

Medicare Advantage
Quality Improvement Project (QIP) &
Chronic Care Improvement Program (CCIP)
Annual Update Training

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Administration Group
October 30, 2013
MAO Training

Presentation Overview

- **QIP/CCIP Background & Requirements**
- **Recent changes to HPMS**
- **QIP/CCIP Annual Update Requirements**
 - **Do**
 - **Study**
 - **Act**
- **Supporting Resources**
- **Q&A Session**

QIP/CCIP Background

- **Quality Improvement Program Requirements**
 - CMS regulations 42 CFR §422.152
 - Quality Improvement Project (QIP)
 - Chronic Care Improvement Program (CCIP)
 - Requires progress be reported to CMS
- **Focus on Interventions and Outcomes**
- **All approved QIP/CCIPs implemented in January 2013**

QIP Background

QIP Mandatory topic (3 years)

- Address 30-day all-cause hospital readmissions
- Expected to have favorable effect on health outcomes and enrollee satisfaction
- QIPs may be clinical and or non-clinical
 - Clinical: disease management/education
 - Non-clinical: process oriented, i.e. care coordination
- Supports the national HHS initiative —Partnership for Patients

Examples of QIP Areas of Focus:

Improving Care Transitions:

- Increased Care Coordination
 - Timely primary care provider follow-up visits
 - Home visits
- Medication reconciliation
- Improving self-care management skills
- Disease management programs
- Other educational efforts

CCIP Background

CCIP Mandatory topic (5 years)

- Reducing the incidence and severity of cardiovascular disease
- CCIPs must be clinically focused
- Supports the national HHS initiative—Million Hearts Campaign
- **ABCS** of heart disease
 - Aspirin
 - Blood pressure control
 - Cholesterol management
 - Smoking cessation

Examples of CCIP Areas of Focus

- **Disease Management**
 - Self management skills
 - Cardiovascular conditions
 - Other chronic conditions (e.g., Diabetes)
 - Identifying and controlling risk factors
 - Promoting lifestyle modifications
- **Care Coordination**
 - Improved Care management
 - Multidisciplinary teams
- **Provider Education**
 - Promoting the use of evidence-based guidelines

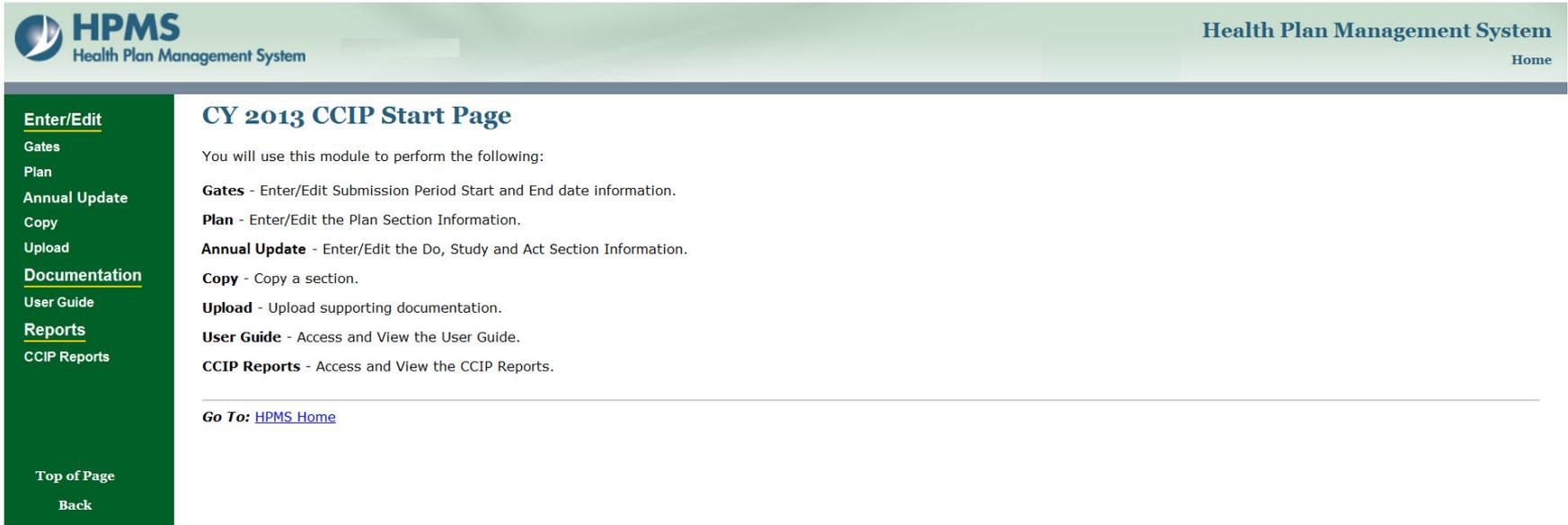
Plan-Do-Study-Act (PDSA) Quality Model

- **Plan**
Identify the potential target of opportunity, plan the project
- **Do**
Implementation of the project
- **Study**
Data collection and analysis
- **Act**
Next Steps

Health Plan Management System (HPMS)

- The means to submit QIP/CCIP Annual Updates
- Annual Update submission period
 - November 14th through November 25th
- The original Do, Study, Act (DSA) components comprise the Annual Update
 - Consistent between the QIP and CCIP
 - Tell a story using the DSA quality improvement model
 - Focus on essential information
 - What is the value of these efforts?
 - What are we learning collectively?
 - How are MAOs improving care and health outcomes for enrollees?

Accessing the HPMS Annual Update Module



The screenshot shows the HPMS (Health Plan Management System) interface. At the top left is the HPMS logo and name. At the top right is the text 'Health Plan Management System' and a 'Home' link. A dark green sidebar on the left contains a navigation menu with the following items: 'Enter/Edit' (underlined), 'Gates', 'Plan', 'Annual Update', 'Copy', 'Upload', 'Documentation' (underlined), 'User Guide', 'Reports' (underlined), and 'CCIP Reports'. At the bottom of the sidebar are 'Top of Page' and 'Back' links. The main content area is titled 'CY 2013 CCIP Start Page' and contains the following text: 'You will use this module to perform the following:'. Below this are four bullet points: 'Gates - Enter/Edit Submission Period Start and End date information.', 'Plan - Enter/Edit the Plan Section Information.', 'Annual Update - Enter/Edit the Do, Study and Act Section Information.', and 'Copy - Copy a section.'. Below these are three more bullet points: 'Upload - Upload supporting documentation.', 'User Guide - Access and View the User Guide.', and 'CCIP Reports - Access and View the CCIP Reports.'. At the bottom of the main content area is a 'Go To: [HPMS Home](#)' link.

HPMS
Health Plan Management System

Health Plan Management System
Home

Enter/Edit
Gates
Plan
Annual Update
Copy
Upload
Documentation
User Guide
Reports
CCIP Reports

Top of Page
Back

CY 2013 CCIP Start Page

You will use this module to perform the following:

- Gates** - Enter/Edit Submission Period Start and End date information.
- Plan** - Enter/Edit the Plan Section Information.
- Annual Update** - Enter/Edit the Do, Study and Act Section Information.
- Copy** - Copy a section.
- Upload** - Upload supporting documentation.
- User Guide** - Access and View the User Guide.
- CCIP Reports** - Access and View the CCIP Reports.

Go To: [HPMS Home](#)

Accessing the HPMS Annual Update Module

CY 2013 CCIP - Annual Update

NOTE: You will be unable to select a CCIP topic if you have not completed your Plan Section.

Select a Contract:

Z0001

Select a Plan:

Non-SNP

Select a program:

(M) Decreasing Cardiovascular Disease: Te

Next

[Go To: CCIP Start Page](#)

Annual Update Requirements

- **DO**
 - Implementation of the project

- **STUDY**
 - Analysis of the results

- **ACT**
 - Action plan, i.e. next steps
 - Lessons learned
 - Best practices, i.e. promising approaches

Do Section

- **MAO Demographics**
- **Target Goal**
- **Benchmark**
- **Education(CCIP)**
- **Interventions**
- **Target Audience**
- **Timeframe**
- **Barriers Encountered**
- **Mitigation Strategies**

Do Section Overview

QIP - Annual Update

MAO Name: EXAMPLE CONTRACT 1
Contract Number: Z0001
Identification Number: Non-SNP
Project Cycle: Contract Year 2013 - Annual Update 1
Quality Improvement Project (QIP) Topic: Sample Text
Focus: Non-clinical
Domain: Domain

Enter/Edit - DO Section (I) - I. Goal and Benchmark

- I1. Goal:** Sample Text
- I2. Benchmark:** Baseline
- I3. Intervention:** Intervention 1
Planned Intervention: Sample Text
Target Population: Sample Text
Methodology: Sample Text
Timeframe: Sample Text
- I4. Target Audience:** Intervention 1
Target Audience: Sample Text
- I5. Timeframe:** **January 1, 2013 through Annual Update Period.**
- I6. Barriers Encountered:** Yes No

If YES: What barrier(s)?

If YES: Mitigation: How did you address the barrier(s) encountered?

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Save & Exit

Save & Next >>

[Go To: QIP Start Page](#)

MAO Demographics



Health Plan Management System

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CCIP - Annual Update

MAO Name: Example Contract 1

Contract Number: Z0001

Identification Number: Non-SNP

Chronic Care Improvement Program (CCIP) Topic: Sample Program

Project Cycle: Contract Year 2013 - Annual Update 1

Target Goal



QIP - Annual Update

MAO Name: EXAMPLE CONTRACT 1

Contract Number: Z0001

Identification Number: Non-SNP

Project Cycle: Contract Year 2013 - Annual Update 1

Quality Improvement Project (QIP) Topic: Sample Text

Focus: Non-clinical

Domain: Domain

Enter/Edit - DO Section (I) - I. Goal and Benchmark

I1. Goal: Sample Text

Benchmark



Health Plan Management System

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QIP - Annual Update

MAO Name: EXAMPLE CONTRACT 1

Contract Number: Z0001

Identification Number: Non-SNP

Project Cycle: Contract Year 2013 - Annual Update 1

Quality Improvement Project (QIP) Topic: Sample Text

Focus: Non-clinical

Domain: Domain

Enter/Edit - DO Section (I) - I. Goal and Benchmark

I1. Goal: Sample Text

I2. Benchmark: Baseline

Education (CCIP Only)

CCIP - Annual Update

MAO Name: Example Contract 1
Contract Number: Z0001
Identification Number: Non-SNP
Chronic Care Improvement Program (CCIP) Topic: Sample Program
Project Cycle: Contract Year 2013 - Annual Update 1

Enter/Edit - DO Section (D) - D. Program Implementation

D1. Education

Type of Education: Both

Patient Self Management Entry #1

Method Training: Sample Text
Method Support: Sample Text
Method Monitoring: Sample Text
Method Follow-up: Sample Text
Method Other: Sample Text

Provider Education Entry #1

Method Training: Sample Text
Method Support: Sample Text
Method Monitoring: Sample Text
Method Follow-up: Sample Text
Method Other: Sample Text

D1a. Patient Self Management from Plan

Topic Covered Training: Sample Text
Topic Covered Support: Sample Text
Topic Covered Monitoring: Sample Text
Topic Covered Follow-up: Sample Text
Topic Covered Other: Sample Text

D1b. Provider Education from Plan

Topic Covered Training: Sample Text
Topic Covered Support: Sample Text
Topic Covered Monitoring: Sample Text
Topic Covered Follow-up: Sample Text
Topic Covered Other: Sample Text

D1c. Did you conduct proposed education: Yes No

If NO, explain:

Interventions

QIP - Annual Update

MAO Name: EXAMPLE CONTRACT 1

Contract Number: Z0001

Identification Number: Non-SNP

Project Cycle: Contract Year 2013 - Annual Update 1

Quality Improvement Project (QIP) Topic: Sample Text

Focus: Non-clinical

Domain: Domain

Enter/Edit - DO Section (I) - I. Goal and Benchmark

I1. Goal: Sample Text

I2. Benchmark: Baseline

I3. Intervention: Intervention 1

Planned Intervention: Sample Text

Target Population: Sample Text

Methodology: Sample Text

Timeframe: Sample Text

I4. Target Audience: Intervention 1

Target Audience: Sample Text

Timeframe

QIP - Annual Update

MAO Name: EXAMPLE CONTRACT 1

Contract Number: Z0001

Identification Number: Non-SNP

Project Cycle: Contract Year 2013 - Annual Update 1

Quality Improvement Project (QIP) Topic: Sample Text

Focus: Non-clinical

Domain: Domain

Enter/Edit - DO Section (I) - I. Goal and Benchmark

I1. Goal: Sample Text

I2. Benchmark: Baseline

I3. Intervention: **Intervention 1**
Planned Intervention: Sample Text
Target Population: Sample Text
Methodology: Sample Text
Timeframe: Sample Text

I4. Target Audience: **Intervention 1**
Target Audience: Sample Text

I5. Timeframe: **January 1, 2013 through Annual Update Period.**

Barriers & Mitigation Plan

I6. Barriers Encountered: Yes No

If YES: What barrier(s)?

If YES: Mitigation: How did you address the barrier(s) encountered?

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Study Section

- **Total Population**
 - Number of plan members in the contract
- **Numerator**
 - Number of eligible plan members that met the inclusion criteria for participation (as described in the Plan section) and actually **received** project intervention(s)
- **Denominator**

Study Section (Continued)

- **Results**
 - Any available results
 - For reliable and consistent measurement, MAOs should use the same primary data source across years for each quality initiative
- **Other Results Data**
 - Any other results used to evaluate the project
- **Analysis of Results**
 - Should reflect key aspects of the interventions and how they link to overall improvement

Study Section Overview

QIP - Annual Update

MAO Name: EXAMPLE CONTRACT 1
Contract Number: Z0001
Identification Number: Non-SNP
Project Cycle: Contract Year 2013 - Annual Update 1
Quality Improvement Project (QIP) Topic: QIP Title
Focus: Non-clinical
Domain: Domain

Enter/Edit - STUDY Section (J) - J. Results and Findings

J1. Total Population: (Number)

J2. Numerator: (Number)

J3. Denominator: (Number)

J4. Results and/or Percentage:

J5. Other Data or Results:

J6. Analysis of Results or Findings:

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Go To: [QIP Start Page](#)

Total Population



Health Plan Management System

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QIP - Annual Update

MAO Name: EXAMPLE CONTRACT 1

Contract Number: Z0001

Identification Number: Non-SNP

Project Cycle: Contract Year 2013 - Annual Update 1

Quality Improvement Project (QIP) Topic: QIP Title

Focus: Non-clinical

Domain: Domain

Enter/Edit - STUDY Section (J) - J. Results and Findings

**J1. Total
Population:** (Number)

Numerator & Denominator

QIP - Annual Update

MAO Name: EXAMPLE CONTRACT 1
Contract Number: Z0001
Identification Number: Non-SNP
Project Cycle: Contract Year 2013 - Annual Update 1
Quality Improvement Project (QIP) Topic: QIP Title
Focus: Non-clinical
Domain: Domain

Enter/Edit - STUDY Section (J) - J. Results and Findings

J1. Total Population: (Number)

J2. Numerator: (Number)

J3. Denominator: (Number)

Results and Analysis

J4. Results and/or Percentage:

J5. Other Data or Results:

J6. Analysis of Results or Findings:

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ACT Section

- **Action Plan: (check all that apply)**
 - Revise Intervention
 - Revise Methodology
 - Change Goal
 - Other
- **Action Plan**
 - Next Steps

ACT Section (Continued)

- **Best Practices**

- Identify what seemed to work well

- **Lessons Learned**

- Key element for the 2013 Annual Update
- Identify what has impacted the project thus far, both positive and negative
- If interventions had less than favorable results, the MAO may want to consider revisions

Action Plan

QIP - Annual Update

MAO Name: EXAMPLE CONTRACT 1

Contract Number: Z0001

Identification Number: Non-SNP

Project Cycle: Contract Year 2013 - Annual Update 1

Quality Improvement Project (QIP) Topic: QIP Title

Focus: Non-clinical

Domain: Domain

Enter/Edit - ACT Section (K) - K. Next Steps

- K1. Action Plan:** (check all that apply)
- Revise intervention
 - Revise methodology
 - Change goal
 - Other

Other:

K2. Action Plan Description:

Best Practices & Lessons Learned

K3. Describe "Best Practices":

K4. Describe "Lessons Learned":

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Save & Exit

Save & Next >>

Annual Update Module Submission

QIP - Annual Update

MAO Name: EXAMPLE CONTRACT 1
Contract Number: Z0001
Identification Number: Non-SNP
Project Cycle: Contract Year 2013 - Annual Update 1
Quality Improvement Project (QIP) Topic: Sample Text
Focus: Non-clinical
Domain: Domain

Note: Your QIP Annual Update data is saved. Please use the submit button if you want to submit your data now, or use the Edit button to exit.

QIP Annual Update Review

DO Section (D) - I. Goal and Benchmark

- I1. Goal:** Sample Text
- I2. Benchmark:** Baseline
- I3. Intervention:**
- | | |
|------------------------------|-------------|
| Intervention 1 | |
| Planned Intervention: | Sample Text |
| Target Population: | Sample Text |
| Methodology: | Sample Text |
| Timeframe: | Sample Text |
- I4. Target Audience:**
- | | |
|-------------------------|-------------|
| Intervention 1 | |
| Target Audience: | Sample Text |
- I5. Timeframe:** **January 1, 2013 through Annual Update Period.**
- I6. Barriers Encountered:**

STUDY Section (J) - J. Results and Findings

- J1. Total Population: (Number)** Sample Text
- J2. Numerator: (Number)** Sample Text
- J3. Denominator: (Number)** Sample Text
- J4. Results and/or Percentage:** Sample Text
- J5. Other Data or Results:** Sample Text
- J6. Analysis of Results or Findings:** Sample Text

ACT Section (K) - K. Next Steps

- K1. Action Plan:** Revise intervention
- K2. Action Plan Description:** Sample Text
- K3. Describe "Best Practices":** Sample Text
- K4. Describe "Lessons Learned":** Sample Text

Annual Update Module Confirmation

QIP - Annual Update

Your QIP Annual Update data has been submitted.

Contracts included with Submission		
Contract Number	Plan Number	Contract Name
Z0001	Non-SNP	EXAMPLE CONTRACT 1

Individuals that will be Notified of Submission			
Contract Number	Role	Name	Email
Z0001		John Smith	test@test.com
Z0001		John Smith	test@test.com
Z0001		John Smith	test@test.com

Thank you for submitting your QIP Information. An email will be sent to confirm your submission.

OK

Go To: [QIP Start Page](#)

Annual Update Resubmissions

- Necessary when Annual Update requirements are not met
- Further review will occur
- CMS will work with the MAO
 - Identify deficiencies
 - Request a resubmission
 - Review resubmissions
 - Include AMs in all communications

Important Dates

- **Submission window for MAOs**
 - November 14-25, 2013
- **Review period**
 - November 26-December 31

QIP/CCIP RESOURCES

MA Quality Mailbox:

MAQuality@cms.hhs.gov

MA Quality Improvement Program Website:

<http://www.cms.gov/Medicare/Health-Plans/Medicare-Advantage-Quality-Improvement-Program/Overview.html>

QIP/CCIP HPMS User Guide:

<https://gateway.cms.gov/>

HPMS Help Desk :

800-220-2028

HPMS@cms.hhs.gov

Question and Answer Session