Developing Standards with Population Health Program Accreditation

Margaret E. O'Kane, President, NCQA
Nineteenth Population Health Colloquium
March 18, 2019

Thoughts on Population Health Management's evolution

Metamorphosis

In the beginning…

No population health management

Focus is on visits, hospital admissions, other patient encounters

Increasing costs, unclear or poor results

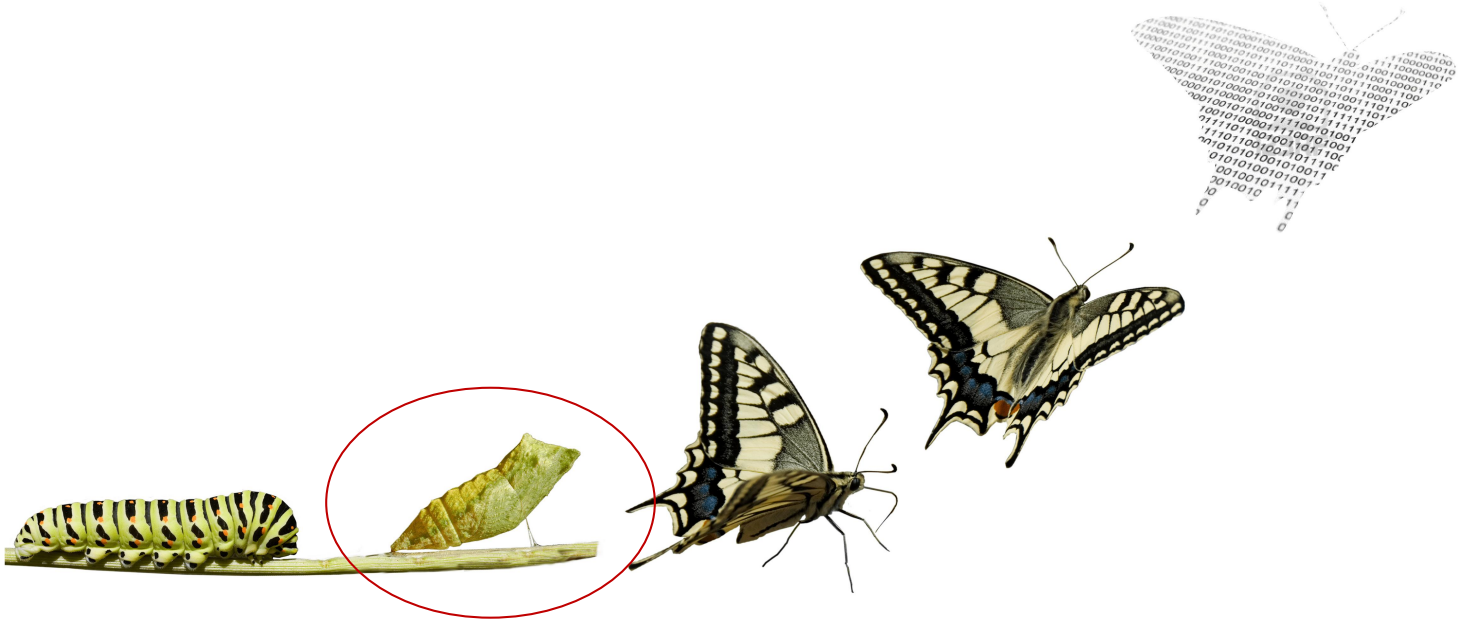
Metamorphosis

And then…

Employers know Six Sigma, turn attention to health care

Employers want systematic care through accountable plans (HMOs)

Efforts to include providers n pop. health leave inefficient processes intact



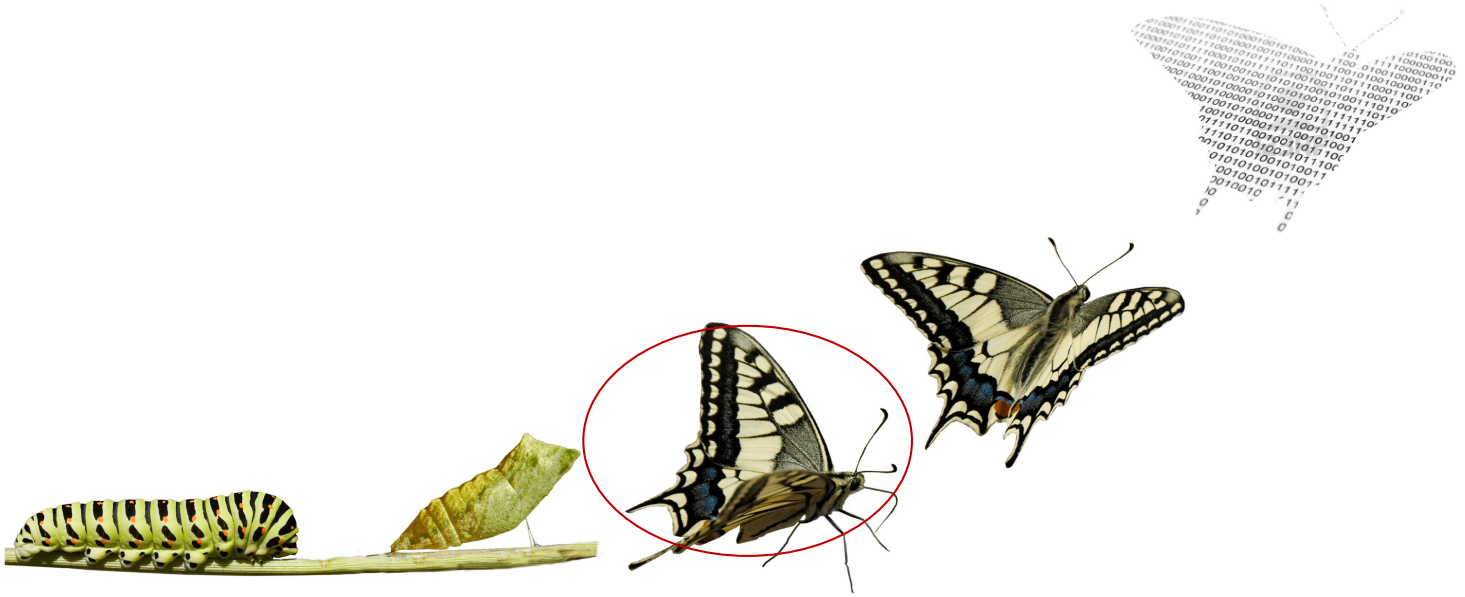
Metamorphosis

And then…

Employers champion NCQA as accountability vehicle

Pop. health management takes hold among health plans

PCMH emerges as a pop. health model



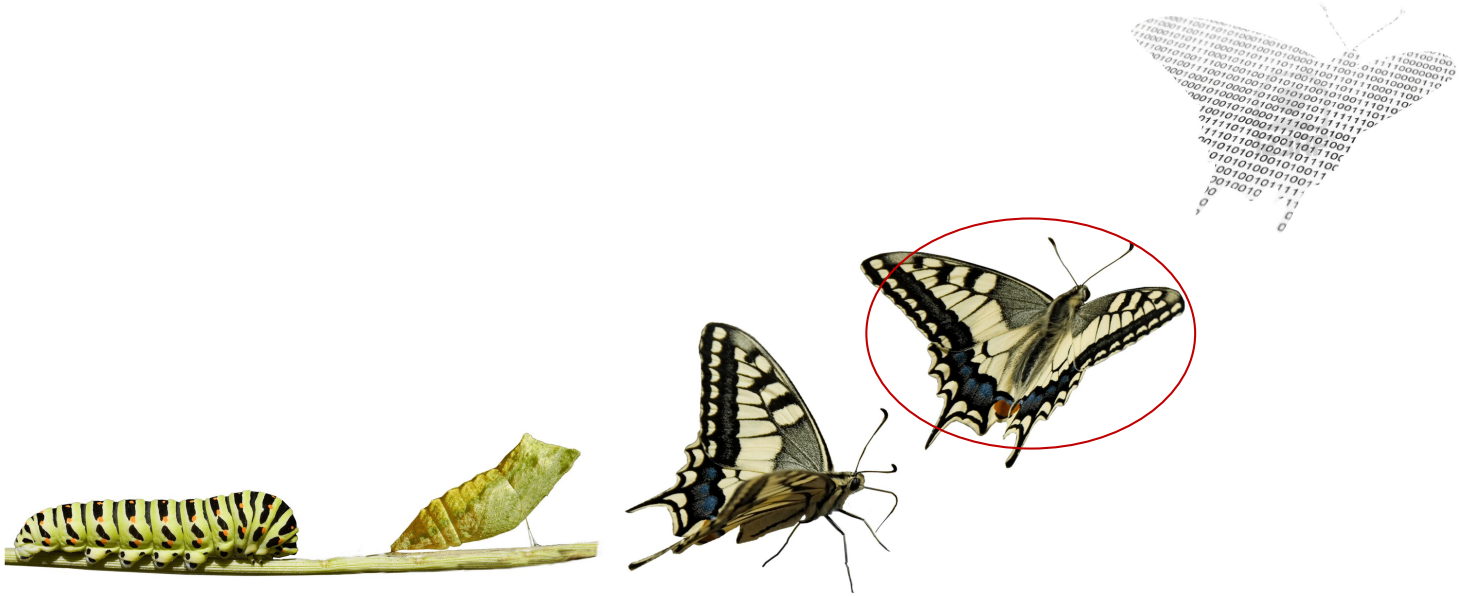
Metamorphosis

And then…

Increasing emphasis on pt. relationship, not encounters

Accountability is central to public payers' strategy

CMS' #1 accountability vehicle: Medicare Advantage



Metamorphosis

Today and beyond…

Population health not yet mastered or well organized

Digital is focus as care mgt. shifts to patient (wearables)

Market in flux, at different development stages

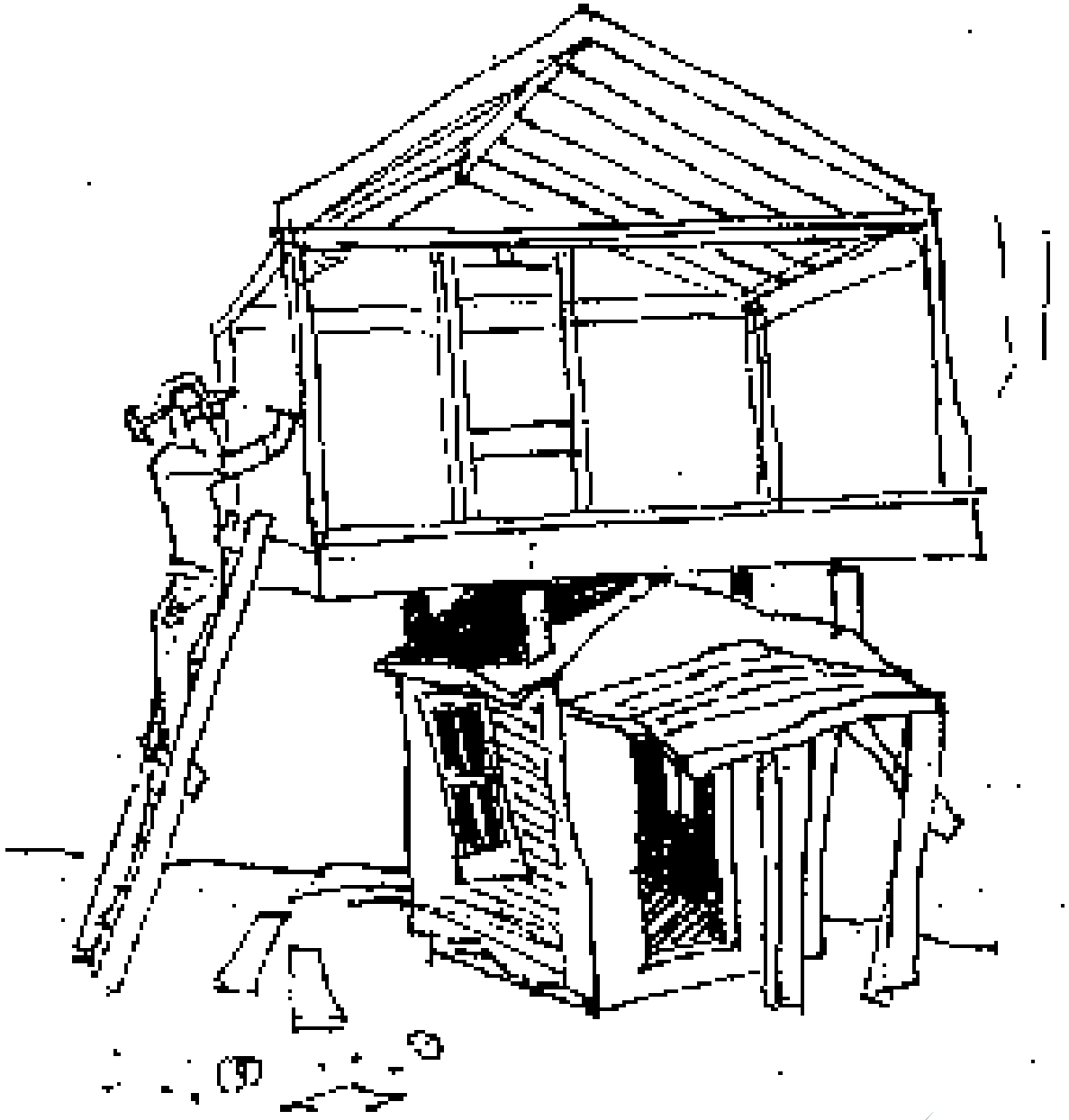
NCQA's job: Ensure managed care is *better* care

Accreditation exists to aid all stages of development

Because needs and capabilities vary and change

Reengineer what's underneath

Adding **pop. health** management **on top** of **chaotic processes** doesn't work



Medical homes: Population health in action

Conventional View

30 pts. per day
14 have chronic conditions
Unknown health risks
Visits too short for coaching

Population View

2,500 patient population
900 have chronic conditions
1,100-1,250 have mod-high health risk
Care teams leveraged by HIT

Volume-Based/Episodic → **Value-Based/Continuous**

Help Us Reach the Far Goal

Pop. health programs that use *measures*

Population Health

The **lens** we see through

The **water** we **swim in**

*Americans were in the **dark** about quality.*

HEDIS TURNED THE LIGHTS ON USING A POP. HEALTH APPROACH

Pop. Health:
The way to
optimize
health
and deliver
coherent
care

Now, about NCQA's Population Health programs…

Two new Population Health Management Products

Population Health Program Accreditation	Population Health Management Prevalidation
For organization **directly providing population health programs** to individuals (i.e. interventions)	**For software** that helps with population health management
Programs can be **based on specific population, conditions, or demographics**	A **"pre-check" of software's capabilities** before a health plan (or other organization) uses it
Focuses on whole-person health: **person first, the condition second**	Eligible tools include: data aggregators, case management systems, risk stratification tools

PHM Prevalidation for Health IT Vendors

Reviewable elements

- PHM 2A: Data Integration
- PHM 2B: Population Assessment
- PHM 2D: Segmentation
- PHM 5B: Case Management Systems

Eligibility for PHM Prevalidation

Various health IT solutions qualify

Population assessment tools

Data aggregators

Risk stratification tools

Population health management tools

Population Health Program Accreditation

- Accrediting chronic-condition or population focused programs (similar to Disease Management Accreditation)
- Follows PHM model
- Population health programs may contribute to a health plan's overall PHM strategy

Surveys start: July 1, 2019

What's behind the Population Health Program Accreditation

A model of care that strives to address patients' health needs at ***all points along the continuum of care****, including the community setting, by increasing patient participation and engagement and targeting interventions.*

Key features of PHP Accreditation

- Accreditation at the organization level
- Closely related to the HPA's PHM category of standards
- Some standards reviewed by program level; others for the organization as a whole
- One file review element, conducted on-site
- Offers automatic credit for the PHM standards for HP, MBHO, ACO, CM

Among our early adopters:

Among our early adopters:

Orgs that interact with patients through apps

PHM Accreditation standards

- PHP 1: Program Description
- PHP 2: Data Integration
- PHP 3: Population Assessment
- PHP 4: Population Segmentation
- PHP 5: Targeted Interventions
- PHP 6: Practitioner Support
- PHP 7: Measurement and Quality Improvement
- PHP 8: Individual Rights and Responsibilities

Thank you