



CONNECTICUT  
*Office of Health Strategy*

# SIM Quality Council

*April 17, 2019*

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# Meeting Agenda

Item	Allotted Time
Introductions/Call to Order	5 min
Public Comment	5 min
Meeting Summary Approval	5 min
Purpose of Today's Meeting	5 min
Public Scorecard	75 min
Next steps and Adjournment	5 min

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graph LR; A((Public Comments)) --- B((2 minutes per comment))
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Public  
Comments

2 minutes  
per  
comment

# Meeting Summary

# Purpose of Today's Meeting

# Public Scorecard

# Agenda: Online Healthcare Scorecard

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**Status Update**



**Website Preview**



**Result Preview**



**Next Steps**

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Status Update

# Status Update (1 of 3)

	February 2019				March 2019				April 2019			
	4-8	11-15	18-22	25-1	4-8	11-15	18-22	25-29	1-5	8-12	15-19	22-26
	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4
<b>UConn Health Analysis and Website</b>												
Receive corrected 2017 data	X											
Clean and process corrected data												
Attribution code review												
Attribution result validation												
Validation of initial measures												
Adjustments and run initial measures on corrected 2017 data				X								
Entity results calculated					X							
Technical documentation completed and uploaded												
Finalize website functionality and presentation												
Results loaded into website											X	
<b>Quality Council Responsibilities</b>												
Provider list finalization: Provider Overlap Decision		X										
Provider list finalization: Provider Tie Decision		X										
Select benchmark		X										
Measures and Methods subgroup recommends rating category definitions						X						
Finalize rating category definitions							X					
Measures and methods subgroup recommends minimum sample size						X						
Finalize minimum sample size							X					
Design subgroup meetings			X	X								
Design subgroup final review and approval								X				
Determine and implement announcement publicity strategy							X	X	X	X	X	
Final review and signoff on final results and presentation										X	X	
<b>Advanced Network Participation</b>												
Review results												
Resolve result issues with UConn Health								X	X	X		
<b>Publication of website with initial measures</b>												

## Status Update (2 of 3)

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- Analysis and ratings calculated for initial measures
  - Preview sent to Advanced Networks (ANs) for review on 4/12
- Website ready for upload of data
- Organizational reports sent to Advanced Networks including
  - Scores and ratings
  - provider list
  - attribution method

## Status Update (3 of 3)

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- Requested input from Methods and Measures subgroup on immunization for adolescents measure
  - Date masking prevents identification of specified look back period
  - Need to provide council with visual presentation of the issue

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# Website Preview

# Website Preview (1 of 7)

## Welcome to HealthQuality CT!

It's for everyone: Consumers, Providers, Policy Makers, and Payers

Choose a scorecard report to find out how well Connecticut's large healthcare organizations provide recommended care to their patients

### Healthcare Organization

Get Started

See how a specific healthcare organization scores for each quality measure

### Quality Measure

Get Started

Compare how well different healthcare organizations deliver specific quality measures

### Summary Reports

Get started

See all the results for healthcare organizations and quality measures

HealthQuality CT rates healthcare organizations in Connecticut on patient experience and clinical quality. See how your organization performed.

Organization performed **above** the state average



Organization performed **similar** to the state average



Organization performed **below** the state average



# Website Preview (2 of 7)

The screenshot shows a modal window titled "Find Results for a Healthcare Organization" with a close button (x) in the top right corner. The modal contains three dropdown menus: "Healthcare Organization" (set to "Nothing selected"), "Insurance Type" (set to "Commercial"), and "Report Year" (set to "2018"). A blue "View Results" button is positioned below the dropdowns. To the right of the dropdowns is a light gray box with the text: "Click [here](#) to search for a healthcare organization using provider name." The background of the website is dark blue with some text and icons visible but blurred.

# Website Preview (3 of 7)

The screenshot shows a modal window titled "Find Results for a Healthcare Organization" with a close button (x) in the top right corner. Below the title, there is a section labeled "Healthcare Organization" containing a dropdown menu currently showing "Nothing selected". To the right of this dropdown is a grey callout box with the text: "Click [here](#) to search for a healthcare organization using provider name." Below the dropdown is a search input field with a vertical cursor. A dropdown menu is open below the search field, listing various healthcare organizations. The first item in the list is highlighted in blue and reads "Choose one of the following healthcare organizations". The list includes: Alliance Medical Group / Waterbury Health, Community Medical Group, Day Kimball Healthcare, Eastern Connecticut Health Network, Griffin Health, Hartford HealthCare, Middlesex Hospital, Prohealth Physicians, Saint Francis Hospital and Medical Center, Saint Mary's Hospital, Soundview Medical Associates, St. Vincent's Medical Center, and Stamford Health.

Find Results for a Healthcare Organization

Healthcare Organization

Nothing selected

Click [here](#) to search for a healthcare organization using provider name.

Choose one of the following healthcare organizations

- Alliance Medical Group / Waterbury Health
- Community Medical Group
- Day Kimball Healthcare
- Eastern Connecticut Health Network
- Griffin Health
- Hartford HealthCare
- Middlesex Hospital
- Prohealth Physicians
- Saint Francis Hospital and Medical Center
- Saint Mary's Hospital
- Soundview Medical Associates
- St. Vincent's Medical Center
- Stamford Health

# Website Preview (4 of 7)

### Find Results for a Healthcare Organization ×

**Healthcare Organization**  
Farmington Valley Medical Center

**Insurance Type**  
Commercial

**Report Year**  
2018

[Click here to search for a healthcare organization using provider name.](#)

# Website Preview (5 of 7)

Click [here](#) to search for a healthcare organization using provider name.

Healthcare Organization

Farmington Valley Medical Associates

Insurance Type

Commercial

Year

2018

About This Report [Learn more](#)



How to interpret results? [Learn more](#)

Quick Tips to customize your search and use the interactive display [Learn more](#)

# Website Preview (6 of 7)

Choose Health Topics ⓘ Benchmark Comparisons ⓘ Quality Care Rating ⓘ

Show  entries

Quality Measure	Quality Care Rating ⓘ	Score ⓘ	State Average ⓘ
Access to long acting reversible contraception	★★★★☆	38%	25%
ADHD medication for children: follow up care within 30 days	★★★★☆	55%	47%
ADHD medication for children: follow up visits within 10 months	★★★★☆	54%	54%
Annual testing for patients on ACE inhibitors, ARBs, digoxin and diuretics	★★☆☆☆	23%	43%
Antidepressant medication at 12 weeks	★★★★☆	31%	40%
Antidepressant medication at 6 months	★★★★☆	51%	46%
Appropriate use of antibiotics: adults with acute bronchitis	★★★★★	56%	35%
Appropriate use of x-ray, MRI and CT scan for low back pain	★★★★☆	52%	43%
Asthma medication maintenance for ≥ 50% of treatment period	★★★★★	56%	36%
Asthma medication maintenance for ≥ 75% of treatment period	★★★★☆	50%	31%
Breast cancer screening	★★☆☆☆	14%	24%
Care coordination: major depressive disorder and specific co-morbid conditions	★★★★☆	24%	21%
Cervical cancer screening	★★☆☆☆	19%	55%
Chlamydia screening for women	★★★★★	82%	32%
Diabetes: blood sugar testing	★☆☆☆☆	15%	45%
Diabetes: eye exam	■ Not Rated		35%

# Website Preview (7 of 7)

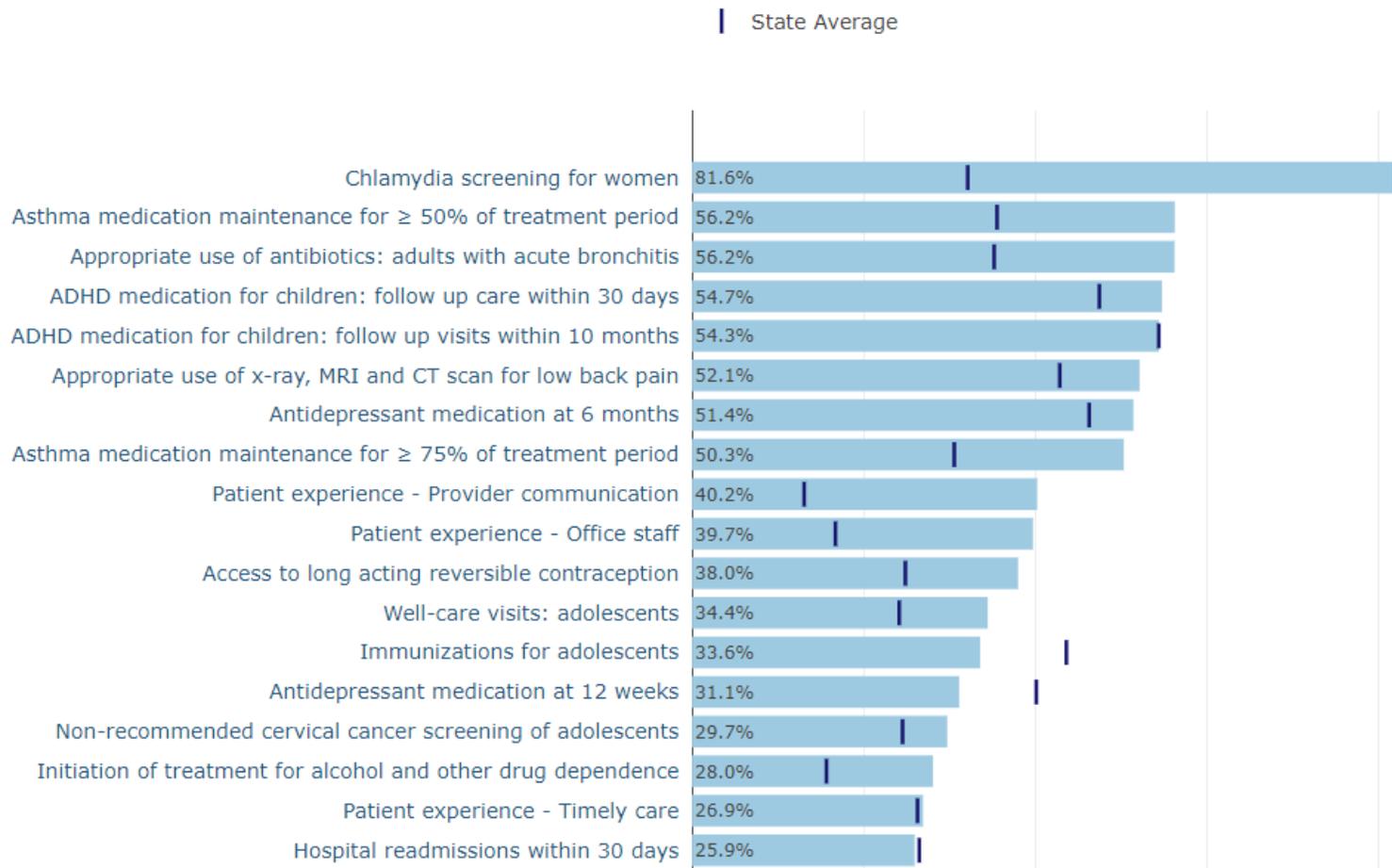
Choose Health Topics ⓘ All Selected ▼

Benchmark Comparisons ⓘ  
 State Average  
 Top Performer

Quality Care Rating ⓘ  
★★★★★, ★★★★☆, ★★★☆☆, ★★☆☆☆ ▼

Sort Graph by  
 Quality Measure  
 Quality Care Rating  
 Score

Order from top to bottom  
 Decreasing  
 Increasing



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# Result Preview

# Result Validation

- Performed multiple checks on results
  - Ratio of patients to providers across organizations
    - Variability noted but nothing was alarming
  - Compared number of attributed providers to numbers on organization lists
    - Four organizations looked different- more PCPs with no attributed patients- research into these four underway
  - Looked at plausibility of numbers in the denominators (people having a test or condition)
    - State level and by organization- all plausible
  - Compared state results to Hedis values (commercial PPO)

# HealthCare Quality CT Initial Quality Profile - Commercial Payers

Organizational Characteristics			Quality Scores				
Group	Characteristic	Total	Measure	CT Rate <sup>1</sup>	Your Rate <sup>2</sup>	Your Star Rating <sup>3</sup>	# Pts in Denominator <sup>4</sup>
Providers	Total Providers		Anti-Depressant Medication Management at 12 weeks				
	Nurse Practitioners		Anti-Depressant Medication Management at 6 months				
	Physician Assistants		Avoidance of antibiotic treatment in adults with acute bronchitis				
	Primary Care Physicians		Breast cancer screening				
	Pediatricians		Cervical cancer screening				
	Obstetricians and Gynecologists		Engagement of Alcohol & Other Drug Dependence Treatment				
				Initiation of Alcohol & Other Drug Dependence Treatment			
Patients	Total Patients		HbA1c Testing				
	Males		Medication management for people with asthma – 50%				
	Females		Medication management for people with asthma - 75%				
	Age 0-17 years		Non-recommended Cervical Cancer Screening in Adolescent Female				
	Age 18-34 years		CAHPS Measure: Timely Care				
	Age 35-49 years		CAHPS Measure: Communication				
	Age 50-64 years		CAHPS Measure: Courteous Staff				
			CAHPS Measure: Overall provider rating				

<sup>1</sup> State score represents the average (in %) across the state for commercially insured patients under age 65 whose insurance claims are reported into the All Payer Claims Database and who have been attributed to a primary care provider.

<sup>2</sup> This score was calculated for patients during fiscal year 2017 attributed to your organization using the attribution process and methodology outlined in the document titled "Advanced Network Attribution for the commercial population" for the PCP providers list validated by your organization.

<sup>3</sup> See accompanying documentation for explanation of star ratings

<sup>4</sup> Denominator represents the number of patients eligible to be counted in the measure for the denominator. e.g. In the HbA1C measure, only patients who have a diagnosis of diabetes are eligible for the measure and are counted in the denominator.

# Overall Results

	Optimal diabetes care	Cervical cancer screening	Breast cancer screening	Antibiotic avoidance with acute bronchitis	Engagement of alcohol/drug treatment	Initiation of alcohol/drug treatment	Medication management for asthma I	Medication management for asthma II	Non-recommended cervical cancer screening (adol)	Anti-depressant med mgmt 12-week	Anti-depressant med mgmt 6-month
AN Average Rate	89.4	80.8	83.3	30.8	11.9	36.0	72.8	49.6	0.85	74.4	54.7
Non AN Average Rate	85.4	79.6	78.4	31.9	13.8	38.1	72.0	49.6	1.48	70.5	52.1
<b>Overall Attributed to PCP</b>	<b>88.0</b>	<b>80.3</b>	<b>81.6</b>	<b>31.2</b>	<b>12.7</b>	<b>36.9</b>	<b>72.5</b>	<b>49.6</b>	<b>1.09</b>	<b>72.9</b>	<b>53.7</b>
Unattributed	12.9	17.7	11.0	30.7	17.8	38.5	70.6	43.7	0.06	64.3	41.9
Overall State	73.1	66.0	64.2	31.1	13.4	37.1	72.0	47.9	0.89	72.3	52.9
HEDIS Data	89.8	73.2	70.2	29.7	14.1	38.4	79.5	52.6	1.5	68.1	52.9

## Preliminary takeaways:

- AN and non AN rates very similar
  - ANs tend to outperform non ANs on screening measures – HbA1c, breast and cervical cancer
- Screening rates very low for patients not engaged with PCPs

# Organizational Ratings

- Rating method selected is statistical deviation

★ ★ ★ ★ ★	<b>5 star: above average by at least 1 SD</b>
★ ★ ★ ★ ☆	<b>4 star: above average by 0.5 to &lt; 1 SD</b>
★ ★ ★ ☆ ☆	<b>3 star: average - within 0.5 SD</b>
★ ★ ☆ ☆ ☆	<b>2 star: below average by 0.5 to &lt; 1 SD</b>
★ ☆ ☆ ☆ ☆	<b>1 star: below average by at least 1 SD</b>
NR	Not rated (fewer than 50 patients in the denominator)

# Organizational Ratings

Org	Optimal diabetes care	Cervical cancer screening	Breast cancer screening	Antibiotic avoidance with acute bronchitis	Engagement of alcohol/drug treatment	Initiation of alcohol/drug treatment	Medication management for asthma I	Medication management for asthma II	Non-recommended cervical cancer screening (adol)	Anti-depressant med mgmt 12-week	Anti-depressant med mgmt 6-month	CAHPS overall	CAHPS timely	CAHPS communication	CAHPS courteous
A	3	3	1	2	2	2	1	2	3	2	3	5	5	4	3
B	3	1	5	2			5	5	3	4	3				
C	4	3	3	4	2	2	5	5	3	4	4	3	3	3	3
D	5	3	3	3	4	3	3	3	1	3	4	1	1	1	1
E	3	3	3	3	3	3	3	3	3	3	3	1	3	1	3
F	4	4	5	5	1	1	3	4	3	5	5				
G	5	3	5	3	3	2	3	3	3	5	4	3	1	3	4
H	5	3	4	3	3	4	5	4	3	3	3	3	5	1	3
I	3	3	5	5	5	5	5	5	3	3	3	5	1	4	1
J	5	5	3	5			3	1		1	1				
K	2	5	5	3	3	3	1	1	3	1	2	3	3	4	3
L	4	5	5	3	3	3	4	3	3	4	3	4	3	3	1
M	5	3	4	4	1	1	1	3	3	2	1	1	1	5	5
N	2	3	3	5	2	4	5	5	3	3	3				
O	3	3	3	2	3	3	2	1	3	3	3	4	1	1	3
P	1	5	2	1			4	3	4						
Q	2	3	1	1	3	5	3	4	4	2	2				
R	3	3	4	3	3	3	3	3	2	3	3	4	3	4	5

# Organizational Ratings

Org	Optimal diabetes care	Cervical cancer screening	Breast cancer screening	Antibiotic avoidance with acute bronchitis	Engagement of alcohol/drug treatment	Initiation of alcohol/drug treatment	Medication management for asthma I	Medication management for asthma II	Non-recommended cervical cancer screening (adol)	Anti-depressant med mgmt 12-week	Anti-depressant med mgmt 6-month	CAHPS overall	CAHPS timely	CAHPS communication	CAHPS courteous
A	3	3	1	2	2	2	1	2	3	2	3	5	5	4	3
B	3	1	5	2			5	5	3	4	3				
C	4	3	3	4	2	2	5	5	3	4	4	3	3	3	3
D	5	3	3	3	4	3	3	3	1	3	4	1	1	1	1
E	3	3	3	3	3	3	3	3	3	3	3	1	3	1	3
F	4	4	5	5	1	1	3	4	3	5	5				
G	5	3	5	3	3	2	3	3	3	5	4	3	1	3	4
H	5	3	4	3	3	4	5	4	3	3	3	3	5	1	3
I	3	3	5	5	5	5	5	5	3	3	3	5	1	4	1
J	5	5	3	5			3	1		1	1				
K	2	5	5	3	3	3	1	1	3	1	2	3	3	4	3
L	4	5	5	3	3	3	4	3	3	4	3	4	3	3	1
M	5	3	4	4	1	1	1	3	3	2	1	1	1	5	5
N	2	3	3	5	2	4	5	5	3	3	3				
O	3	3	3	2	3	3	2	1	3	3	3	4	1	1	3
P	1	5	2	1			4	3	4						
Q	2	3	1	1	3	5	3	4	4	2	2				
R	3	3	4	3	3	3	3	3	2	3	3	4	3	4	5

# Organizational Ratings

Org	Optimal diabetes care	Cervical cancer screening	Breast cancer screening	Antibiotic avoidance with acute bronchitis	Engagement of alcohol/drug treatment	Initiation of alcohol/drug treatment	Medication management for asthma I	Medication management for asthma II	Non-recommended cervical cancer screening (adol)	Anti-depressant med mgmt 12-week	Anti-depressant med mgmt 6-month	CAHPS overall	CAHPS timely	CAHPS communication	CAHPS courteous
<b>A</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>3</b>
B	3	1	5	2			5	5	3	4	3				
C	4	3	3	4	2	2	5	5	3	4	4	3	3	3	3
D	5	3	3	3	4	3	3	3	1	3	4	1	1	1	1
E	3	3	3	3	3	3	3	3	3	3	3	1	3	1	3
F	4	4	5	5	1	1	3	4	3	5	5				
G	5	3	5	3	3	2	3	3	3	5	4	3	1	3	4
H	5	3	4	3	3	4	5	4	3	3	3	3	5	1	3
I	3	3	5	5	5	5	5	5	3	3	3	5	1	4	1
J	5	5	3	5			3	1		1	1				
K	2	5	5	3	3	3	1	1	3	1	2	3	3	4	3
L	4	5	5	3	3	3	4	3	3	4	3	4	3	3	1
M	5	3	4	4	1	1	1	3	3	2	1	1	1	5	5
N	2	3	3	5	2	4	5	5	3	3	3				
O	3	3	3	2	3	3	2	1	3	3	3	4	1	1	3
P	1	5	2	1			4	3	4						
Q	2	3	1	1	3	5	3	4	4	2	2				
R	3	3	4	3	3	3	3	3	2	3	3	4	3	4	5

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Next Steps

# Next Steps

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- Work with Advanced Networks to finalize results and will
  - Forward any written concerns to the Quality Council
  - Summarize any changes made based
  - Involve the Quality Council in issue resolution if needed
- Upload results and publish on public site
- ❖ Publicity plan needed
  - UConn Health will distribute to their contacts (academic and policy makers)
  - Council/OHS plan?

Adjourn