



*Putting the Value in
Value-based Care*



Ensuring Quality in Population Health Management through Innovative Delivery Models, Standards and Metrics

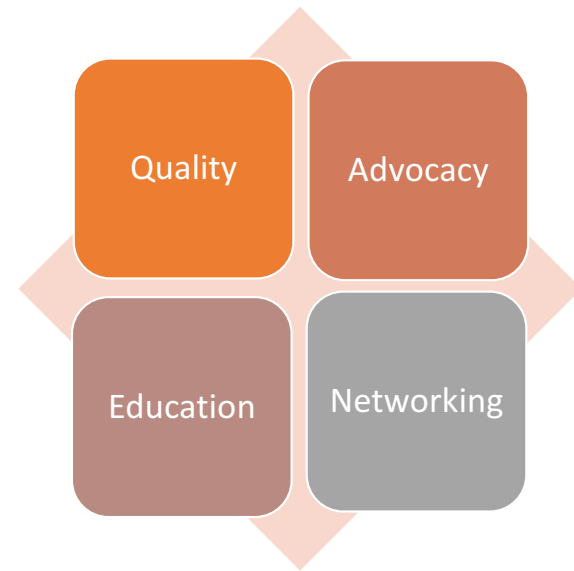
Rose Maljanian Chairman & CEO HealthCAWS,
PHA Chairman of the Board

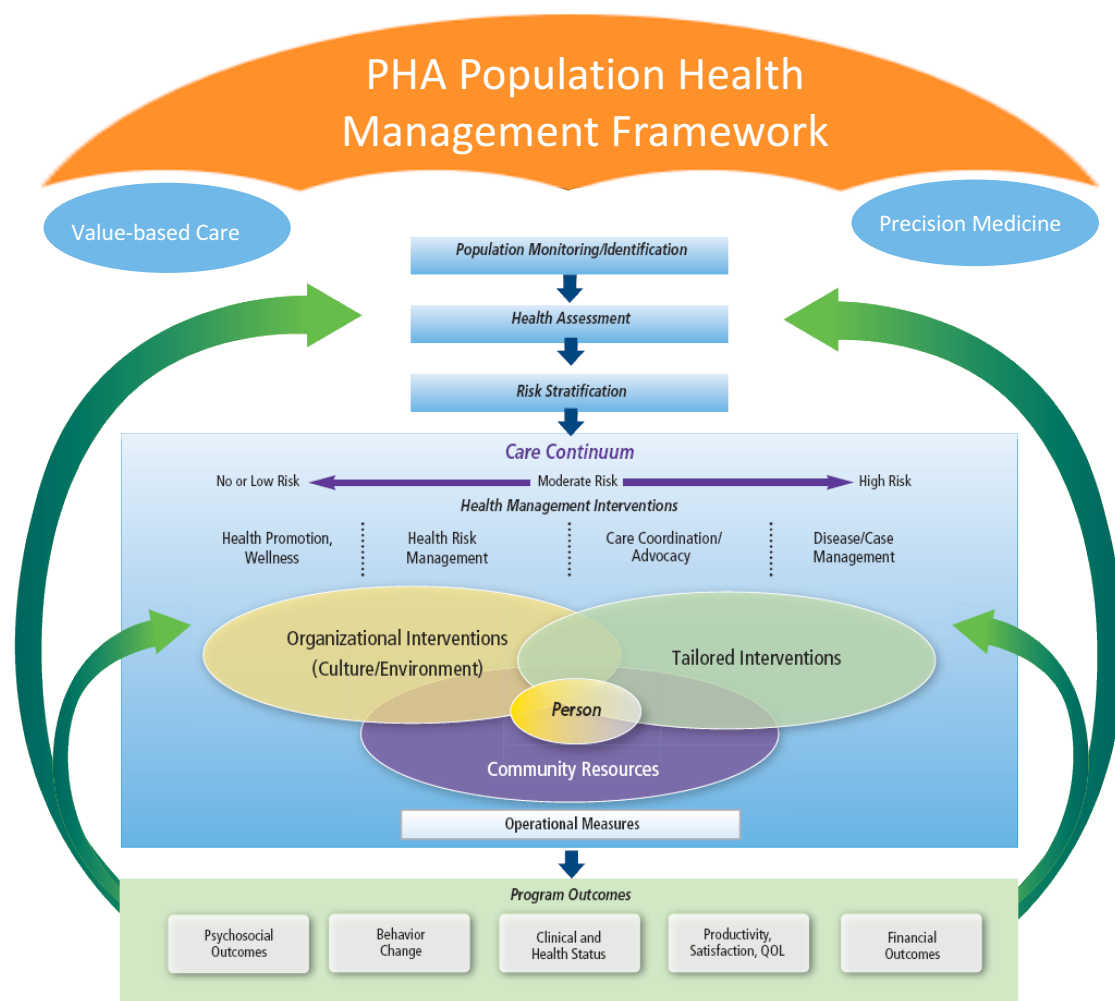
PHA Leadership Webinar
August 8, 2019



Your Only Pop Health Association

The **Population Health Alliance** is the industry's **only** multi-stakeholder **professional and trade association** totally dedicated to population health; **serving our members** since **1998**.





© PHA PHM Framework 2010 Population Health Alliance

PHM Framework: Mainstay Elements

- **Upfront Analytics:** Case ID and risk stratify for targeted interventions
- **Interventions:** Multimodal Consumer Focused, EVB, High Tech to High Touch
- **Outcomes Focus:** Value from improved quality, care experience and cost savings

Get our eBook on Amazon with Overlay of Taking Action on SDH Levers



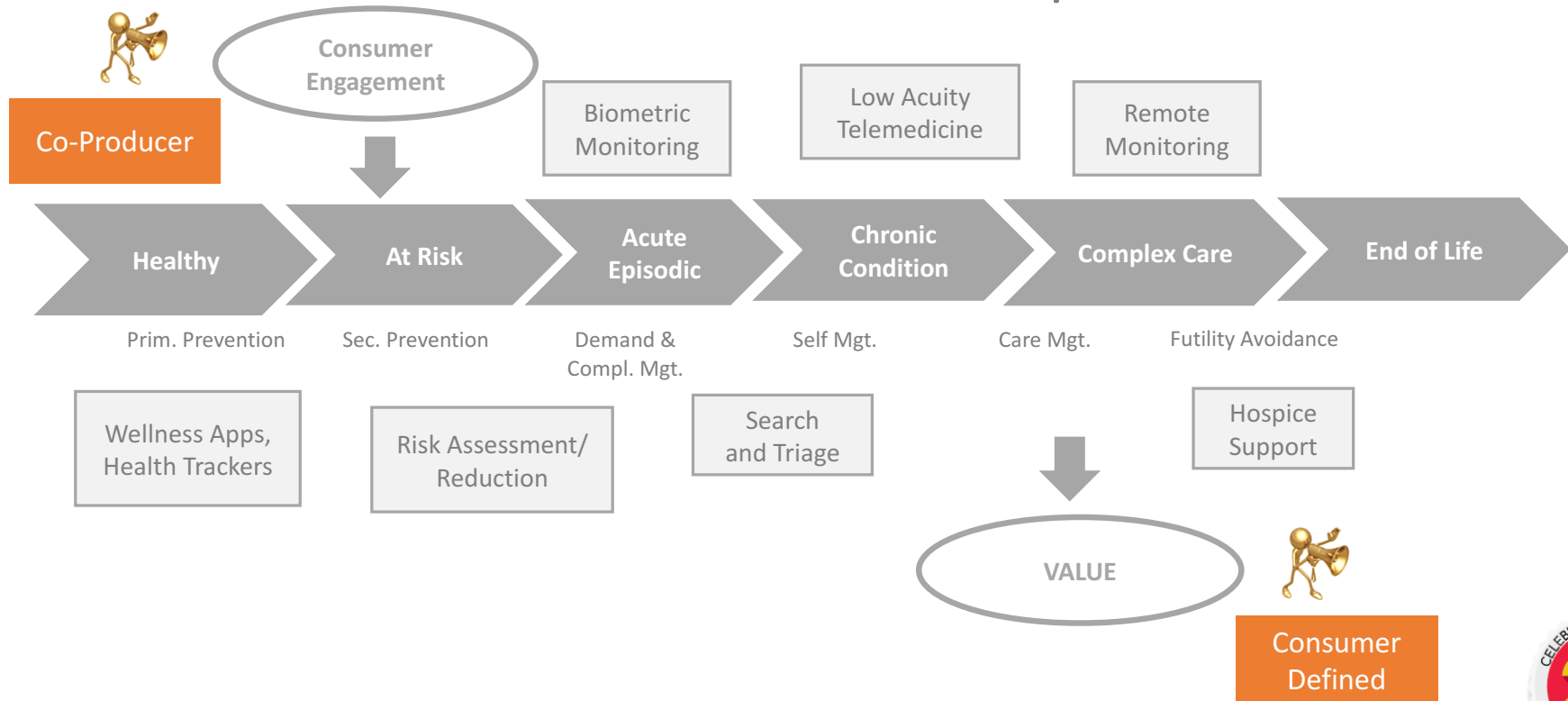
Population Health-One Individual at a Time

“There is recognition that the patient [consumer, member] is co-producer of the outcomes for which the physician [and all of us] is now being held accountable”

Alan Weil Health Affairs



High Touch to High Tech-Full Continuum of Health and Care to Create Impact





Technology Usefulness Example: Evaluate Apps for Engagement, Quality and Safety

DEVELOPING A FRAMEWORK FOR EVALUATING MOBILE HEALTH APPLICATIONS

Exhibit 1. Strategies to Activate Patients Using Mobile Applications Based on Level of Engagement with Health Care

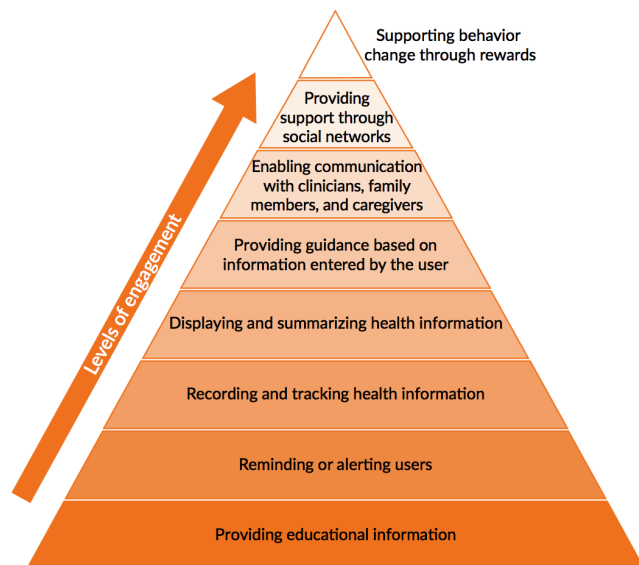


Diagram used with permission by HealthCAWS. The Commonwealth Fund Jan 2018

Concerning Findings:

- Of 1,046 health care–related, patient-facing applications
 - 43 percent of iOS apps
 - 27 percent of Android apps likely useful
- Some-lack of guidance to users after inputting information-potentially dangerous
- Others- training of individuals required for success

Singh K et al. Developing a Framework for Evaluating the Patient Engagement, Quality, and Safety of Mobile Health Applications **Commonwealth Fund** Issue Brief February 2016

The Experience

Oschner Health System O Bar



What I Like

- Proactive Approach
- Physician Reviewed
- Clinically Integrated
- Technician Supported



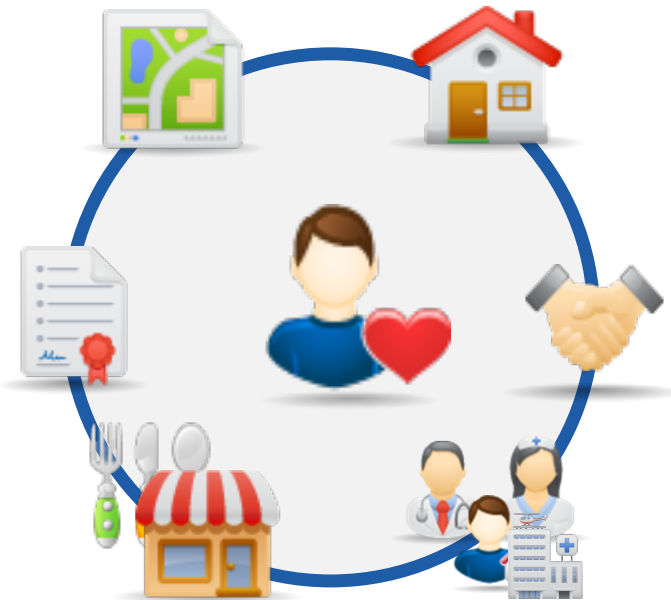
Population Health Management- Inside vs. Outside the Walls

Hospital Centric Model



★ ★ ★ ☆ ☆ \$ \$ \$ \$ \$ 👍 👍

Life Centric Model



★ ★ ★ ★ ★ \$ \$ 👍 👍 👍 👍



Staying ahead of Trends-Market Forces Reinforce the PHM Movement



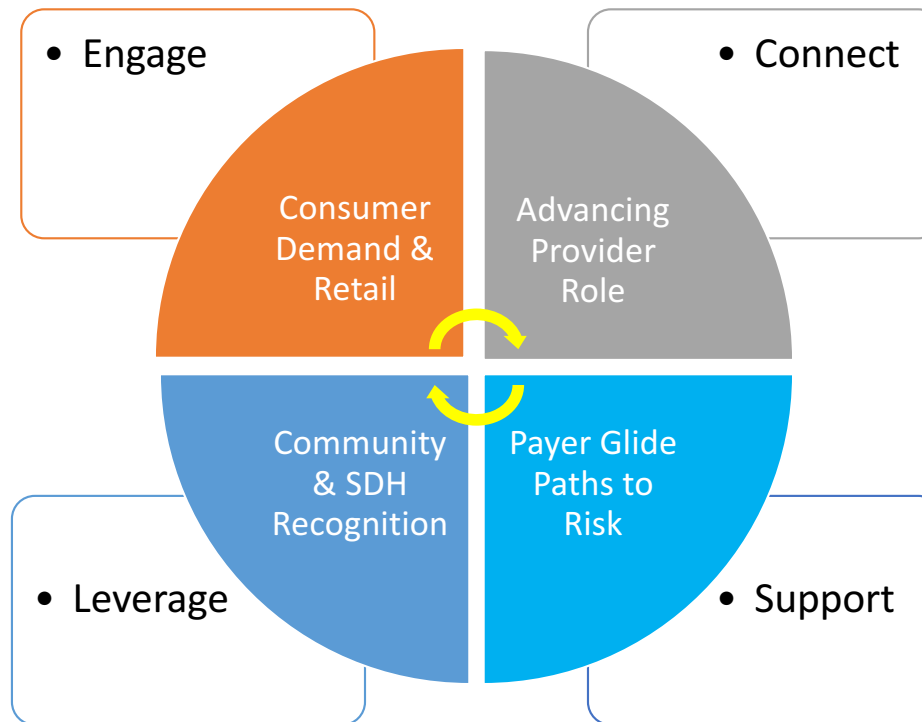
CVS Health at Home Dialysis



Meals on Wheels



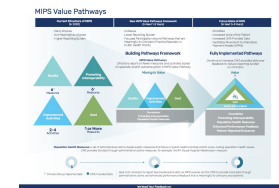
Independent Health and YMCA



Telemedicine at Yale



Tufts Health Plan JVs



CMS 2020 MIPS



©HealthCAWS 2018





Address the Growing Industry Need for Innovative Delivery Models

- ✓ Keep consumer “health” in Population Health front and center
- ✓ Simplify -uncomplicate and defragment health care services
- ✓ Accelerate use of community resources & home supports
- ✓ Promote technological advancements in analytics and digitization
- ✓ Reduce cost burden for consumers, employers and States/Feds



Corporate Members

Professional Members

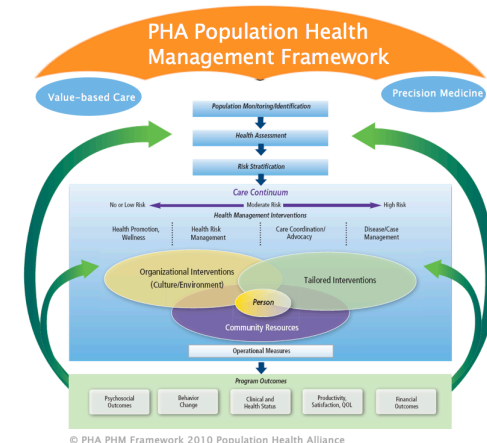
Strong
Foundation

Member Talent &
Collective Voice

Future of
Healthcare

Contact PHA: 202.737.5476
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www.PopulationHealthAlliance.org

Contact Rose Maljanian:
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The background of the slide is a photograph of a female doctor in a white lab coat with a teal stethoscope, looking down at a tablet. A male patient is visible on the right side of the frame, looking towards the doctor. A semi-transparent red banner is overlaid across the middle of the image, containing the title text.

Ensuring Quality in Population Health through Innovative Delivery Models, Standards and Metrics

Tricia Barrett, Vice President, Product Design and Support

What we do, and why

OUR MISSION

To improve the quality of health care

OUR METHOD



Measurement

We can't improve
what we don't
measure



Transparency

We show how
we measure so
measurement will
be accepted



Accountability

Once we
measure, we can
expect and track
progress

NCQA Product Types



Performance Measures

(HEDIS, CAHPS)



Accreditations

(Health Plan, Population Health Program, Case Management, Managed Behavioral Healthcare Organization)



Recognition Programs

(Patient Centered Medical Home, Patient-Centered Specialty Practice, Patient-Centered Connected Care, Diabetes, Heart/Stroke)



Data & Information Technology Certifications

(Population Health Management Prevalidation, eMeasure Certification)



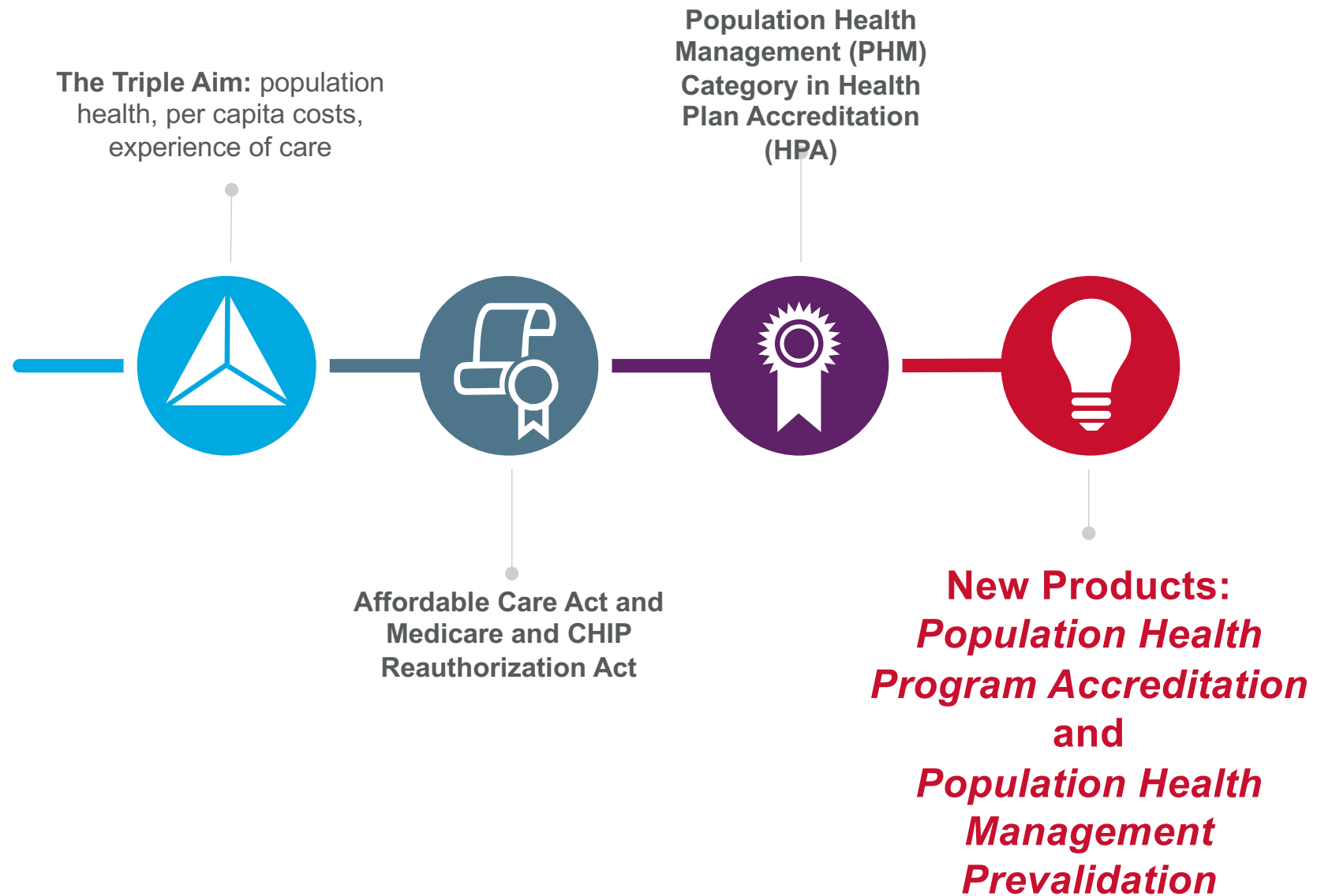
What is population health management?

(Adapted from Population Health Alliance)



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.

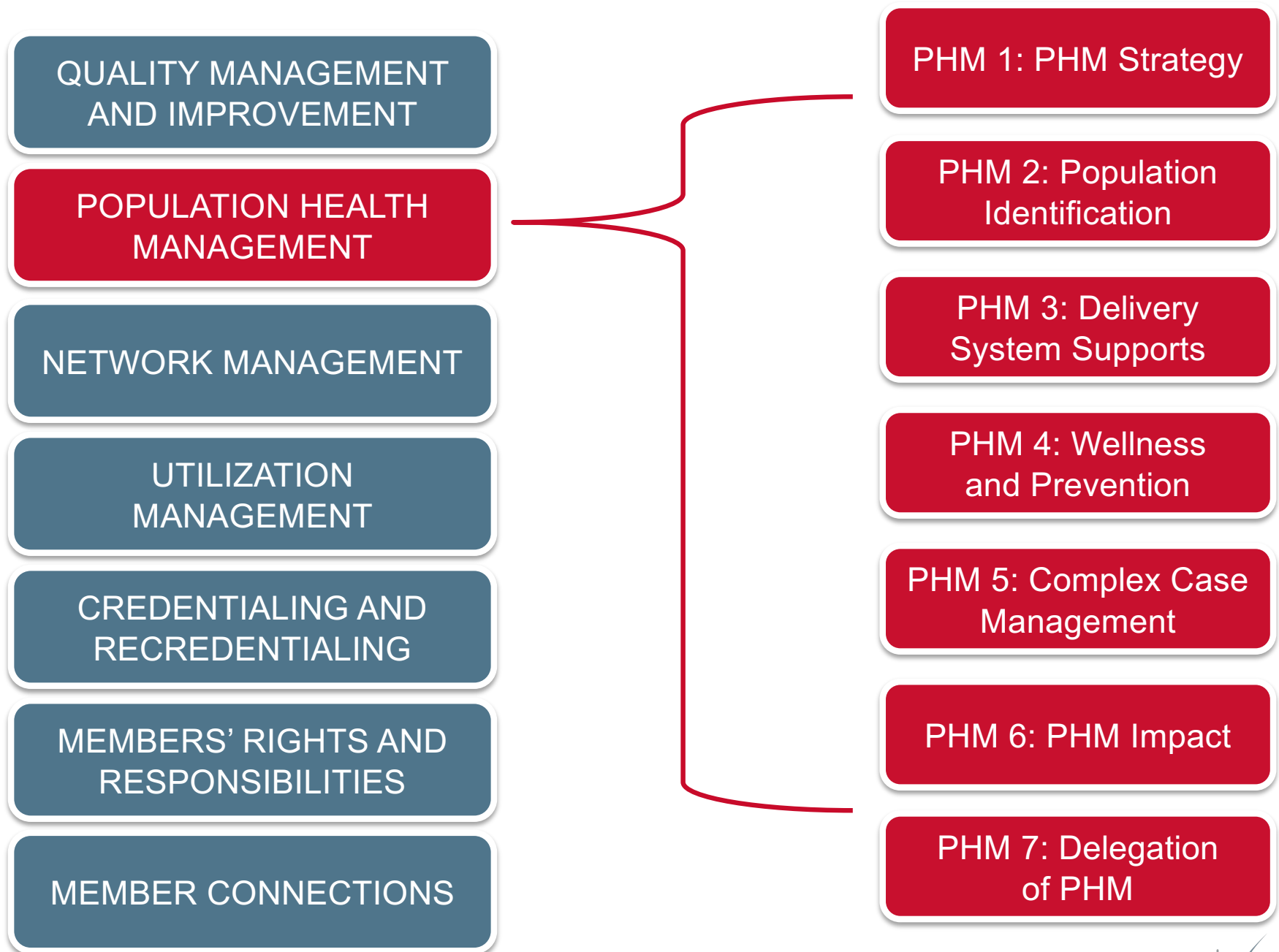
Journey to Population Health Management





Population Health Management Products

PHM Category in Health Plan Accreditation

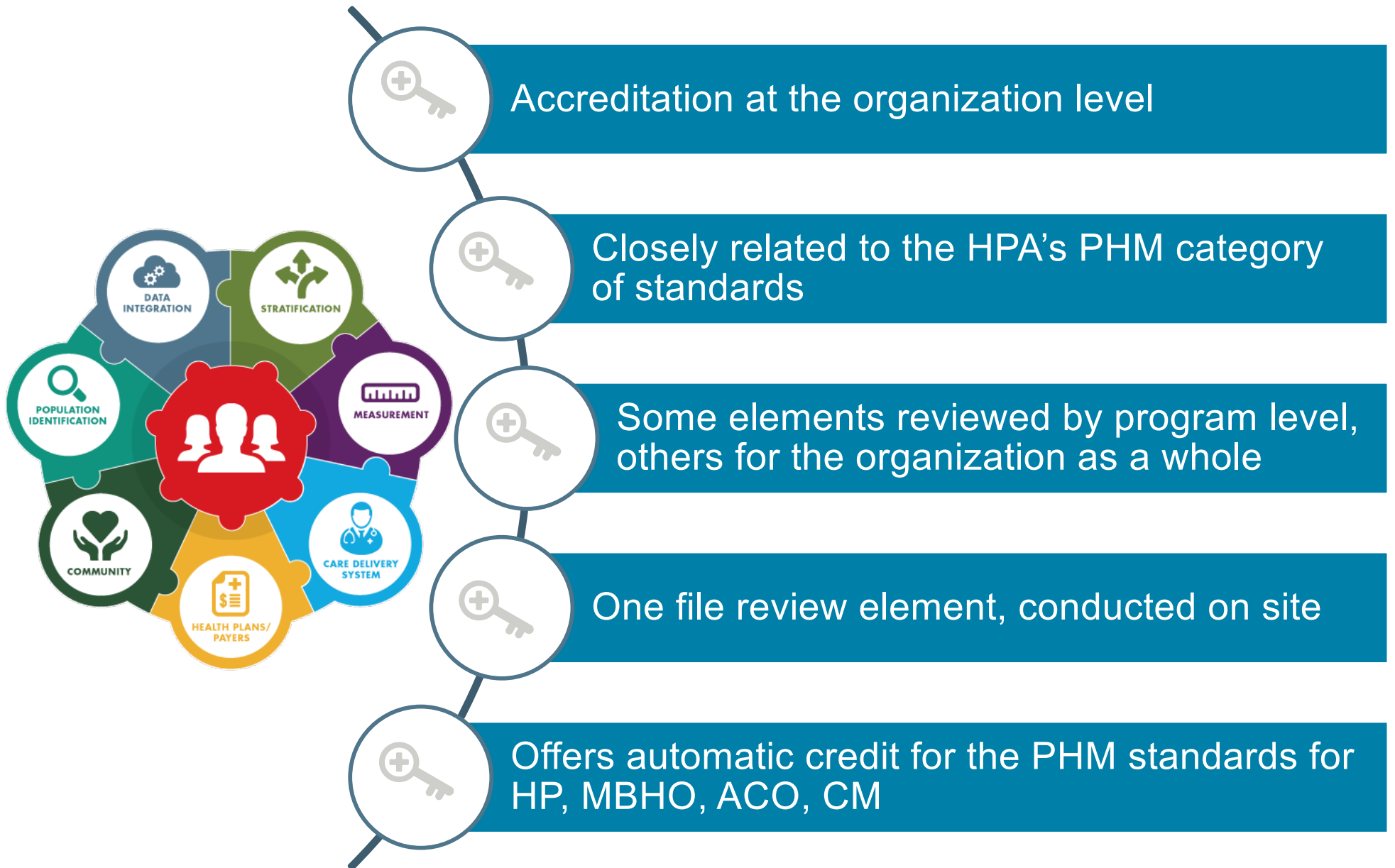


Population Health Program Accreditation



- Accrediting chronic-condition or population-focused programs
- Follows PHM model
- Population health programs may contribute to a health plan's overall PHM strategy

Key Features



Eligibility

Many different types of organizations have programs that focus on managing specific risk factors to targeted populations or specific conditions...



*Disease
Management
Organizations*



*Provider
Organizations*



*Managed
Behavioral
Healthcare
Organizations*



Health Plans



*Case
Management
Organizations*

PHP 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: Individuals' Rights and Responsibilities

PHP 9: Delegation of PHP

What is Prevalidation?

Opportunity for vendors to demonstrate that their HIT solutions can provide support for organizations or practices pursuing NCQA accreditation or recognition.



NCQA has two Prevalidation Programs:

- **Recognition Program Prevalidation:** Reviews vendor's tools against PCMH Recognition or PCSP Recognition
- **PHM Prevalidation:** Reviews vendor's tools against PHM-related elements in HPA, MBHO, PHP and CM.

Population Health Management (PHM) Prevalidation



Eligibility: What types of organizations qualify for PHM Prevalidation

Many different types of health IT solutions/tools may be eligible such as...



*Population
health
management
tools*



*Risk
stratification
tools*



*Data
aggregators*



*Case
management
systems*



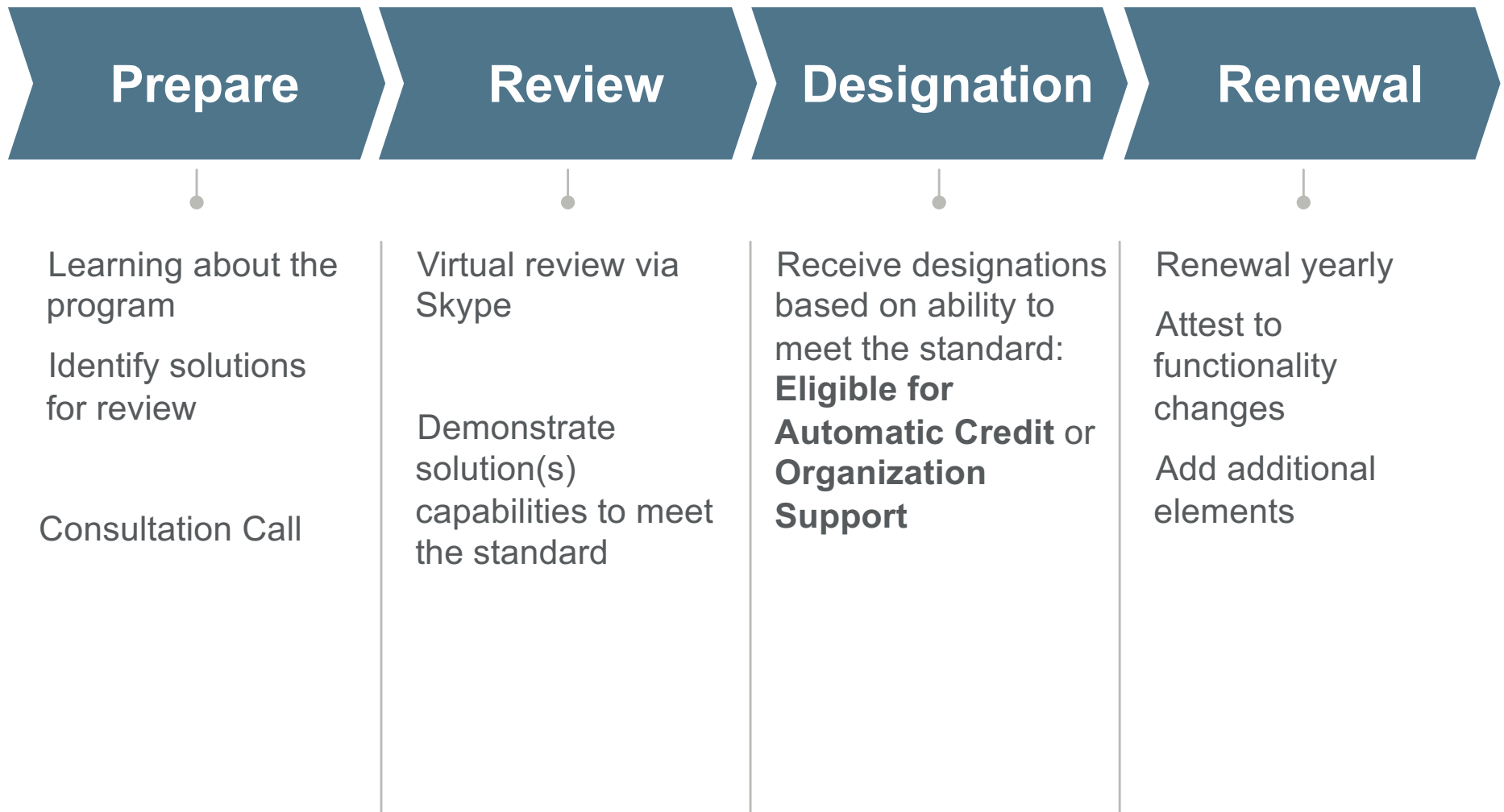
*Population
assessment
tools*



Prototype tools are ineligible. They must be fully implemented or developed.

PHM Prevalidation for Health IT Vendors

The process



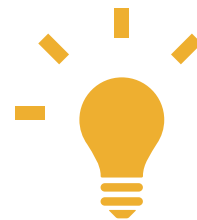
What are the designations?

Organization
Support

- The tool met factor or element requirements, but the vendor does not perform the function directly and instead offers the tools or the ability to produce required reports.

Eligible for
Automatic
Credit

- The tool demonstrates competency for the entire function outlined in the element or factor. The organization using the tool receives a score of “met” for an eligible requirement.



Did you know?

Designations can be awarded at the factor level.

PHM Prevalidation for Health IT Vendors

Reviewable elements



**PHM 2A: Data
Integration**

**PHM 2B: Population
Assessment**

**PHM 2D:
Segmentation**

**PHM 5B: Case
Management
Systems**



Related elements in other Products

Designations are awarded for all products based on elements reviewed



Health Plan Accreditation Element	Related MBHO Element	Related PHP Element	Related CM Element
PHM 2A: Data Integration	NA	PHP 3A: Data Integration	NA
PHM 2B: Population Assessment	QI 9A: Population Assessment	PHP 3A: Population Assessment	CM 2A: Population Assessment (factor 1)
PHM 2D: Segmentation	NA	PHP 4A: Segmentation	NA
PHM 5B: Case Management Systems	QI 9F: Case Management Systems	NA	CM 4A: Case Management Systems

Receiving Credit



Tool receives prevalidated designation(s)



Share “Letter of Eligibility” with client



Client submits letter and vendor agreement to NCQA during their survey

PHM Prevalidation Directory

Found on NCQA.org

Home / Our Programs / Data and Information Technology / HIT and Data Certification / Population Health Management Prevalidation / Vendors

OUR PROGRAMS

eMeasure Certification

Health Information Technology Prevalidation Programs

CAHPS Survey for PCMH

CAHPS 5.0H Survey Certification

HEDIS Compliance Audit Certification

Measure Certification

Find a Prevalidation Population Health Management Vendor

Health IT systems that earn Population Health Management Prevalidation status have the functionality to help organizations meet program requirements for NCQA Accreditation programs: Health Plan, Managed Behavioral Healthcare Organization, Case Management and Population Health Program.

VENDOR NAME	NCQA PROGRAM SUPPORTED	PREVALIDATED PRODUCTS	VENDOR EMAIL
Altruista Health	<ul style="list-style-type: none">Health Plan Accreditation 2018, 2019Case Management Accreditation	Guiding Care Version 8.7+	fjoyer@altruistahealth.com

Save

Email

Other NCQA Products with PHM Concepts



HEDIS Measures



Wellness and Health Promotion (WHP), Case Management Accreditation



Patient Centered Medical Home and Patient-Centered Specialty Practice Recognition Programs



PCMH works for Medicare & Medicaid...

See the evidence: www.ncqa.org/pcmh-evidence



Medicare Fee-For-Service Program

Lower overall spending, acute care hospital spending, ED utilization.



Medicare Shared Savings Program

ACOs with **more PCMH** physicians deliver **higher quality** and **greater savings**



Comparing PCMH Models: AAAHC vs. TJC vs. NCQA

NCQA-Recognized sites have **better quality, cost outcomes**



HRSA-Funded Health Centers

NCQA-Recognized sites have better quality, **gains build over time.**

... and in Commercial populations, too

See the evidence: www.ncqa.org/pcmh-evidence



*Colorado
Multi-payer
Initiative*

Significant, **sustained improvement** in ED, utilization and cost



*Pennsylvania
Multi-payer
Initiative*

21% lower cost of care for diabetics **in 1 year**



*Rhode Island
Multi-Payer
Initiative*

Significant reductions in ambulatory sensitive ED visits



*Independence
Blue Cross*

Significantly **lower ED** utilization for patients with **chronic illness**

Key Takeaways:



- NCQA has many products to evaluate Population Health Management
- Population Health Program Accreditation is a new product for organizations managing specific populations or conditions
- PHM Prevalidation is a new product for health IT vendors with population health tools



Questions