

# NCQA

## **Systems, IT and Measurement: It's All About Quality**

Linda K. Shelton  
AVP, Product Development  
April 2006



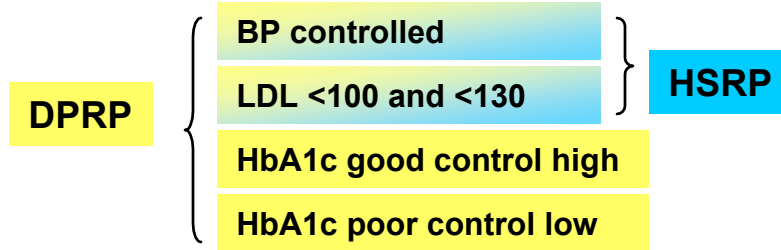
# NCQA Recognition Programs: Physicians' Data

- **What measures included:** Structure, process and outcomes of excellent care management
- **Where they come from:** partnership with leading national health organizations
- **Who rewards recognized physicians:** many health plans and Bridges to Excellence employers
- **Who is recognized:** over 4000 physicians nationally
- **What's next:** Spine care, Cancer care, Primary Care

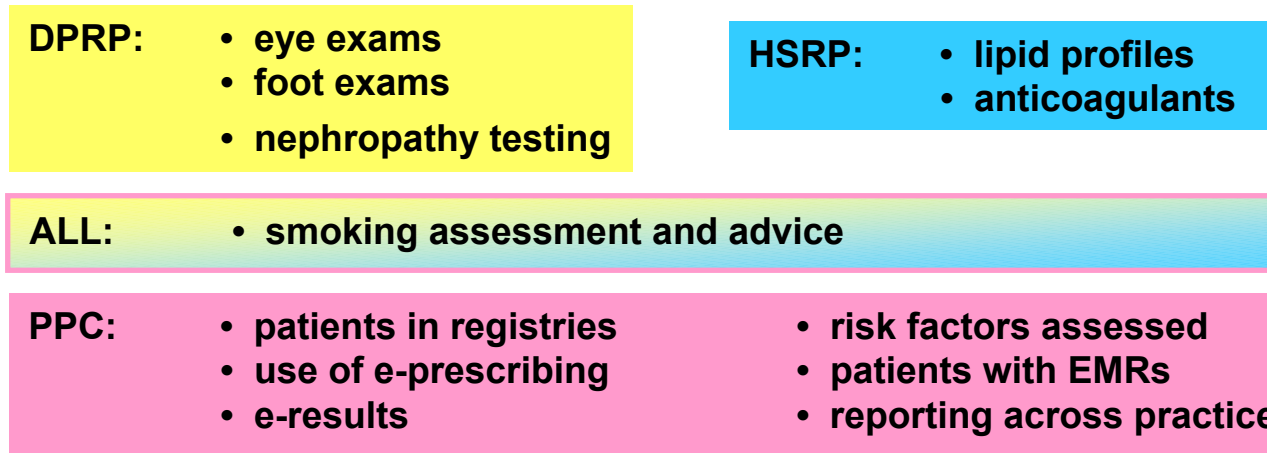


# Measures in NCQA Recognition Programs

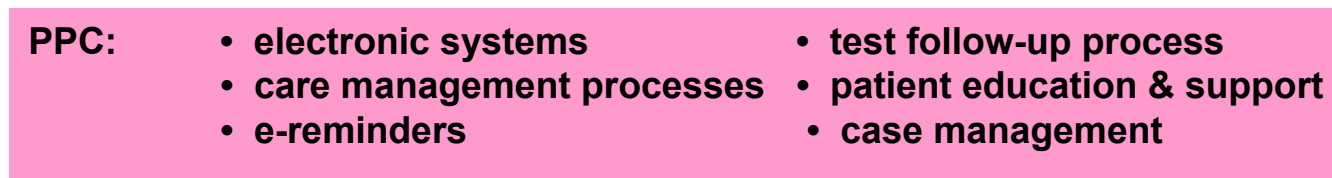
## OUTCOMES (Clinical)



## PROCESS

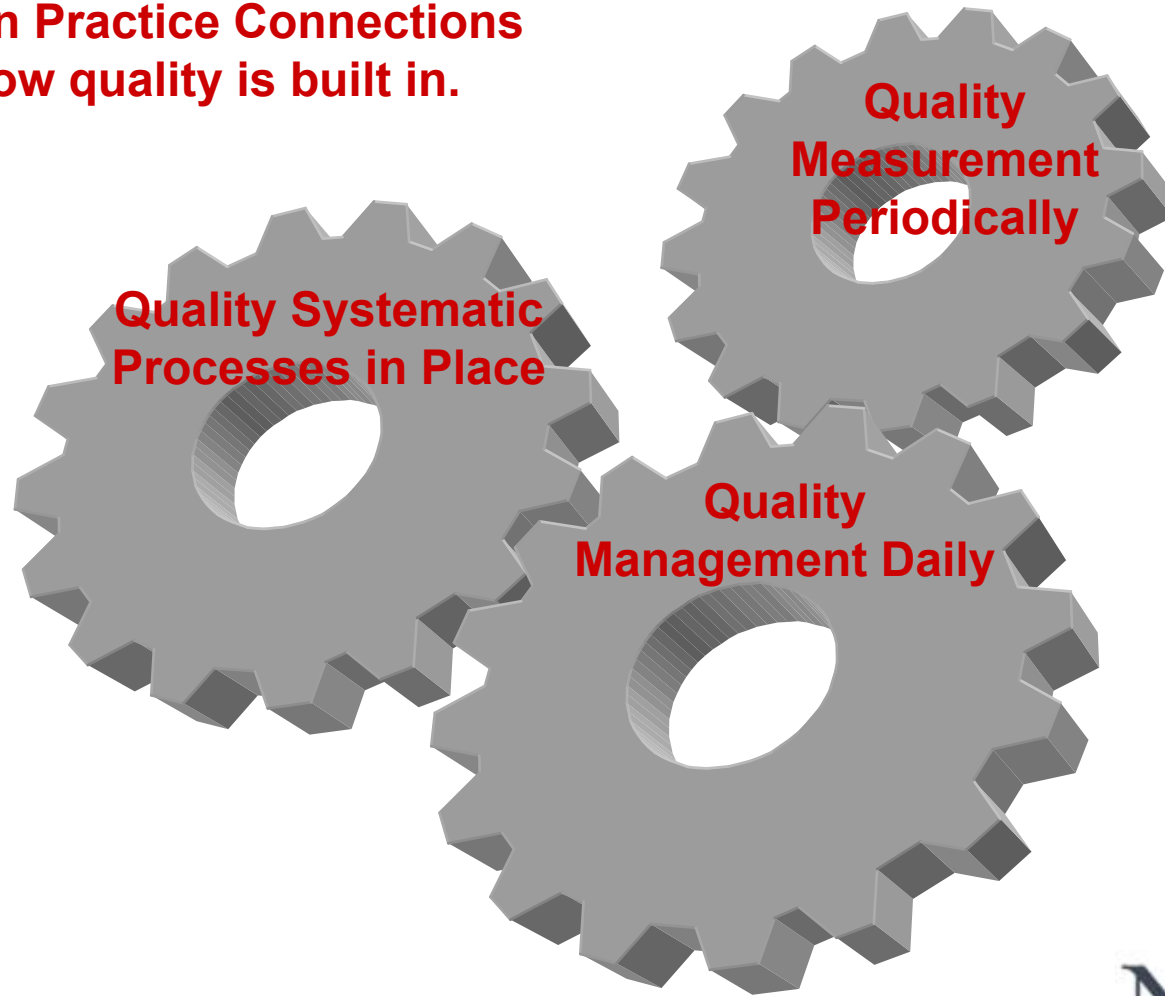


## STRUCTURE



# Quality: Not Just at HEDIS Time

Physician Practice Connections shows how quality is built in.



# The Systematic Practice & PPC Standards

## Systematic Inputs

### 2. Patient Tracking & Registries

- patient's demographic & visit data
- patient's clinical data
- population-based reporting
- identifying top conditions

### 3 & 4. Care Management & Self-Management Support

- guidelines or protocols
- team roles – internal & external
- pre-visit planning
- clinician reminders (decision support)
- PHR and self-monitoring tools
- patient reminders
- self-management resources

### 5. E-prescribing Information

- safety (interactions)
- efficiency (formulary)

### 6. Test Results History

### 7. Referral Results

### 1. Access & Scheduling

- open access
- care coordination
- 24/7 telephone
- web site

### Patient – Care Team Interaction



- in person
- by telephone
- by e-mail

## Systematic Follow-up & Outcomes

### 2. Patient Tracking & Registries

- updated database

### 3. Care Management

- further reminders & contact
- disease management & case management
- updated care plans & goals

### 4. Patient Self Management Support

- referrals to self management resources
- self-management tools including PHR

### 5. E-Prescribing, Checks for Safety & Efficiency

### 6. Test Follow-up across practice

### 7. Referral Follow-up across practice

### 8. Performance Measurement, Feedback & Reporting

### 9. Interoperability

# NCQA's Recognition Program Physician Directory

[www.ncqa.org/PhysicianQualityReports.htm](http://www.ncqa.org/PhysicianQualityReports.htm)

Physician Search Results

[New Search](#)


Physicians (1 - 41) of 41

Physician	Address	Recognition Program
<a href="#">Blank, Roy</a>	Novant Health (Southern Piedmont Region) 1900 Randolph Road, Suite 610 Charlotte, NC 28207	NCA/ANCC ★★★★ HEART/STROKE NCQA/ADN ★★★★ DIABETES
<a href="#">Braithwaite, Susan</a>	University of North Carolina, Diabetes Care Center Highgate Specialty Center, 5316 Highgate Drive Durham, NC 27713	NCQA/ADN ★★★★ DIABETES
<a href="#">Braswell, Sherril</a>	Forsyth Medical Group 105 Vest Mill Circle Winston Salem, NC 27103	NCQA/ADN ★★★★ DIABETES

Physicians with multiple recognitions clearly identified

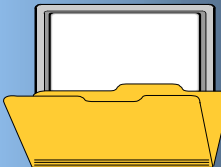
Additional physician practice data available

# Many Kinds of Rewards



**Show seals in  
Provider Directory**

1. Aetna
2. CIGNA
- 3 GeoAccess
4. Humana
5. Medical Mutual (OH)
6. United




**Help practices with  
data collection**

**Blue Care Network (MI)**

**BTE (KY, MA, OH, NY)**

**Oxford (NY)**

**United (4 areas)**



**Pay rewards and/or  
applications fees to  
recognized MDs**

**Anthem (VA)**

**Blue Care Network (MI)**

**BCBS (SC)**

**BTE (KY, MA, NY, OH, GA, CO)**

**CareFirst (DC-MD-VA)**

**ConnectiCare**

**HealthAmerica (PA)**

**Oxford (NY)**

**First Care (FL)**

**Silicon Valley (CA)**



**Actively steer  
patients to  
recognized MDs**

**BTE (KY, OH)**

**Use for network  
entry**



**Aetna, CIGNA**

**Additional markets**



**United (5 areas)**

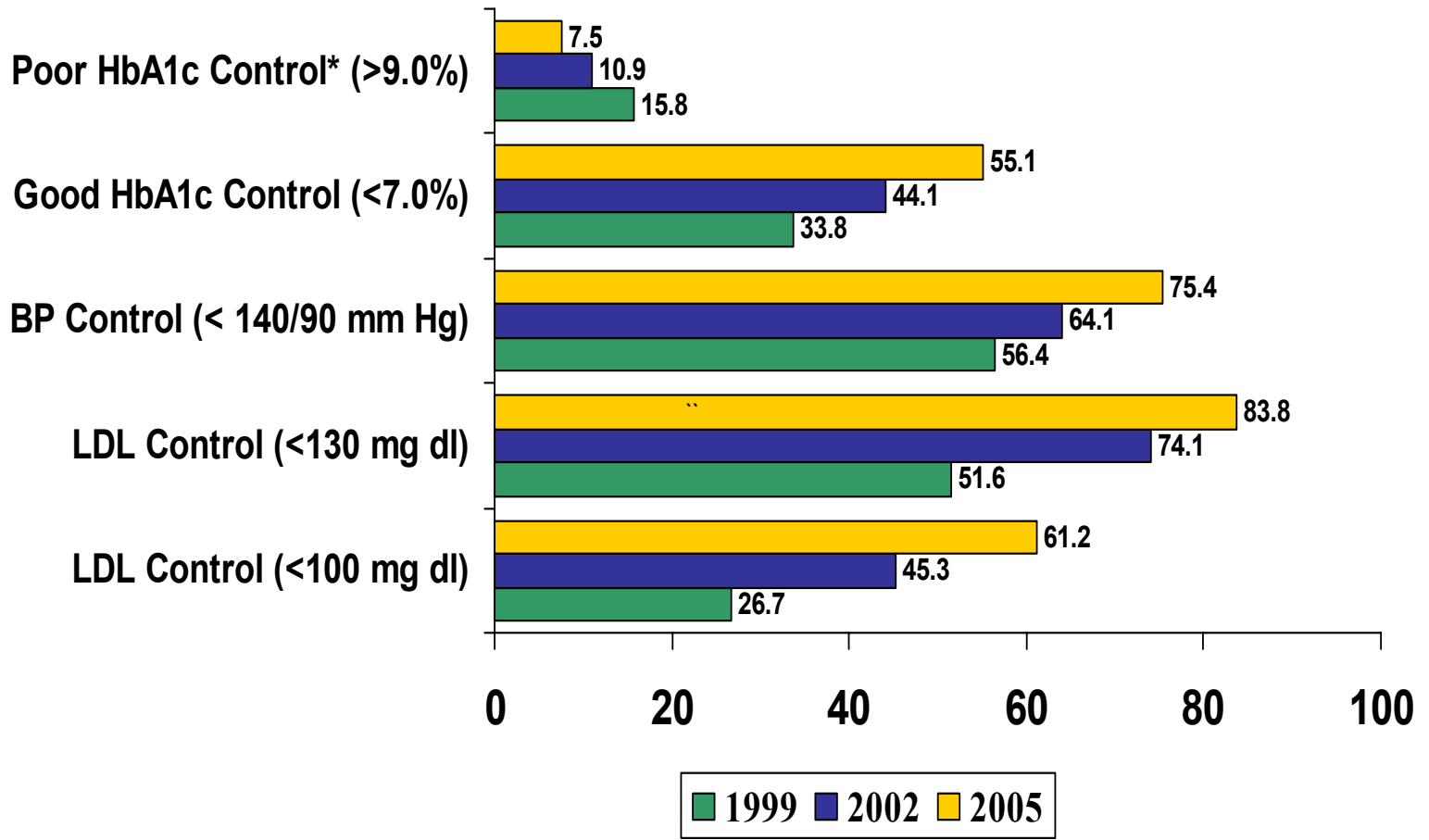
**National Business Coalition on Health (4 areas)**

# Recognition Programs & BTE

Program	Pre-BTE 6/2003	12/2005	% Change
DPRP Physicians -- All	1,787	2,572	+44%
DPRP Physicians – BTE Diabetes Care Link areas	100	550	+450%

# Improvement In Key Clinical Measures

% of adult patients with



Diabetes Physician Recognition Program, average performance of applicants, 1998-2004 data.

\* Lower is better for this measure.

# What We've Learned So Far

- Having national quality measures helps reward programs get started
- Reward programs help physicians get started measuring and managing quality
- Measurement provides physicians with a new perspective on their practices
- Practices change their processes in order to pass recognition standards
- Clinical data is *very* hard to get, until EHRs produce it
- National standards are just as hard for small and large practices
- Measurement + rewards = real improvement

# Access NCQA

- NCQA Web site [www.ncqa.org](http://www.ncqa.org)
- Diabetes Physician Recognition Program page  
[www.ncqa.org/dprp](http://www.ncqa.org/dprp)
- Heart Stroke Recognition Program page  
[www.ncqa.org/hsrp](http://www.ncqa.org/hsrp)
- Physician Practice Connections page  
[www.ncqa.org/ppc](http://www.ncqa.org/ppc)
- Recognized physicians:  
[www.ncqa.org/PhysicianQualityReports.htm](http://www.ncqa.org/PhysicianQualityReports.htm)
- NCQA Customer Support (888) 275-7585