



## **Challenges of Quality Measurement and Performance Improvement in a Pandemic**

December 9, 2020

# Value-based Care & Public Reporting Domains

<b>Quality</b> 	<ul style="list-style-type: none"><li>▪ Disease outcomes</li><li>▪ Preventive care / gaps in care</li><li>▪ Risk stratification</li><li>▪ Functional improvement</li></ul>
<b>Safety</b> 	<ul style="list-style-type: none"><li>▪ Procedure-related complications</li><li>▪ Hospital acquired infections</li><li>▪ Adverse drug events</li><li>▪ Other hospital safety events (e.g., falls)</li></ul>
<b>Cost/Efficiency</b> 	<ul style="list-style-type: none"><li>▪ Preventable admissions / readmissions</li><li>▪ “Low value care” avoidance</li><li>▪ Improve ED throughputs</li><li>▪ Increase OR scheduling efficiency</li></ul>
<b>Satisfaction</b> 	<ul style="list-style-type: none"><li>▪ Customer satisfaction</li><li>▪ Patient reported outcomes of care</li></ul>

# Challenges in Quality Measurement and Performance

## Operations



## Benchmarks



## Data



## Customers



# Potential Impact of Operational Disruptions

## Operations



- **Elective Surgery Cancellations**
- **Decreased Admissions of Low Severity Cases**
- **Sub-optimal locations of Care (Temp Beds, Make-shift ICU's)**
- **Staffing Issues**
- **Telehealth Visits**

# Quality Measurement and Performance “Data Gaps”

## Data



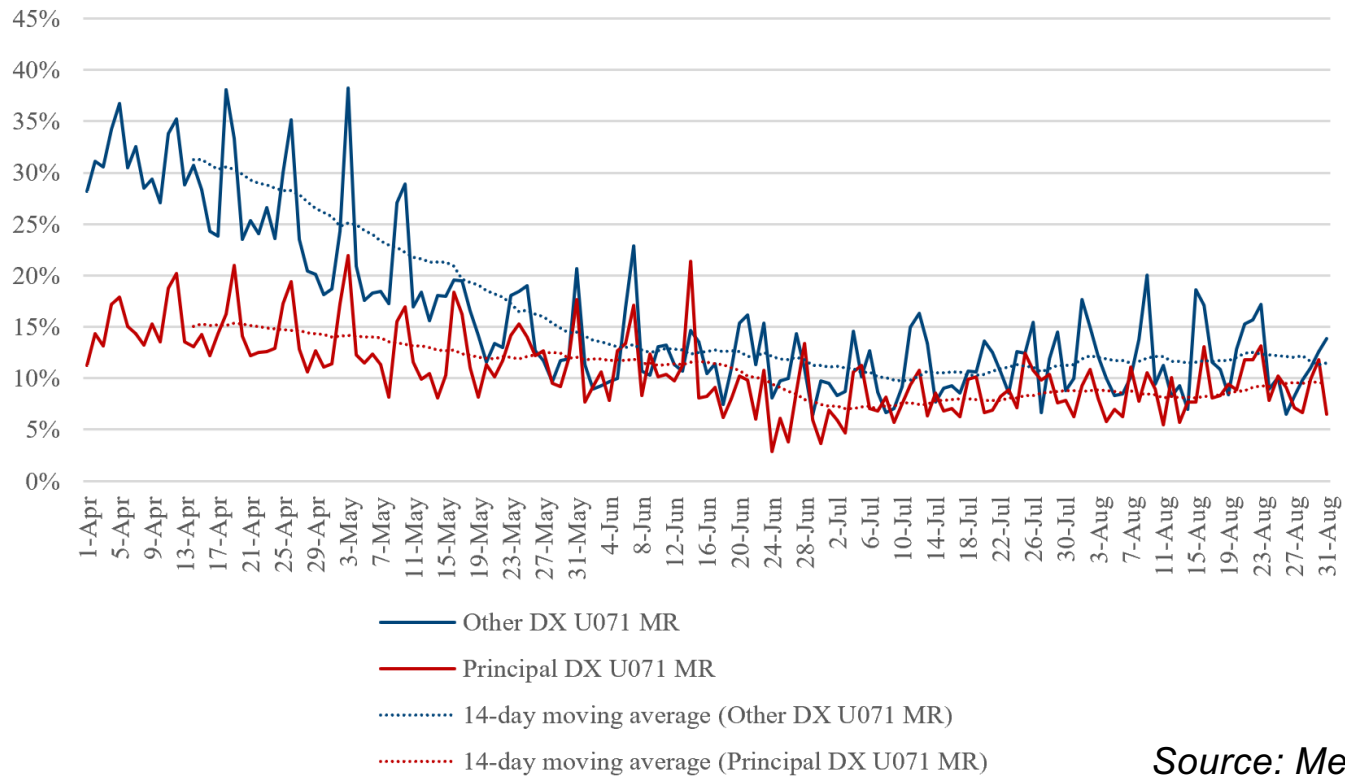
- Reporting Quality Measures Data in Performance Period
- Documentation Deficiencies
- Potential Coding Issues
- Billing / Claims Disruptions

## Benchmarks



- Changes in Case Mix
- Cost/Utilization
- Potential Gaps in “Normative Data”
- Validity / Reliability of Future Risk Adjustment Algorithms

## Impact of Covid-19 on Hospital Mortality Rates



Source: Medisolv Analytics

# Challenges in Quality Measurement and Performance

## Customers



- **Changes in “Consumer/Customer” Behavior**
- **Patient Engagement Barriers**
- **Increased Wait Times**
  - **Access / Appointments**
  - **ED Waiting Room**
- **Patient Satisfaction Surveys**
  - **HCAHPS**
  - **CAHPS for MIPS**



# Monitor Often & Adapt with Agility

- **Regulatory / VBP Programs**

- CMS HIQR/OQR
- CMS HVBP/HACP/HRARP
- CMS QP/MIPS/APM/AAPM
- NCQA HEDIS Reporting
- NCQA HEDIS Benchmarks
- Medicaid/Commercial Health Plans

- **Technical Updates**

- Measure Specifications
- Coding Changes
- Abstraction Guidelines





Zahid Butt MD FACG

[zbutt@medisolv.com](mailto:zbutt@medisolv.com)

(410) 925-7005

@zbytes



# WHEN YOU RETURN

Our next presentation will be in the main workshop room.

Click the link found in your calendar invitation to  
return to the main session.

**YOU ARE HERE**



▪ 1:00-1:10: Break

▪ 1:10-2:00: The 2021 “Voluntary” Electronic Measures

**Join this session by clicking the main workshop link found in your calendar invitation or confirmation email.**

- A review of the specifications and steps for implementing the Hybrid Hospital-Wide 30-Day Readmission measure and the Safe Use of Opioids - Concurrent Prescribing eQCM.

**BREAK**