



# Medicare Advantage Quality Strategy

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# Purpose

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- To describe the current Quality and Prevention Strategy
- To provide an update on future directions for the QI Program

# Definition of Quality

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Dr. Berwick has defined quality during his trainings as:

“ Meeting and exceeding the needs and expectations of our customers”

# Dr. Berwick's/CMS's Triple Aim

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- Improve the individual experience of care
- Improve the health of populations
- Reduce the per capita costs of care for populations

Source: Berwick, D., Nolan, T.W., and Whittington, J. The Triple Aim: Care, Health, and Cost. *Health Affairs*, 27, no 8 (2008): 759-769.

# Institute of Medicine (IOM) Report

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- Institute of Medicine Report: *Crossing the Quality Chasm: A New Health System for the 21<sup>st</sup> Century* (2001)

# 2001 IOM Six Aims

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- Six Aims for Improvement are built around the need for health care to have the following characteristics:
  - Safe
  - Effective
  - Patient-Centered
  - Timely
  - Efficient
  - Equitable

# HHS National Quality Strategy

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- Mandated under the Affordable Care Act
- Released in March 2011
- Will require all agencies within HHS to develop their strategy
- CMS Workgroup contributed to this strategy

# **HHS National Quality Strategy:**

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## **National Aims**

- Better care
- Healthy people/healthy communities
- Affordable care



# **HHS National Quality Strategy:**

## **Priorities**

- Make care safer by reducing harm caused in the delivery of care
- Ensure that each person and family are engaged as partners in their care
- Promote effective communication and coordination of care

# **HHS National Quality Strategy:**

## **Priorities (continued)**

- Promote the most effective prevention and treatment practices for the leading causes of mortality, starting with cardiovascular diseases
- Work with communities to promote wide use of best practices to enable healthy living
- Make quality care more affordable by developing new health care delivery models

# **HHS National Prevention Strategy (NPS): Strategic Directions**

- Also mandated under the Affordable Care Act
- Builds on the principles of the HHS NQS
- Focus is to improve health care quality and quality of life through increased access to preventive services

# **HHS National Prevention Strategy (NPS): Strategic Directions**

- Four strategic directions
  - Healthy and safe community environments
  - Clinical and community prevention services
  - Empowered people
  - Elimination of health disparities

# Seven Prevention Priorities

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1. Tobacco free living
2. Preventing drug abuse and excessive alcohol use
3. Healthy eating
4. Active living
5. Injury and violence free living
6. Reproductive and sexual health
7. Mental and emotional well-being

# Seven components of the QI Program

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Applies to all MAOs and SNPs

1. Chronic care improvement program (CCIP)
  - Meets the requirements of 42 CFR §422.152(c)
  - Addresses populations identified by CMS based on a review of current quality performance

# QI Program (continued)

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2. Conduct quality improvement projects (QIPs)
  - Meet the requirements of 42 CFR §422.152(d)
  - Expected to have a favorable effect on health outcomes and enrollee satisfaction
  - Address areas identified by CMS
3. Develop and maintain a health information system
4. Encourage providers to participate in CMS and HHS QI initiatives

## QI Program (continued)

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5. Contract with an approved Medicare CAHPS vendor to conduct the Medicare CAHPS satisfaction survey of Medicare enrollees
6. Include a program review process for formal evaluation of the QI Program that addresses at least the following areas on an annual basis
  - Impact
  - Effectiveness
7. Corrects problems for the plan



# Core Features

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- Comprehensive
  - Designed to assess, develop, and implement the best possible standards of care to ensure that health care systems deliver the highest quality of care across all plan types
- Vision, Mission, and Core Values
- Goals and Objectives
  - Define specific objectives for our goals
  - Develop metrics to monitor objectives and measure progress
- Implementation of Action Plan

# QI 2012 and Beyond

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- Implementation of QI Strategy
- Implementation of new process for Quality Improvement Project (QIP) and Chronic Care Improvement Program (CCIP) submissions
  - New collections tools and HPMS module
  - “Plan,” “Do,” “Study,” “Act” model
  - Focus on cardiovascular health and hospital readmissions

# QI Program Enhancements

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- Improve the tools and methods for reporting the QIPs and CCIPs
- Improve the MOC elements and factors
- Provide technical assistance early in the process
- Provide ongoing technical assistance

# Expand QI Program Resources

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- CMS MA QI website pages
  - Under development now
- Other areas being developed to support the QI Program
  - Guidance
  - Training
  - Outreach materials for plans

# Summary

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- Quality is a focus for the MA program
- Achieve quality health care through a strong QI strategy and program
- Continue to develop better clinical outcomes measures to demonstrate the impact the MA program has on improving health and health outcomes for our beneficiaries

# QI Program Resources

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- Code of Federal Regulations (CFR)
- Central Office and Regional Office staff
- CMS website
- Medicare Managed Care Manual

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**Thank you**