p>DCHI sets target of percentage of Delawarean primary care practices who meet each Scorecard quality goal (see B) based on roll-up of individual practices into a state-wide perspective</p> |
| <p>B Delaware Health Care Performance Scorecard</p> | <p>DCHI sets state-wide, aspirational goals for each of the Scorecard measures based on past performance in Delaware and national benchmarks</p> |
| <p>C Practice all-payer page</p> | <p>For each practice, DCHI calculates a weighted average of its payers' goals for each measure. This weighted average is displayed along with a peer benchmark (state average)</p> |
| <p>D Practice payer page</p> | <p>For each practice and each measure, payers define goals. Payers are encouraged to submit goals that are tied to their outcomes-based payment programs</p> |

Objective for today

- Approve a set of goals for the Delaware Health Care Performance Scorecard

Proposed approach for goal setting on the Delaware Health Care Performance Scorecard

- The intent is to set goals that remain stable for three years. DCHI will review the goals annually, to update based on market changes and new information, and to update third-year projections
- DCHI will set goals based on existing Delaware performance data (e.g., statewide performance on v2.0 measures) and available state, regional and national benchmarks (primarily from the NCQA Quality Compass (2012-2014))
- Proposed approach for setting individual goals for each measure
 - If past performance is **below the national median, goals will increase incrementally over 3 years to reach the national median**
 - If past performance is **at or above the national median, goals will be based on achieving the 75th percentile within 3 years**
 - **Clinical Committee input will be required for setting** goals where there is limited performance data or benchmarks are not available
- The current perspective is to have one set of goals for Delaware. The Clinical Committee did discuss whether it was appropriate to consider different goals for Medicaid and Commercial populations, but felt it was better and simpler to have one statewide goal

■ DE performance better than nat'l median
 ■ DE performance below nat'l median
 ■ Limited data or benchmarks available

Draft DE Health Care Performance Scorecard goals(1/2)

Measure	DE 2015 performance ¹	National Median ²	National 75 th %ile ²	2016 Goal	2017 Goal	2018 Goal
1 Diabetes: nephropathy screening	85%	80-82%	84-86%	85%	85%	86%
2 Adolescent well care	53%	41-48%	50-59%	52%	54%	56%
3 HPV vaccinations	22%	13-21%	17-25%	23%	24%	25%
4 High risk meds in elderly	7%	14%	11%	11%	11%	10%
5 Colorectal cancer screening	64%	60%	67%	65%	67%	70%
6 Breast cancer screening	76%	58-71%	65-76%	76%	76%	77%
7 Well child care 3-6 years	78%	72-74%	78-81%	78%	79%	80%
8 Cervical cancer screening	55%	61-76%	68-79%	57%	59%	61%
9 Avoidance of abx in bronchitis	20%	23-24%	27-30%	22%	23%	24%
10 Appropriate treatment of URI	85%	86-87%	90-92%	85%	86%	87%
11 Childhood immunizations	42-55% ³	34-44%	41-53%	44%	46%	48%
12 Med adherence in diabetes	100%	78% ⁴	N/A	80%	82%	85%
13 Med adherence in high BP: RASA	92%	80% ⁴	N/A	80%	82%	85%

1 DE performance based on data from the Scorecard and each payer is weighted based on the number of members in the denominator for each measure

2 National benchmarks are derived from NCQA Quality Compass data (2012-2014); range represents benchmarks for the Commercial and Medicaid populations, reported separately

3 Delaware performance in 2015 on childhood immunizations is pending verification of the data; 2012-2014 data from Quality Compass is presented

4 Data source: Pharmacy Quality Alliance summary reports from MA Stars program

Draft DE Health Care Performance Scorecard goals(2/2)

■ Limited data or benchmarks available
 ■ Potential future measures

Measure	DE 2015 performance	National Median	National 75 th tile	2016 Goal	2017 Goal	2018 Goal
14 Well child care 0-15 months	34% ¹	63-80%	69-85%	40%	50%	60%
15 Developmental screening	51%	31% ²	N/A	50%	52%	55%
16 Med mgmt. for asthma	74%	N/A	N/A	76%	78%	80%
17 Adherence to statins	77%	N/A	N/A	80%	82%	85%
18 Plan all-cause readmission	12%	9%	N/A	11%	10%	9%
19 Inpatient utilization
20 Emergency department utilization
21 Total cost of care (PMPM)
22 Diabetes: HbA1c ≤ 9%	31% ³	57-69%	64-75%	35%	40%	45%
23 Adult BMI assessment	13% ³	68-78%	80-84%	20%	25%	30%
24 Screening for clinical depression	0.1% ³	22%	N/A	10%	15%	20%
25 Fluoride varnish (6mo-5y)	0.01% ⁴	N/A	N/A	5%	10%	15%
26 Hospital follow-up within 7 days	51%	N/A	N/A	53%	56%	60%

1 This value is based on a wide discrepancy between Medicaid and commercial populations. The measure is currently being examined to determine its accuracy

2 Data source: National Survey of Children's Health. 2011/12

3 Measure has data capture challenges (e.g., based on CPT-II, G-codes, or ICD-10 codes) and are for information only for the Scorecard

4 Fluoride varnish has not been widely adopted by PCPs in the state with reimbursement available from Medicaid late in 2015

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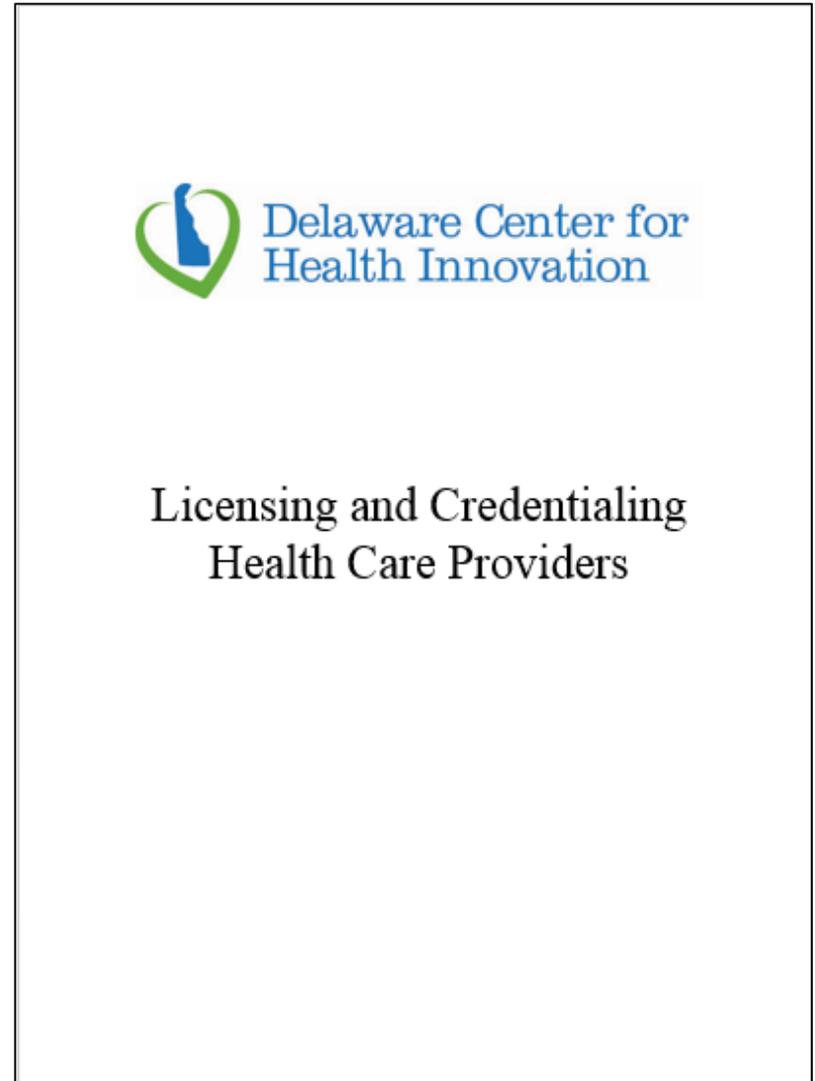
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DCHI Consensus Paper on Licensing and Credentialing Health Care Providers

Coordinated, statewide efforts are needed to reduce and eliminate providers' barriers to delivering care. The Workforce and Education Committee has identified the burdensome processes of credentialing as a key area for improving provider workflow

Recommendations

- 1) Identify the end goal for streamlined credentialing procedures within Delaware
- 2) Operationally define and set parameters related to applications, time limits
- 3) State legislation should be considered as a policy lever to set streamlined credentialing parameters for hospitals, provider networks, and payers
- 4) Delaware should transition to an Automated Credentialing System in the future
- 5) Ensure providers new to Delaware have access to licensing and credentialing resources



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Upcoming DCHI Meetings

 Board	<ul style="list-style-type: none">▪ July 13, 2:00pm▪ UD Star Campus
 Payment Model Monitoring	<ul style="list-style-type: none">▪ June 8, 4:30pm▪ UD Star Campus
 Workforce and Education	<ul style="list-style-type: none">▪ June 9, 1:00pm▪ UD Star Campus
 Clinical	<ul style="list-style-type: none">▪ June 21, 1:00pm▪ UD Star Campus
 Healthy Neighborhoods	<ul style="list-style-type: none">▪ June 15, 1:00pm▪ UD Star Campus
 Consumer advisory	<ul style="list-style-type: none">▪ July 7, 1:00pm▪ Edgehill Shopping Ctr

Please check www.DEhealthinnovation.org for the latest information about all DCHI Board and Committee meetings