

## **James L. Holly, M.D.**

### **HEDIS®: Measuring Quality for Medicare Advantage and Accountable Care Organizations Part II**

**by James L. Holly, MD**

**Your Life Your Health**

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HEDIS® is the most commonly used quality metric set. The only successful way to use quality metrics consistently is to have data aggregated automatically and to allow providers to see their performance at the time they are seeing each patients. This has been the key to SETMA's success in improving care with the help of metrics. .

### **SETMA's Quality Metrics Philosophy**

SETMA's approach to quality metrics and public reporting is driven by these assumptions:

1. Quality metrics are not an end in themselves. Optimal health at optimal cost is the goal of quality care. Quality metrics are simply "sign posts along the way." They give directions to health. And the metrics are like a healthcare "Global Positioning Service": it tells you where you want to be; where you are, and how to get from here to there. In a different context, this was described in 1856 by Abraham Lincoln when he said, "If we could first know where we are and whether we are tending, we could better judged what to do and how to do it."
2. The auditing of quality metrics gives providers a coordinate of where they are in the care of a patient or a population of patients.
3. Statistical analytics are like coordinates along the way to the destination of optimal health at optimal cost. Ultimately, the goal will be measured by the well-being of patients, but the guide posts to that destination are given by the analysis of patient and patient-population data.
4. There are different classes of quality metrics. No metric alone provides a granular portrait of the quality of care a patient receives, but all together, multiple sets of metrics can give an indication of whether the patient's care is going in the right direction or not. Some of the categories of quality metrics are: access, outcome, patient experience, process, structure and costs of care.
5. The collection of quality metrics should be incidental to the care patients are receiving and should not be the object of care. Consequently, the design of the data aggregation in the care process must be as non-intrusive as possible. Notwithstanding, the very act of collecting, aggregating and reporting data will tend to create a Hawthorne effect.

6. The power of quality metrics, like the benefit of the GPS, is enhanced if the healthcare provider and the patient are able to know the coordinates while care is being received.
7. Public reporting of quality metrics by provider name must not be a novelty in healthcare but must be the standard. Even with the acknowledgment of the Hawthorne effect, the improvement in healthcare outcomes achieved with public reporting is real.
8. Quality metrics are not static. New research and improved models of care will require updating and modifying metrics.

### **The Limitations of Quality Metrics**


*The New York Times Magazine* of May 2, 2010, published an article entitled, "The Data-Driven Life," which asked the question, "Technology has made it feasible not only to measure our most basic habits but also to evaluate them. Does measuring what we eat or how much we sleep or how often we do the dishes change how we think about ourselves?" Further, the article asked, "What happens when technology can calculate and analyze every quotidian thing that happened to you today?" Does this remind you of Einstein's admonition, "Not everything that can be counted counts, and not everything that counts can be counted?"

Technology must never blind us to the human. Bioethicist, Onora O'Neill, commented about our technological obsession with measuring things. In doing so, she echoes the Einstein dictum that not everything that is counted counts. She said, "In theory again the new culture of accountability and audit makes professionals and institutions more accountable for good performance. This is manifest in the rhetoric of improvement and rising standards, of efficiency gains and best practices, of respect for patients and pupils and employees. But beneath this admirable rhetoric the real focus is on performance indicators chosen for ease of measurement and control rather than because they measure accurately what the quality of performance is."

It is in this context that SETMA whole-heartedly embraces technology and science, while retaining the sense of person in our daily responsibilities of caring for persons. Quality metrics have made us better healthcare providers. The public reporting of our performance of those metrics has made us better clinicians/scientists. But what makes us better healthcare providers is our caring for people.

The following is a description of SETMA's deployment of the **HEDIS**® measures.

The first screen of SETMA's Electronic Medical Record is seen below. In the first column is a hyperlink entitled **PC-MH Coordination Review** (seen outlined in Green below).



Patient   Sex  Age   
 Home Phone  Date of Birth  Patient's Code Status   
 Work Phone    
 Cell Phone

**Patient has one or more alerts!** [Click Here to View Alerts](#)

[Pre-Visit/Preventive Screening](#)

**Patient Eligible For Medicare Preventive Exam**

Has the patient traveled to West Africa recently? ☐ Yes ☒ No  
 Has the patient had any suspected contact with Ebola? ☐ Yes ☒ No  
☐ Click here if template accessed for administrative use only.  
☐ Click here if the patient is unable to respond.

[Intensive Behavioral Therapy Transtheoretical Model](#)  
[Bridges to Excellence View](#)

<b>Preventive Care</b> <a href="#">SETMA's LESS Initiative</a> <input type="text" value="I"/> Last Updated <input type="text" value="01/20/2015"/> <a href="#">Preventing Diabetes</a> <input type="text" value="I"/> Last Updated <input type="text" value=" / /"/> <a href="#">Preventing Hypertension</a> <input type="text" value="I"/> <a href="#">Smoking Cessation</a> <input type="text" value="I"/> <div style="border: 2px solid green; padding: 2px; display: inline-block;"> <b>PC-MH Coordination Review</b>  <i>Needs Attention!</i> </div> <a href="#">HEDIS</a> <a href="#">NQF</a> <a href="#">PQRS</a> <a href="#">ACO</a> <a href="#">Elderly Medication Summary</a> <a href="#">STARS Program Measures</a> <b>Exercise</b> <a href="#">Exercise</a> <input type="text" value="I"/> <a href="#">CHF Exercise</a> <input type="text" value="I"/> <a href="#">Diabetic Exercise</a> <input type="text" value="I"/>	<b>Template Suites</b> <a href="#">Master GP</a> <input type="text" value="I"/> <a href="#">Pediatrics</a> <a href="#">Nursing Home</a> <input type="text" value="I"/> <a href="#">Ophthalmology</a> <a href="#">Physical Therapy</a> <a href="#">Podiatry</a> <a href="#">Rheumatology</a> <b>Hospital Care</b> <a href="#">Hospital Care Summary</a> <input type="text" value="I"/> <a href="#">Daily Progress Note</a> <a href="#">Admission Orders</a> <input type="text" value="I"/>	<b>Disease Management</b> <a href="#">Diabetes</a> <input type="text" value="I"/> <a href="#">Hypertension</a> <input type="text" value="I"/> <a href="#">Lipids</a> <input type="text" value="I"/> <a href="#">Acute Coronary Syn</a> <input type="text" value="I"/> <a href="#">Angina</a> <input type="text" value="I"/> <a href="#">Asthma</a> <input type="text" value="I"/> <a href="#">Cardiometabolic Risk Syn</a> <input type="text" value="I"/> <a href="#">CHF</a> <input type="text" value="I"/> <a href="#">Diabetes Education</a> <a href="#">Headaches</a> <a href="#">Renal Failure</a> <a href="#">Weight Management</a> <input type="text" value="I"/>	<b>Last Updated</b> <input type="text" value="01/20/2015"/> <input type="text" value="05/21/2013"/> <input type="text" value="03/08/2013"/> <input type="text" value=" / /"/> <input type="text" value=" / /"/> <input type="text" value=" / /"/> <input type="text" value="09/23/2013"/> <input type="text" value=" / /"/> <input type="text" value=" / /"/> <input type="text" value=" / /"/> <input type="text" value=" / /"/>	<b>Special Functions</b> <a href="#">Lab Present</a> <input type="text" value="I"/> <a href="#">Lab Future</a> <input type="text" value="I"/> <a href="#">Lab Results</a> <input type="text" value="I"/> <a href="#">Hydration</a> <input type="text" value="I"/> <a href="#">Nutrition</a> <input type="text" value="I"/> <a href="#">Guidelines</a> <input type="text" value="I"/> <a href="#">Pain Management</a> <a href="#">Immunizations</a> <input type="text" value="I"/> <a href="#">Print</a> <a href="#">Reportable Conditions</a> <b>Information</b> <a href="#">Charge Posting Tutorial</a> <a href="#">E&amp;M Coding Recommendations</a> <a href="#">Drug Interactions</a> <input type="text" value="I"/> <a href="#">Infusion Flowsheet</a> <a href="#">Insulin Infusion</a>
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When this link is activated, the **Medical Home Coordination Review** appears. As indicated above and as seen in the hyperlink outlined in Green below, the full **HEDIS®** measure sets is listed here. A picture of that screen was seen in the January 29<sup>th</sup> *Examiner*.

If a provider wishes to evaluate his/her own **HEDIS®** performance on all measures, it can be done by clicking this button. If the provider wishes to review all **HEDIS®** measures which are dependent upon the healthcare provider, he/she can do so by accessing this link.

**Medical Home Coordination Review**

<b>Patient</b>		<b>Ancillary Agencies</b>		<b>Medical Power of Attorney</b>	
Name	Larry QTest	Home Health		Medical Power of Attorney	( ) -
Date of Birth	09/01/1959	Hospice		Primary Caregiver	( ) -
Sex	M Age 55 Years	Assisted Living		Emergency Contact	( ) -
Home Phone	(409)833-9797	Nursing Home		Relation	
Work Phone	( ) -	Physical Therapy			
Language Spoken	Declined to speci				

Coordination Review Completed Today?		Last Reviewed		<b>Compliance</b>	
<input type="radio"/> Yes <input type="radio"/> No		/ /		Last H&P 11/10/2011	
Patient needs discussed today at Care Coordination Team Conference?		Last Reviewed		Telephone Contact / /	
<input type="radio"/> Yes <input type="radio"/> No		/ /		Correspondence / /	
				Birthday Card / /	

<b>Chronic Conditions</b>		<b>Care Coordination Team</b>		<b>Evacuation Options</b>	
#	Problem Description	Primary MD	Phone	<input type="checkbox"/> Self	Evacuation Contact Information
0	Discharge from ear	CFNP	( ) -	<input type="checkbox"/> Family	Name
0	Both parents smoke	Coordinator	( ) -	<input type="checkbox"/> Community	Phone ( ) -
0	Pancreatic cancer	Nurse	( ) -		
0	Yellow mutant oculocutaneo	Unit Clerk	( ) -		
0	Purple toe syndrome	Secondary/Specialty Physicians		<b>Advanced Care Planning</b>	
0	Red cell aplasia			Code Status Full Code	
0	Chronic ischemic heart disea	<b>Evidence-Based Measures Compliance</b>		Advanced Directives Discussed?	
0	CHF (congestive heart failur	HEDIS Measures Compliance		<input type="radio"/> Yes <input type="radio"/> No / /	
0	Green monkey disease	NPS Measures Compliance		Advanced Directives Completed?	
0	One chronic disease presen	PQRS Measures Compliance		<input type="radio"/> Yes <input type="radio"/> No Date / /	
0	Two chambered right ventric	Lipids Treatment Audit		Detail	
0	HIV (human immunodeficien	Diabetes Physician Consortium		Barriers to Care <input type="checkbox"/> NONE	
1	Controlled type 2 diabetes w				

The following is an example of the technical specifications of a **HEDIS®** measure. All can be reviewed by accessing each of the measures. To determine whether the provider has fulfilled **HEDIS®** measures he/she can simple use the color coding: **red** means the measure applies to this patient and has not been fulfilled; **black** means the measure applies to the patient and has been fulfilled; grey means the measure does not apply to this patient. On this screen it is possible for the provider to review the details of each of the individual quality measures as illustrated in the February 5<sup>th</sup> *Examiner*.

### ACO HEDIS® Metrics

For the provider to review his/her performance on the **HEDIS®** quality metrics required in order to benefit from the Accountable Care Organization (ACO) shared-savings plan, the provider can see the link on the AAA Home Template below, outlined in green.

**SOUTHEAST TEXAS MEDICAL ASSOCIATES, L.L.C.**

Patient: **Larry QTest** Sex: **M** Age: **55** Patient's Code Status: **Full Code**

Home Phone: **(409)833-9797** Date of Birth: **09/01/1959**

Work Phone: **( ) -** **Patient has one or more alerts!** [Click Here to View Alerts](#)

Cell Phone: **( ) -**

[Pre-Visit/Preventive Screening](#)

**Patient Eligible For Medicare Preventive Exam**

Has the patient traveled to West Africa recently? ☐ Yes ☒ No

Has the patient had any suspected contact with Ebola? ☐ Yes ☒ No

☐ Click here if template accessed for administrative use only.

☐ Click here if the patient is unable to respond.

[Intensive Behavioral Therapy Transtheoretical Model](#)

[Bridges to Excellence View](#)

Preventive Care	Template Suites	Disease Management	Last Updated	Special Functions
<a href="#">SEMTA's LESS Initiative</a>	<a href="#">Master GP</a>	<a href="#">Diabetes</a>	01/20/2015	<a href="#">Lab Present</a>
Last Updated: 01/20/2015	<a href="#">Pediatrics</a>	<a href="#">Hypertension</a>	05/21/2013	<a href="#">Lab Future</a>
<a href="#">Preventing Diabetes</a>	<a href="#">Nursing Home</a>	<a href="#">Lipids</a>	03/08/2013	<a href="#">Lab Results</a>
Last Updated: //	<a href="#">Ophthalmology</a>	<a href="#">Acute Coronary Syn</a>	//	<a href="#">Hydration</a>
<a href="#">Preventing Hypertension</a>	<a href="#">Physical Therapy</a>	<a href="#">Angina</a>	//	<a href="#">Nutrition</a>
<a href="#">Smoking Cessation</a>	<a href="#">Podiatry</a>	<a href="#">Asthma</a>	//	<a href="#">Guidelines</a>
<a href="#">Care Coordination Referral</a>	<a href="#">Rheumatology</a>	<a href="#">Cardiometabolic Risk Syn</a>	09/23/2013	<a href="#">Pain Management</a>
<a href="#">PC-MH Coordination Referral</a>	<b>ACQ</b>	<a href="#">CHF</a>	//	<a href="#">Immunizations</a>
<a href="#">Needs Attention</a>	<b>Hospital Care</b>	<a href="#">Diabetes Education</a>	//	<a href="#">Reportable Conditions</a>
<a href="#">HEDIS</a>	<a href="#">Hospital Care Summary</a>	<a href="#">Headaches</a>	//	<b>Information</b>
<a href="#">NQF</a>	<a href="#">Daily Progress Note</a>	<a href="#">Renal Failure</a>	//	<a href="#">Charge Posting Tutorial</a>
<a href="#">PDR</a>	<a href="#">Admission Orders</a>	<a href="#">Weight Management</a>	//	<a href="#">E&amp;M Coding Recommendations</a>
<a href="#">ACO</a>				<a href="#">Drug Interactions</a>
<a href="#">Elderly Medication Summary</a>				<a href="#">Infusion Flowsheet</a>
<a href="#">STARS Program Measures</a>				<a href="#">Insulin Infusion</a>
<b>Exercise</b>				
<a href="#">Exercise</a>				
<a href="#">CHF Exercise</a>				
<a href="#">Diabetic Exercise</a>				

The provider's performance is shown on the template which pops up. The coding is the same: **red** applies and not done; **black** applies and done; grey does not apply.


## ACO Performance Measures

**Legend**

- Measures in red are measures which apply to this patient that are not in compliance
- Measures in black are measures which apply to this patient that are in compliance.
- Measures in gray are measures which do not apply to this patient.

Medication Reconciliation Post-Discharge	
Fall Risk Screening	
<a href="#">View</a> Adult Immunization Status	
<a href="#">View</a> Adult BMI Assessment	
<a href="#">View</a> Tobacco Use Assessment	
<a href="#">View</a> Depression Screening	
<a href="#">View</a> Colorectal Cancer Screening	
Breast Cancer Screening	
<a href="#">View</a> Controlling High Blood Pressure	
<a href="#">View</a> Comprehensive Adult Diabetes Care	
<a href="#">View</a> Cholesterol Management for Patients with Cardiovascular Disease	
<a href="#">View</a> Beta Blocker Therapy for LVSD	
<a href="#">View</a> Antithrombotic Therapy for Ischemic Vascular Disease	

The Medicare Advantage STARS Program quality metrics are launched below by clicking on the hyperlink outlined in green



Patient   Sex  Age   
 Home Phone  Date of Birth  Patient's Code Status   
 Work Phone  **Patient has one or more alerts!** [Click Here to View Alerts](#)  
 Cell Phone

[Pre-Visit/Preventive Screening](#)

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<b>Preventive Care</b> <a href="#">SETMA's LESS Initiative</a> <input type="text" value="I"/> Last Updated <input type="text" value="01/20/2015"/> <a href="#">Preventing Diabetes</a> <input type="text" value="I"/> Last Updated <input type="text" value="/ /"/> <a href="#">Preventing Hypertension</a> <input type="text" value="I"/> <a href="#">Smoking Cessation</a> <input type="text" value="I"/> <a href="#">Care Coordination Referral</a> <a href="#">PC-MH Coordination Review</a> <i>Needs Attention!!</i> <a href="#">HEDIS</a> <a href="#">NQF</a> <a href="#">PQRS</a> <a href="#">ACO</a> <div style="border: 2px solid green; padding: 2px;"><a href="#">STARS Program Measures</a></div>	<b>Template Suites</b> <a href="#">Master GP</a> <input type="text" value="I"/> <a href="#">Pediatrics</a> <a href="#">Nursing Home</a> <input type="text" value="I"/> <a href="#">Ophthalmology</a> <a href="#">Physical Therapy</a> <a href="#">Podiatry</a> <a href="#">Rheumatology</a> <b>Hospital Care</b> <a href="#">Hospital Care Summary</a> <input type="text" value="I"/> <a href="#">Daily Progress Note</a> <a href="#">Admission Orders</a> <input type="text" value="I"/>	<b>Disease Management</b> <a href="#">Diabetes</a> <input type="text" value="I"/> <a href="#">Hypertension</a> <input type="text" value="I"/> <a href="#">Lipids</a> <input type="text" value="I"/> <a href="#">Acute Coronary Syn</a> <input type="text" value="I"/> <a href="#">Angina</a> <input type="text" value="I"/> <a href="#">Asthma</a> <input type="text" value="I"/> <a href="#">Cardiometabolic Risk Syn</a> <input type="text" value="I"/> <a href="#">CHF</a> <input type="text" value="I"/> <a href="#">Diabetes Education</a> <a href="#">Headaches</a> <a href="#">Renal Failure</a> <a href="#">Weight Management</a> <input type="text" value="I"/>	<b>Last Updated</b> <input type="text" value="01/20/2015"/> <input type="text" value="05/21/2013"/> <input type="text" value="03/08/2013"/> <input type="text" value="/ /"/> <input type="text" value="/ /"/> <input type="text" value="/ /"/> <input type="text" value="09/23/2013"/> <input type="text" value="/ /"/> <input type="text" value="/ /"/> <input type="text" value="/ /"/> <input type="text" value="/ /"/>	<b>Special Functions</b> <a href="#">Lab Present</a> <input type="text" value="I"/> <a href="#">Lab Future</a> <input type="text" value="I"/> <a href="#">Lab Results</a> <input type="text" value="I"/> <a href="#">Hydration</a> <input type="text" value="I"/> <a href="#">Nutrition</a> <input type="text" value="I"/> <a href="#">Guidelines</a> <input type="text" value="I"/> <a href="#">Pain Management</a> <a href="#">Immunizations</a> <input type="text" value="I"/> <a href="#">Print</a> <a href="#">Reportable Conditions</a> <b>Information</b> <a href="#">Charge Posting Tutorial</a> <a href="#">E&amp;M Coding Recommendations</a> <a href="#">Drug Interactions</a> <input type="text" value="I"/> <a href="#">Infusion Flowsheet</a> <a href="#">Insulin Infusion</a>
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**Exercise** [Exercise](#)   
[CHF Exercise](#)   
[Diabetic Exercise](#)

The following gives the details of the **HEDIS<sup>®</sup>** measures which apply to the MA STARS program.



## Medicare Advantage 2012 STARS Program

**Legend**    Measures in red are measures which apply to this patient that are not in compliance  
 Measures in black are measures which apply to this patient that are in compliance.  
 Measures in gray are measures which do not apply to this patient.

<a href="#">View</a>	Adult BMI Assessment
<a href="#">View</a>	Colorectal Cancer Screening
	Breast Cancer Screening
<a href="#">View</a>	Glaucoma Screening in Older Adults
<a href="#">View</a>	Use of High-Risk Medications in the Elderly
<a href="#">View</a>	Care for Older Adults
<a href="#">View</a>	Controlling High Blood Pressure
<a href="#">View</a>	Cholesterol Management for Patients with Cardiovascular Disease
<a href="#">View</a>	Comprehensive Adult Diabetes Care
	Osteoporosis Management in Women
	Disease Modifying Anti-Rheumatic Drug Therapy
	Rheumatoid Arthritis
<a href="#">View</a>	Flu & Pneumonia Vaccines
<a href="#">View</a>	Fall Risk Assessment & Prevention
<a href="#">View</a>	Diabetes Medications
<a href="#">View</a>	Hypertension Medications
<a href="#">View</a>	Cholesterol Medications

The following are the details of one of the **HEDIS<sup>®</sup>** STARS metrics.

## Adult Immunization Status

Immunization status for adults 50 years of age and older.

Has the patient received a flu shot within the last year? No

Last Flu Shot 01/13/2014

Has the patient had a pneumonia vaccination? Yes

Last PneumoVax 04/19/2013

OK
Cancel

Once a provider knows what metrics are and once he/she has a method for aggregating the data automatically, the provider can use metrics to improve his/her own performance. And, once patients know what metrics are, they can objectively judge the quality of care they are receiving.