

# **NCQA's Evaluation Strategy and HIPAA**

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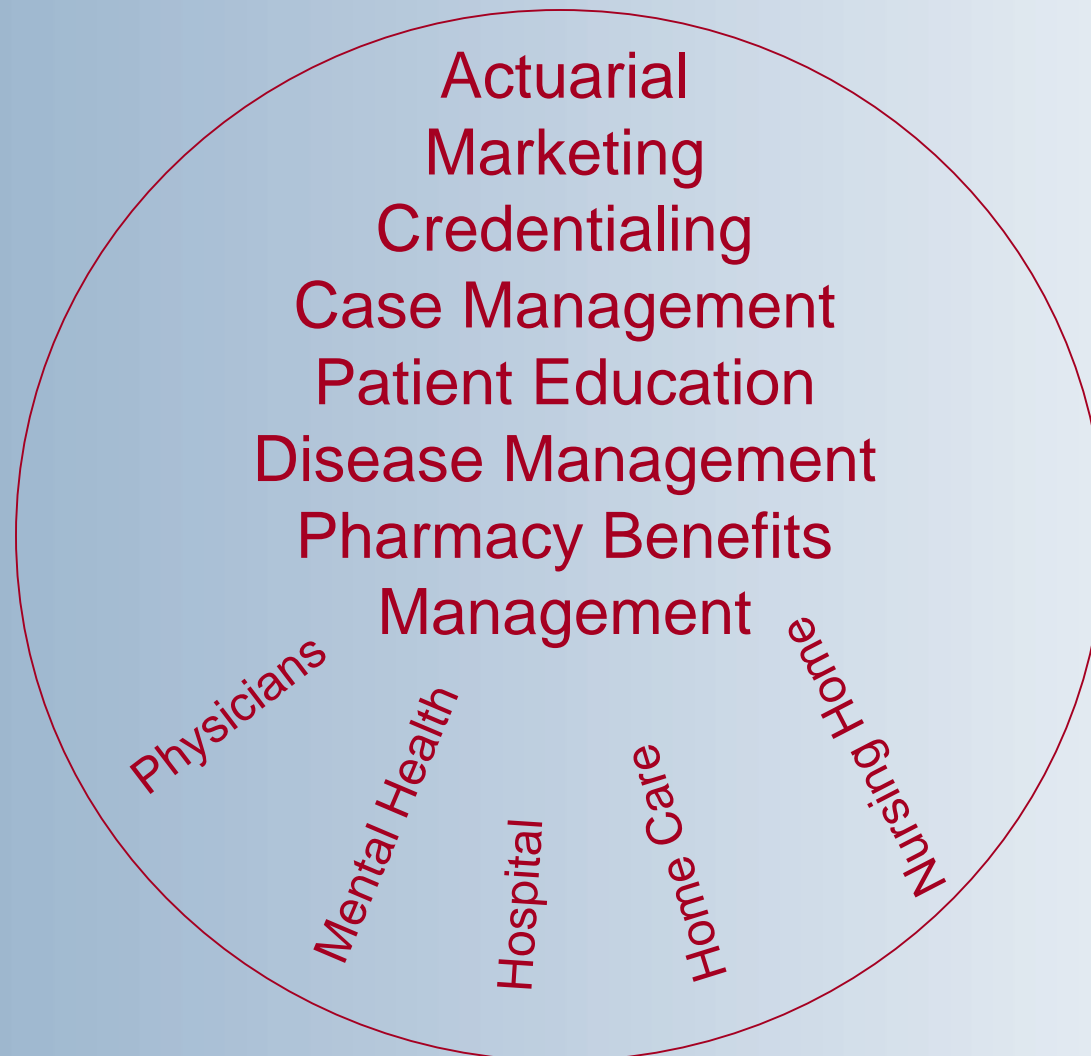


*Measuring the Quality of America's Health Care*

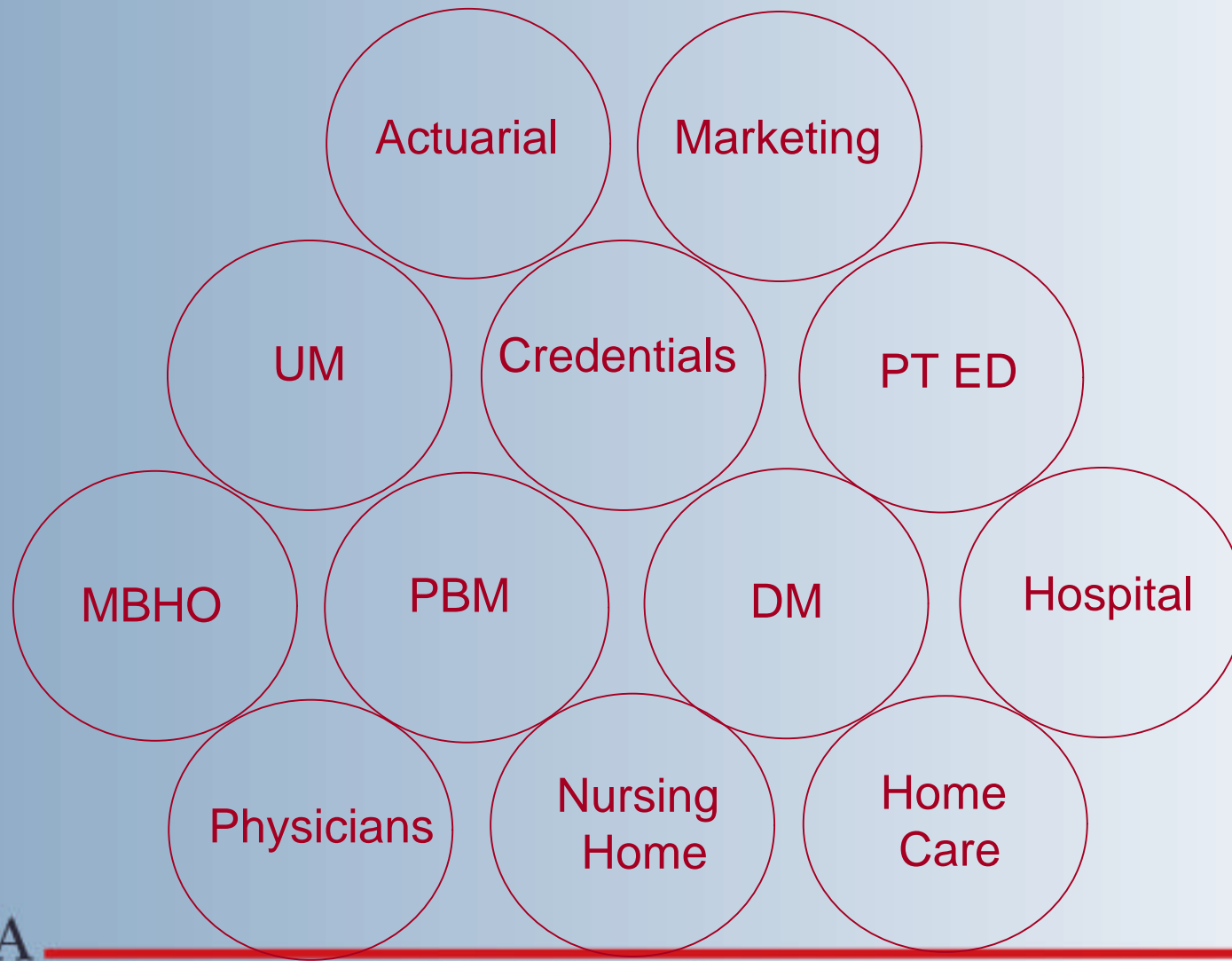
**Mission:** *To improve the quality of healthcare delivered to people everywhere*

**Vision:** *To become the most widely trusted source of information driving health care quality improvement*

# Integrated HMO



# Disaggregated System



# Program Values

- Program development involves stakeholders
- Evaluation offers value to the entity reviewed
- Programs have evaluation mechanisms that allow for assessment and accountability at any point in the care system

# A Standard Approach

*As Currently, our products will have*

- **Common Characteristics** across all products
  - Common Methodologies:
    - standards; measures; consumer surveys
  - Common Content:
    - patient rights; confidentiality; customer service; quality improvement

# A Standard Approach cont.

*Our products will have*

- **Credible design elements** reflecting the consensus of stakeholders
- **Integrated data sets** that enable value-based purchasing
- **Public information**
- **Alignment** with key regulatory requirements

# Product Development Priorities

*Priorities reflect*

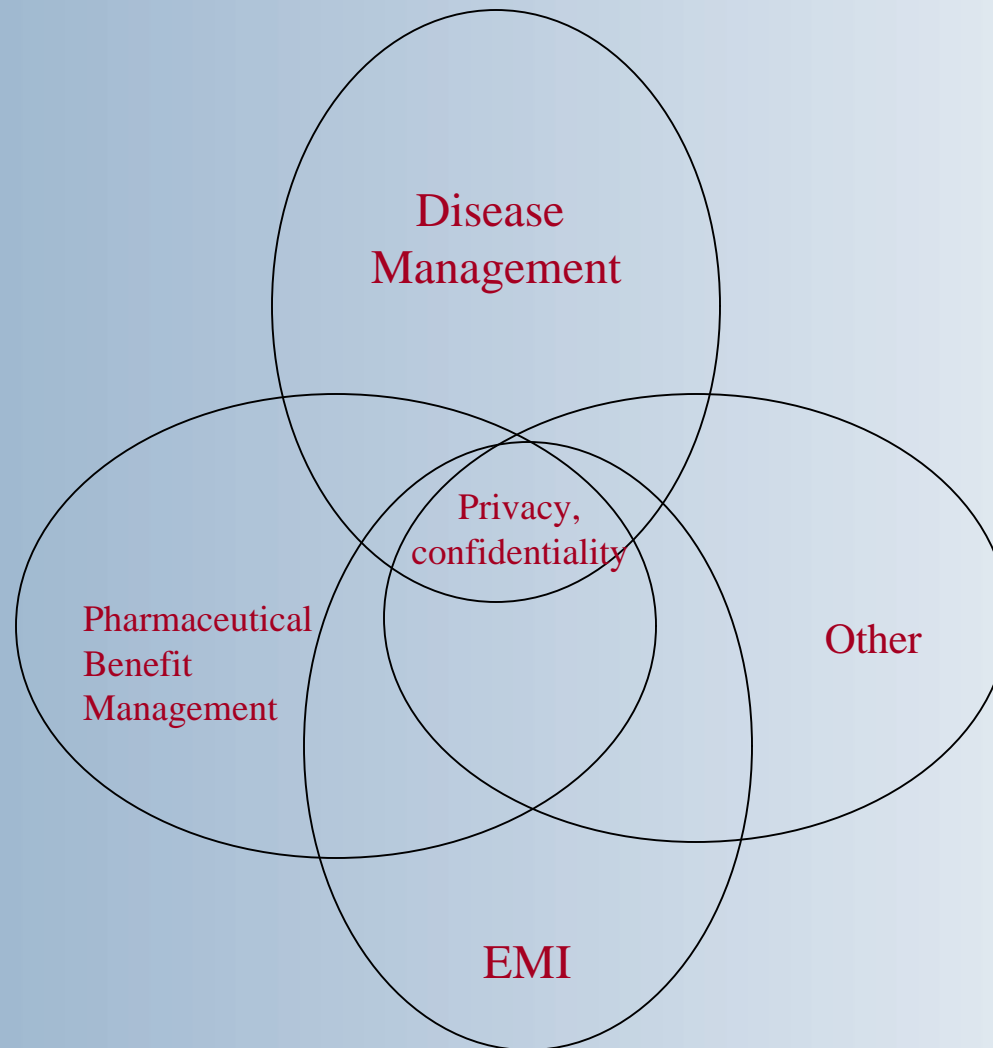
- Need for evaluation of disaggregated units
- Need for consumer protection
- Need to address issues raised by electronic transactions
- Need for information about disaggregated units
- Move towards consumer-driven system



# 2001-2002 Priorities

- Physician organizations
- Disease management programs
- Functions provided through point of care solutions (POCS--hand-held computers)
- Pharmaceutical management
- Human subjects protection (VA, possibly private sector)
- Information for consumers, purchasers, providers based on above, supplemented with additional data sources

**2000-2001-2002**



# Common Content

		EMI		
	DM	PBM	POCS	Other
Advertising, sponsorship issues	✓	✓	✓	✓
Patient safety	✓	✓	✓	
Drug utilization review	✓	✓	✓	
Uses of clinical evidence	✓	✓	✓	✓
Qualifications of staff	✓	✓	✓	✓
Privacy, Confidentiality, Security	✓	✓	✓	✓

# Privacy, Confidentiality

NCQA's HMO and PPO standards currently require:

- Confidentiality policies and procedures reviewed by designated internal committee
- Contracts with providers state expectations about confidentiality of member information and records
- Policies distinguish between routine and special consents

# Privacy, Confidentiality cont.

- Member-identifiable information shared with employers only with specific consent from members
- Policies shared with prospective members
- Policies on access to medical records and member medical information shared with members and providers

# Relationship to HIPAA

- NCQA is committed to facilitating the efficient exchange of electronic data to improve health and protect privacy
- NCQA will need to be HIPAA compliant
- Standards for all types of health care organizations will need to be consistent with HIPAA
- NCQA is interested in looking at HIPAA compliance in conjunction with other NCQA reviews

# Relationship to HIPAA

HIPAA processes for which NCQA Standards can provide guidance:

- Consent processes
- Authorization processes
- Business associate processes
- Individual rights
- Internal protections

# Relationship to HIPAA

- Role of state legislation?
- Is there a need to go beyond HIPAA?



# Related concerns

Beyond areas strictly covered by HIPAA, the proliferation of electronic health information raises concerns

- **Disease Management** - scientific basis; qualifications of staff; issues related to advertising; sponsorships; patient safety; uses of data
- **Electronic Medical Information** - scientific basis; issues related to advertising; sponsorships; patient safety; uses of data
- **PBMS** - scientific basis; patient safety; uses of data

## Related concerns cont.

- **Health Internet Sites** - scientific basis; qualifications of staff; issues related to advertising; sponsorships; uses of data

## 2000-2001-2002

- NCQA plans to develop a suite of evaluation products to address
  - privacy, confidentiality
  - scientific basis for content
  - treatment of advertising, sponsorships
  - patient safety
  - appropriate uses of data

## 2000-2001-2002 cont.

- These standards will be applied to a variety of health care settings
- Consistency with HIPAA will be part of this strategy