

Resolving Challenges in Data Collection, Aggregation, and Use of Standardized Measures

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Overview

The Data Problem

Data Exchange

Validation / Audit of Data

Data Aggregation

Legal and Political Issues

Use of Standardized Measures

The Data Problem

The data you want:

	<u>Claims Data</u>	<u>Paper Medical Record</u>	<u>Electronic Medical Record</u>
• Easy to collect	Y	N	Y?
• Clinically rich	N	Y	Y
• Complete and consistent	N	Y?	Y
• Across product lines/payors	N	Y	Y
• Whole eligible population	Y	N	Y

The Data Problem

Key question:

What data collection method will you use?

Chart Review vs. Hybrid vs. Electronic only

BTE

Individual MD

IHA P4P

Physician Group

Addressing the Data Problem

*“If you can’t be with the one you love,
Love the one you’re with!”*

- Crosby, Stills, Nash and Young



Addressing the Data Problem

Enhancing claims data

- Identify and address data gaps
- Encourage use of CPT-II codes
- Develop supplemental clinical data
 - Lab results
 - Preventive care / chronic disease registries
 - Exclusion databases
- Push EMR adoption

Addressing the Data Problem

Data for retrospective measurement

vs.

Data for quality improvement

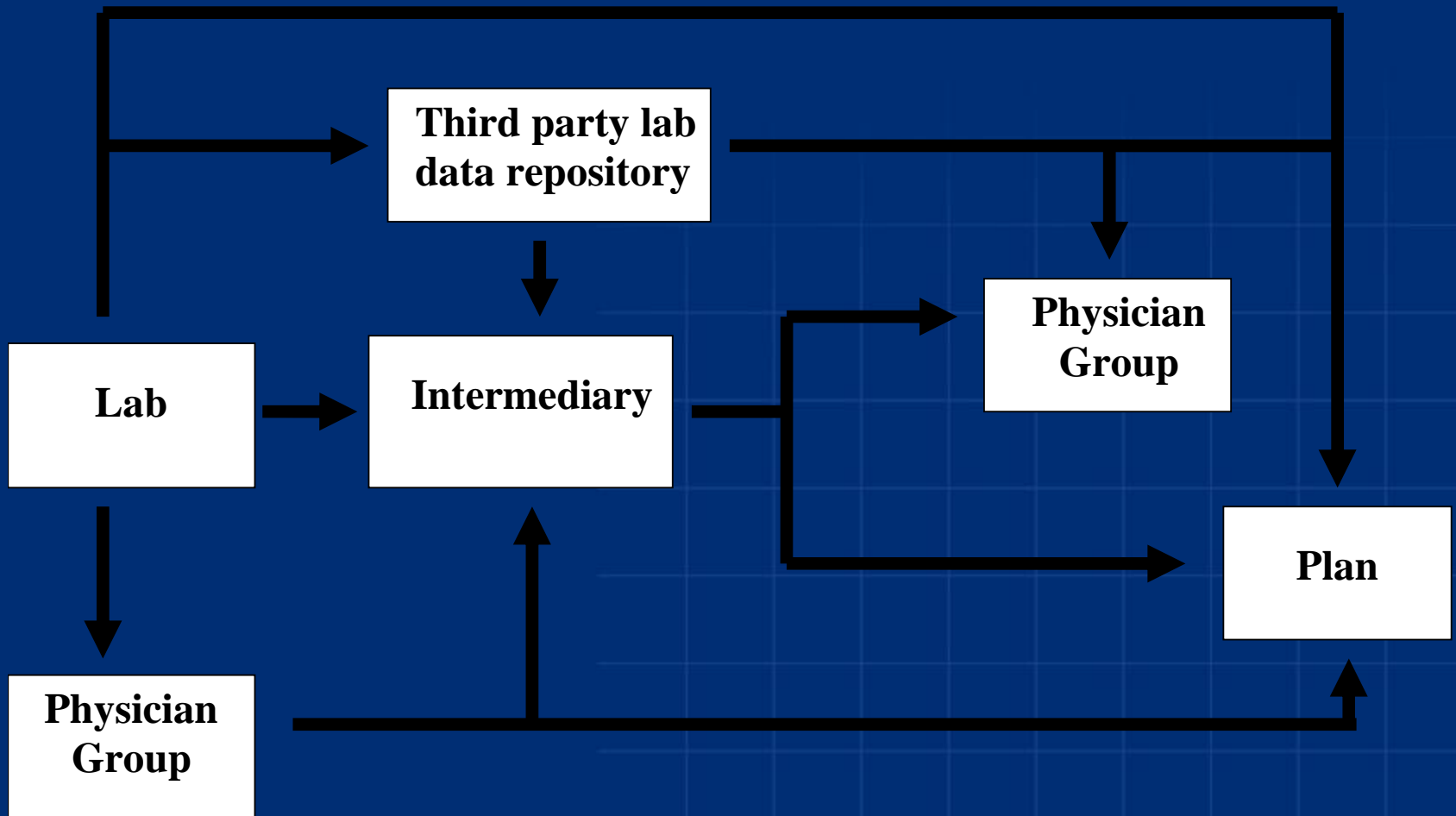
vs.

Data for decision support at the point of care

Data Exchange

- Standard format and data definitions
- Defined data flow process
- Enhanced member matching
- Adequate documentation

Facilitating Data Exchange



Validation / Audit of Data

- Ensures consistency of calculation and accuracy of results
- Intended use and available resources determine level of validation
 - Internal vs. external review
 - Sample vs. full validation

Aggregating Data

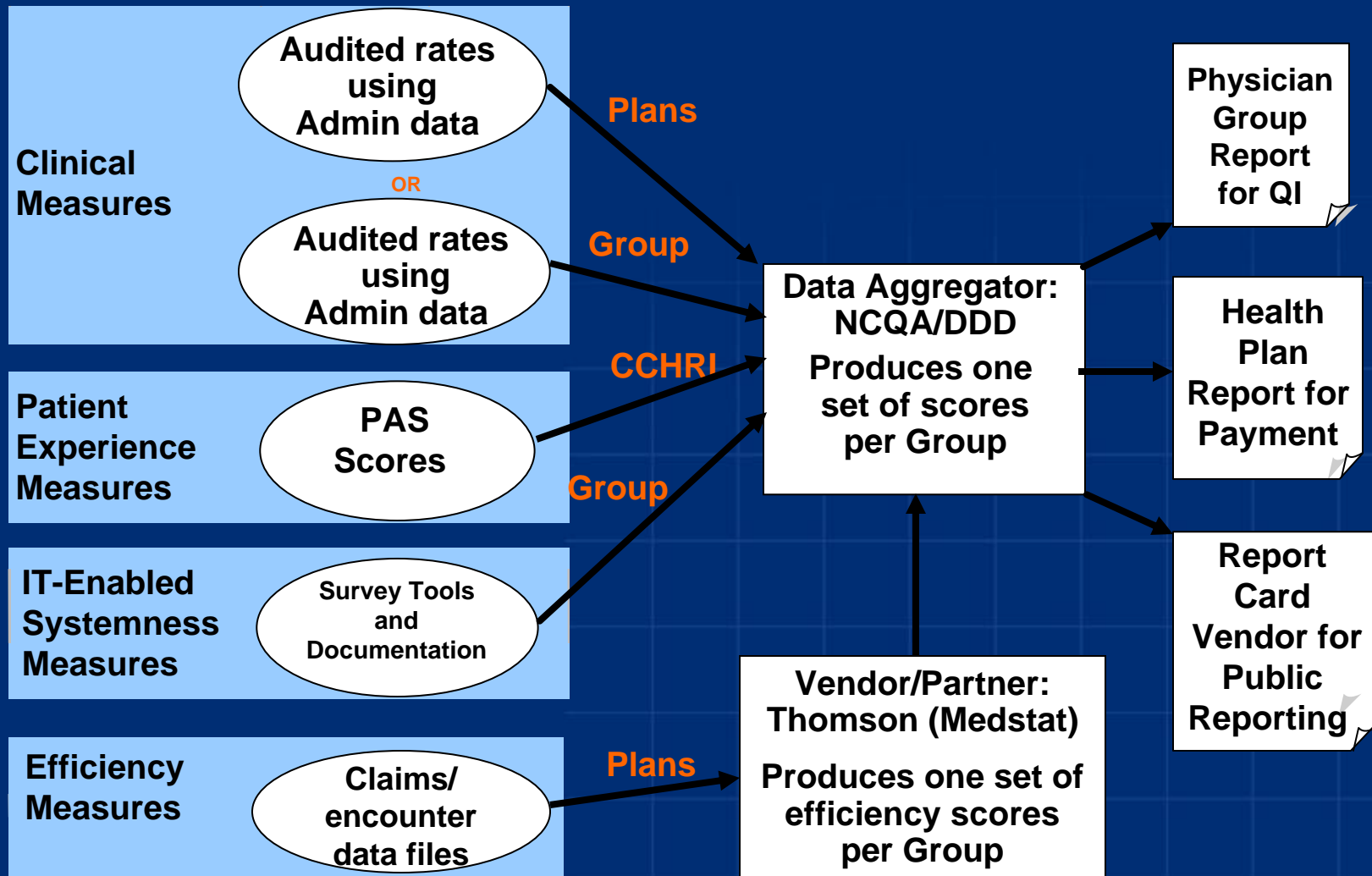
Benefits:

- Increase sample size
 - More reportable data
 - More robust and reliable results
- Measure total patient population
- Produce standardized, consistent performance information

Requirements:

- Consistent unit of measurement
- Standard, specified measures

CA P4P Data Collection & Aggregation



Legal and Political Issues

- Complying with HIPAA regulations
- Overcoming Non-Disclosure Agreements
- Addressing Data Ownership

Addressing Legal and Political Issues

Example #1: Lab results

- Code of Conduct for bi-directional data exchange
- Lab authorization form
- Disease Management Coordination initiative

Example #2: Efficiency measurement

- BAA
- Antitrust Counsel
- Consent to Disclosure Agreements
- No group-specific results shared first two years
- Publicly available sources of data

Use of Standardized Measures

Why?

- Based on scientific evidence
- Valid (accurately representing the concept to be measured)
- Precise (showing real differences in provider performance)
- Fully specified
- Reproducible
- Comparable across locations
- Can eliminate conflicting performance reports

Use of Standardized Measures

Sources:

- NCQA
- NQF
- AQA
- PCPI
- ICSI (Minnesota)

Issues with Standardized Measures

- No single standard
 - Multiple similar measures with slightly different specifications
- May not be ready for “prime time”
 - Not field tested
 - Not specified to sufficient level
 - Not applicable to different population

The Tendency to “Tweak & Spiff”

“We only want to use well vetted, nationally accepted, standardized measures

BUT

let’s just make this one little improvement ...”

Example: Potentially Avoidable Hospitalization

Overcoming the Tendency to “Tweak & Spiff”

Only make change:

- If there is something unique to CA or PO-level measurement
- After testing the measure to assess whether change is really needed

When Standardized Measures Don't Exist

Options:

- Wait for measures to be developed
- Work with measure experts to develop measures
- Use non-standard measure in use elsewhere

Example: Depression Management in
Primary Care

Conclusions

- Data is a limiting factor in performance measurement, but can be enhanced
- Data exchange should be standardized
- Aggregation can make results more robust and eliminate conflicting performance reports
- Legal and political issues carry as much weight as technical issues
- Using standardized measures is ideal, but has limitations

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