

Commercial 2017 QI Program Evaluation

Performance Indicator: Commercial	CHP Results			Target 2017 (2016 nat. 90th%)	NCQA Weight	Statistical Significance	Best National Score 2017	Best National Score 2017	90th Nat. % 2017	CHP's Nat.% 2017	Comments
Color Code: Red: does not meet 2017 target. Green: meets or exceeds target.											
	2015	2016	2017								
#1 Priority Measures											
* Immunizations for Adolescents (Combo 1)	72.5%	77.37%	80.78%	87%	3	Statistically significant improvement from 2015 - 2017 (z = 2.725; p = 0.00)	Combo 1 96.67%	Highmark Select Resources, Inc (HSR)	87.88%	50th	Financial incentive for affiliate Family Practice (FP) and Pediatricians, and CHP staff Pediatricians and nurses. CHP staff practices are following up to schedule patients needing vaccines. Report available on CHP Connect and on the EHR Dashboard. Change in technical specifications for HEDIS 2017. Changes include addition of HPV vaccine for boys. Added a Combo 2 with Tdap, Meningococcal and HPV.
Combo 2 (new for HEDIS 2017)			20.7%				Combo 2 41.12%	Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc	20.68%	90th	
* Controlling High Blood Pressure - <140/90	74.5%	75.2%	77.4%	74%	3		90.34%	Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc	75.18%	90th	Financial incentives for staff and affiliate PCPs, and CHP staff nurses. Member level reports available on EHR and CHP Connect. CHP staff nurses have been re-educated on proper techniques of taking BP. Staff nurses are rechecking BPs when results are out of control: BP posters are in CHP exam rooms. Controlling BP is addressed in the annual Disease Management letters that are mailed to the Diabetic and Vascular Disease population. Topic of discussion with the Health Information Line (HIL) and Beta blocker follow-up calls. Network news article reminded practitioners of blood pressure targets.
* Comp Diabetes Care - BP Control <140/90	73.0%	78.8%	78.6%	75%	3	Statistically significant improvement from 2015 - 2017 (z = 2.6139; p = 0.00)	85.77%	Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc	76.46%	90th	Financial incentive for affiliate PCPs. Same interventions as above.
* Rating of Specialist (CAHPS: 9-10)	67.9%	68.3%	66.7%	72%	1.5		82.91%	Humana Health Plans of Puerto Rico, Inc	72.22%	50th	
* Getting Needed Care (CAHPS: % usually/always)	90.3%	90.4%	89.4%	91%	1.5		94.62%	Martin's Point US Family Health Plan (ME)	91.29%	50th	

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* Claims Processing (CAHPS: % usually/always)	91.4%	94.2%	NA (94.7%)	93%	1.5		97.65%	Martin's Point US Family Health Plan (ME)	93.59%	(90th)	2016: New reporting created to analyze member calls, complaints & issues. Increased throughput on existing EDI claims via enhanced system logic. Decreased claims that drop to paper from non-par providers.
* Medication Mgt. Asthma (med. compliance 75%; combined score)	31.5%	34.5%	36.2%	57%	1		84.38%	Health First Commercial Plans, Inc	57.14%	<5th	Financial incentive for affiliate PCPs & Peds. Gap report available on CHP Connect and EHR Dashboard. Monitoring internal data and reaching out to PCPs in members are in danger of becoming non-adherent. Outreach to prescribers of patients filling Singular to write prescriptions for 90 day supply. Working with PCPs who offer samples of inhalers to obtain information such as NDC number, days supply, route etc. so that the information can be entered into the HEDIS supplemental database.
* AOD Dependence - Initiation Treatment (Combined)	31.6%	34.0%	43.5%	40%	1	Statistically significant improvement 2015 - 2017 (p=0.00) and 2016 - 2017 (z=3.72; p=0.00)	78.69%	John Hopkins US Family Health Plan	40.60%	90th	Change in technical specifications for HEDIS 2017. Financial incentive for affiliate FP and IM PCPs. Health Promotions (HP) staff are following members who were diagnosed as an outpatient (not ER and not hospital). HP requesting office visit records, reviewing records and following up with PCP if the chart documentation does not support acute alcohol dependence. Network News article distributed in 2017.
* Flu Shots for Adults (CAHPS)	47.3%	49.9%	45.8%	58%	1		85.68%	John Hopkins Employer Health Programs	58.70%	25th	CHP staff practices are following up to schedule patients needing vaccines.
Non-recommended Cervical Cancer Screening in Adoles. Females (low score is better)	4.3%	2.5%	1.8%	1.0%	1	Statistically significant improvement from 2015 - 2016 (p = 0.00), and 2016 - 2017 (z=2.871; p=0.00)	0.00%	Highmark Select Resources, Inc (HSR)	0.61%	25th	Financial incentive for affiliate Pediatricians. Change in technical specifications for HEDIS 2017; denominator increased from 3786 (2016) to 3871 (2017). HP staff is contacting physicians who have completed PAP testing on women in this age group asking the reasons for completing PAP testing. The intent is to provide education to the physicians that this testing is not recommended.

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* Pharmacotherapy Mgmt of COPD Exacerbation - Systemic Corticosteroid	72.1%	68.6%	57.1%	84%	1		88.24%	Aetna Health Inc (Georgia)	81.43%	5th	Change in technical specifications for HEDIS 2017; trend with caution to previous years. New Guideline 46 resulted in unintentional inclusion of Radiologist claims with COPD dx. in conjunction with non-COPD related ED facility claims. CHP's HEDIS auditor notified NCQA of this issue; NCQA is monitoring the impact of Guideline 46, but did not take any action for HEDIS 2017. Small denominator for this measure (42). HP staff is reviewing all discharges with COPD as primary diagnosis. Chart reviews completed. If COPD is not the primary diagnosis, working with TMH medical record staff to restack the claims. If COPD is the primary diagnosis, phone call to each patient who is not filling assessing the reasons for not filling. Working with members to either get meds filled or to offer a prescription at \$0 copayment. Network News article distributed in 2017.
* Use of Imaging Studies for Low Back Pain	75.8%	74.1%	70.1%	83%	1	Statistically significant decrease 2015 - 2016 (p = 0.00), and 2016 - 2017 (z=-2.762; p=0.00)	90.70%	Tokio Marine Pacific Insurance Limited	82.37%	25th	Change in technical specifications for HEDIS 2017; trend with caution to previous years. Changes include adding physical therapy and Telehealth visits when identifying members in this population.
* Asthma Medication Ratio	80.6%	82.8%	81.5%	84.0%	1		90.40%	Martin's Point US Family Health Plan (NH, NY, PA, VT)	84.73%	50th	HP staff review medication refill data for the population, contact PCPs and/or members when necessary.
* Pharmacotherapy Mgmt of COPD Exacerbation - Bronchodilator	81.4%	80.0%	73.8%	88.5%	1		95.83%	Aetna Health Inc (Texas)	86.36%	25th	Change in technical specifications for HEDIS 2017; trend with caution to previous years. New Guideline 46 resulted in unintentional inclusion of Radiologist claims with COPD dx. in conjunction with non-COPD related ED facility claims. CHP's HEDIS auditor notified NCQA of this issue; NCQA is monitoring the impact of Guideline 46, but did not take any action for HEDIS 2017. Small denominator for this measure (42). Interventions are the same for COPD steroid measure listed above.

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* Appropriate Treatment for Children w/ URI	90.6%	90.7%	91.4%	95%	1		99.12%	Kaiser Foundation Health Plan of Colorado	94.80%	50th	Change in technical specifications for HEDIS 2017; trend with caution to previous years. Measure denominator decreased from 417 (2016) to 362 (2017). Financial incentive for affiliate Family Practice PCPs and Pediatricians. Report available on CHP Connect. Network News article distributed in first quarter of 2017.
Use of First-Line Psychosocial Care for Children/Adolescents (TOTAL)	NA (89%)	NA (78.57%)	NA (50.0%)	69%	1		84.85%	Hawaii Medical Services Assoc (HMSA)	71.09%	(10th)	Measure is NA for HEDIS due to denominator less than 30 (12). Change in technical specifications for HEDIS 2017. HP staff is monitoring children in this population for adherence to measure.
Metabolic Monitoring for Children/Adolescents on Antipsychotics (TOTAL)	60.4%	63.8%	66.7%	43%	1		79.93%	Kaiser Foundation Health Plan of Colorado	90th 46.67% 95th 50.56%	95th	Change in technical specifications for HEDIS 2017. Small denominator for this measure (42). HP staff monitoring population for obtaining necessary labs. HP staff sends letters to the treating physician and the PCP requesting the labs be completed. If no response from either physician after several attempts, Dr. David Jones and Dr. Dalrymple are contacted by HP staff. The physicians contact the treating physician directly to order the labs. If no response, HP sends parent a lab slip under Dr. Jones/Dalrymple's name.
Use of Multiple Concurrent Antipsychotics in Children/ Adolescents (low score better)	6.4%	2.5%	2.8%	NA	NA						Change in technical specifications for HEDIS 2017. HP staff monitors the population of members. Small denominator for this measure (36).
Statin Adherence (80%) for Patients with Cardiac Disease (TOTAL) (HEDIS: rate #2)	NA	68.9%	65.7%	NA	1		99.01%	Gundersen Health Plan, Inc	80.62%	10th	Measure added to the NCOA 2017 ratings with the July 2017 methodology update. Report available on CHP Connect and EHR identifying members who are in danger of becoming non-adherent. Working with Prime to offer a one year supply of generic statins for \$20 through mail-order only. Financial incentive for affiliate PCPs.

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Statin Adherence (80%) for Patients with Diabetes (TOTAL) (HEDIS: rate #2)	NA	58.5%	59.6%	NA	1		92.83%	Gundersen Health Plan, Inc	74.77%	10th	Measure added to the NCQA 2017 ratings with the July 2017 methodology update. Report available on CHP Connect and EHR identifying members who are in danger of becoming non-adherent. Working with Prime to offer a one year supply of generic statins for \$20 through mail-order only. Financial incentive for affiliate PCPs.
#2 Priority Measures											
* Persistence of Beta Blocker Treatment	91.1%	80.0%	NA (96.6%)	91.0%	1		97.50%	UnitedHealthcare Services Company of the River Valley, Inc	90th 91.62% 95th 93.33%	(95th)	Measure is NA for HEDIS 2017 due to denominator less than 30. HP staff is following fill history of patients in the population. Offering refills of beta blockers for one month copay if member in danger of becoming non-adherent. Working with non-network providers to obtain necessary information to add prescriptions to the HEDIS supplemental database.
* Comp Diabetes Care - Eye Exam	67.9%	58.4%	62.3%	69.0%	1	Statistically significant decrease 2015 - 2017 (z = - 2.11; p = 0.03)	87.77%	Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc	67.99%	75th	Change in technical specifications for HEDIS 2017. CHP Eye Care staff contact and schedule appointments for members needing eye exams. CHP has purchased a mobile camera in 2017 to conduct exams at network facilities. TPCA staff reviewed this population, and collected documentation for out of network eye exams. TPCA staff shared documentation with QI staff for use with HEDIS 2017 - 2019.
* Prenatal Care Visits	93.2%	91.7%	97.1%	94%	1		98.55%	Tufts Benefit Administrators, Inc	90th 95.00% 95th 96.59%	95th	QI staff reduced HEDIS sample size from 411 to 100 per NCQA guidelines, decreasing labor time for data collection and better results.
Well-Child Visits First 15 Months (6+ visits)	86.5%	84.3%	82.3%	88%	1	Statistically significant decrease 2015 - 2017 (z = - 1.980; p = 0.045)	97.14%	Cigna HealthCare of St Louis, Inc	88.33%	50th	Financial incentive for affiliate Pediatricians, and CHP staff Peds nurses. Member level reports posted on CHP Connect. Member gap reports available on CHP Connect identifying children who need a well child visit. CHP receptionists contact members needing to schedule a well child visit.
Well-Child Visit (ages 3-6)	84.8%	85.8%	84.9%	86%	1		94.30%	Blue Cross Massachusetts	87.45%	75th	Financial incentive for affiliate Pediatricians, and CHP staff Peds nurses. Same interventions as above.

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Adolescent Well-Care Visits	58.9%	57.4%	56.5%	61%	1		80.43%	Blue Cross Massachusetts	64.69%	75th	Financial incentive for affiliate Pediatricians, and staff nurses. Member gap reports available on CHP Connect identifying children who need a well child visit.
* Comp Diabetes Care - Medical Attention to Nephropathy	88.6%	95.9%	93.9%	93%	NA	Statistically significant improvement 2015 - 2017 (z = 2.57; p = 0.01)	99.56%	John Hopkins US Family Health Plan	90th 92.64% 95th 93.67%	95th	Measure removed from the NCQA 2017 ratings with the July 2017 methodology update. Lab slips will be mailed to staff PCPs in the fall of 2017.
* Comp Diabetes Care - HbA1c Control (<8)	68.6%	67.9%	67.6%	66.0%	3		73.91%	Security Health Plan of Wisconsin, Inc	65.21%	90th	Change in technical specifications for HEDIS 2017. Lab slips will be mailed to staff PCPs in the fall of 2017. Financial incentive for affiliate PCPs.
* Getting Care Quickly (CAHPS: % usually/always)	90.2%	90.9%	89.3%	90.0%	1.5		95.61%	Martin's Point US Family Health Plan (ME)	89.68%	75th	
Health Promotion and Education (CAHPS: % usually/always)	80.4%	80.4%	76.7%	80%	1.5		88.44%	Tokio Marine Pacific Insurance Limited	80.47%	50th	
* Coordination of Care (CAHPS: % usually/always)	84.8%	84.6%	80.1%	87.0%	1.5						New HEDIS measures are expected to be implemented for 2019 that will replace the current CAHPS Coordination of Care survey questions.
#3 Priority Measures											
* Postpartum Care	89.3%	89.3%	92.4%	87%	1		97.50%	Physicians Health Plan	90th 87.50% 95th 90.04%	95th	QI staff reduced HEDIS sample size from 411 to 100 per NCQA guidelines, decreasing labor time for data collection and better results.
* Appropriate Testing for Children w/ Pharyngitis	95.8%	91.7%	87.8%	92.0%	1	Statistically significant decrease 2015 - 2017 (z = - 4.227; p=0.00)	96.26%	Kaiser Foundation Health Plan of Colorado	93.11%	50th	Change in technical specifications for HEDIS 2017. Member gap reports available on CHP Connect identifying children who need a well child visit. Financial incentive for affiliate Pediatricians.
* Avoidance of Antibiotics for Adults w/ Acute Bronchitis (higher % is better)	46.2%	31.7%	28.2%	39%	1	Statistically significant decrease 2015 - 2017 (z = - 5.038; p = 0.00)	84.26%	Kaiser Foundation Health Plan of the Northwest, Inc	39.47%	50th	Change in technical specifications for HEDIS 2017; trend with caution to previous years. Denominator for this measure increased from 316 to 450.

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* Rating of Personal Doctor (CAHPS: 9-10)	74.0%	73.6%	71.4%	72%	1.5		86.23%	Humana Health Plans of Puerto Rico, Inc	72.68%	75th	
*Children/Adolescent BMI Assessment (TOTAL)	88.6%	89.1%	87.3%	82%	1		100%	Kaiser Foundation Health Plan of Georgia, Inc	85.16%	90th	Financial incentive for affiliate Pediatricians.
* Childhood Immunization (Combo 10)	68.6%	63.3%	63.0%	63%	3		78.57%	Denver Health Medical Plan, Inc	64.74%	75th	Change in technical specifications for HEDIS 2017.
* Rating of Health Plan (CAHPS: 9-10)	69.7%	70.8%	65.8%	50%	1.5		86.89%	Martin's Point US Family Health Plan (ME)	90th 51.75% 95th 57.08%	95th	
* Rating of All Health Care (CAHPS: 9-10)	65.0%	63.1%	61.7%	58%	1.5		76.51%	CHRISTUS Health Plan	90th 57.84% 95th 61.22%	95th	
* ADHD - Initiation Phase	70.0%	75.8%	68.4%	50%	1		75.64%	Kaiser Foundation Health Plan Inc - Hawaii	90th 50.00% 95th 52.63%	95th	Letters are mailed to the PCP and/or Prescriber for a 30-day follow-up appointment for member. HP staff follow up as needed with PCP and/or Prescriber. Small denominator for this measure (32). Network News article distributed in 2017.
* Follow-Up after Hospitalization for Mental Illness - 7 Day	88.6%	64.4%	47.2%	66%	1	Statistically significant decrease 2015 - 2017 (z = -10.729; p = 0.00), and 2016 - 2017 (z= -4.076)	85.45%	Harvard Pilgrim Health Care, Inc	66.67%	25th	Change in technical specifications for HEDIS 2017. TMBC discontinued follow-up procedures that were in place for many years. CCD staff working with staff from TMBC and Apalachee to implement follow-up visits immediately after discharge. However, NCQA plans to exclude same day follow-up visits for HEDIS 2018.
* Chlamydia Screening in Women (TOTAL)	67.6%	63.9%	62.6%	60%	1		79.04%	Kaiser Foundation Health Plan of Georgia, Inc	62.32%	90th	
* Breast Cancer Screening	83.0%	81.4%	80.4%	80.0%	1		87.98%	Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc	90th 79.84%	90th	CHP Radiology staff are monitoring this population, contacting and scheduling members in need of mammography.

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* Adult BMI Assessment	95.6%	96.1%	95.0%	91%	1		98.11%	Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc	90th 91.73% 95th 93.60%	95th	QI staff reduced HEDIS sample size from 411 to 100 per NQQA guidelines, decreasing labor time for data collection.
* Colorectal Cancer Screening	80.5%	79.8%	82.7%	72%	1		83.45%	Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc	90th 72.15% 95th 75.00%	95th	Change in technical specifications for HEDIS 2017; results are not trendable to previous years. Colon Screening Program tracks members & provides screening procedures. Network News article distributed in 2017.
* Antidepressant Med Mgmt - Acute Phase Treatment	80.7%	85.1%	83.5%	74%	1		84.44%	Aetna Health, Delaware	90th 75.70% 95th 77.80%	95th	Change in technical specifications for HEDIS 2017. HP staff follow this population, and follow up with physicians to correct diagnosis codes when necessary. Working with prescribers to encourage 90 day fills. Financial incentive for affiliate FP & IM PCPs. Network News article distributed in 2017.
*Cervical Cancer Screening	86.4%	80.8%	79.3%	81%	1	Statistically significant decrease 2015 - 2017 (z = - 2.641; p = 0.00)	94.19%	Anthem Blue Cross Connecticut	81.36%	90th	
* Customer Service (CAHPS: % usually/always)	91.2%	89.4%	93.0%	93%	NA		97.42%	AultCare Insurance Company	94.16%	75th	Measure removed from the NQQA 2017 ratings with the July 2017 methodology update. CHP reception and Member Services staff are asking member if their questions have been answered.
* Advising Smokers to Quit (CAHPS: % usually/always)	77.3%	78.2%	NA (78.8%)	83%	NA		86.35%	Anthem - WI - Federal Employee Program	84.46%	50th	TPCA practices identify smokers, and provide smoking cessation information.
Smoking Cessation: strategies for quitting (CAHPS: % usually/always)	49.6%	49.2%	NA (53.1%)	NA	NA		63.76%	Martin's Point USFHP (non-ME)	59.21%	(75th)	Same interventions as above.
Smoking Cessation: meds for quitting (CAHPS: % usually/always)	54.1%	53.3%	NA 55.1%	NA	NA		66.44%	Martin's Point US Family Health Plan (NH, NY, PA, VT)	60.47%	(75th)	Same interventions as above.

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Use of Aspirin	44.5%	42.4%	39.1%	48%	NA						Measure removed from the NCQA 2017 ratings with the July 2017 methodology update. Financial incentive for CHP staff PCPs.
Measures not Included in NCQA 2017 Ratings											
* AOD Dependence - Engagement of Tx (TOTAL)	7.1%	5.3%	9.8%	19%	NA	Stat. sig. increase 2015 - 2017 (p = 0.00), and 2016 - 2017 (z=3.850; p=0.00)	29.78%	EHP	17.34%	25th	Network News article distributed in 2017.
Anti-Rheumatic Drug Therapy	88.2%	88.6%	88.8%	NA	NA		100%	Medical Associates Health Plan	92.79%	50th	Change in technical specifications for HEDIS 2017. Letters are sent to diagnosing physicians asking them to evaluate the patient for correct diagnosis and to start patients on appropriate medications.
How Well Doctor Communication (CAHPS: (% usually/always)	95.9%	95.9%	95.3%	NA	NA		99.59%	Gunderson Health Plan, Inc	97.32%	25th	
Annual Monitoring of Pts on Long Term Meds (TOTAL)	84.7%	84.2%	83.5%	NA	NA		96.88%	Kaiser Foundation Health Plan of Colorado	86.97%	50th	
Diabetes HbA1c Testing	95.4%	93.2%	93.9%	NA	NA		97.08%	Security Health Plan, Wisconsin	94.34%	75th	Change in technical specifications for HEDIS 2017.
* Antidepressant Med Mgmt - Continuation Tx.	64.2%	63.1%	55.8%	59%	NA		70.37%	Aetna Health, Delaware	60.44%	50th	Change in technical specifications for HEDIS 2017.
* ADHD - Continuation and Maintenance Phase	78.3%	80.0%	53.1%	57%	NA	Stat. sig. decrease 2015 - 2017 (z = p = 0.04) and 2016 - 2017 (z = - 2.28 p = 0.02)	74.00%	Capital District Physician's Health Plan (CDPHP)	57.14%	75th	Small denominator this this measure (32). Network News article distributed in 2017.
Spirometry Testing for COPD	64.0%	46.5%	39.2%	NA	NA	Stat. sig. decrease 2015 - 2017 (z = - 7.215; p = 0.00) and 2016 - 2017 (z = - 2.038 p = 0.04)	72.08%	Kaiser Foundation Health Plan, Southern California	49.75%	25th	Change in technical specifications for HEDIS 2017. Denominator for this measure decreased from 458 (2016) to 380 (2017).

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* Plan All-Cause Readmission	8.4%	8.6%	7.7%	NA	3						Measure added to the NCQA 2017 ratings with the July 2017 methodology update. Change in technical specifications for HEDIS 2017. TPCA practices monitor hospital discharges, and schedule PCP visits within 7 days.
Children & Adol. Access to PCP (age 7-11)	93.9%	93.9%	94.2%	97%	NA		99.20%	Blue Cross Massachusetts	97.35%	50th	Financial incentive for affiliate Pediatricians.
* Children/Adolescent Counseling for Nutrition (TOTAL)	66.2%	71.8%	78.1%	74%	NA	Statistically significant improvement 2015 - 2017 (z = p=0.00), and 2016 - 2017 (z = 1.986; p=0.046)	100%	Kaiser Foundation Health Plan, Georgia	79.75%	75th	Financial incentive for affiliate Peds. Practices are encouraged to submit applicable ICD-CM codes on claims.
* Children/Adolescent Counseling for Physical Activity (TOTAL)	68.1%	70.3%	71.0%	74%	NA		100%	Kaiser Foundation Health Plan, Georgia	77.13%	75th	Financial incentive for affiliate Peds. Practices are encouraged to submit applicable ICD-CM codes on claims.

* Indicates measures that are included in CHP's overall annual Accreditation score.

CAHPS Commercial member satisfaction survey: Response Rate: 28.1%

Report Date: 10/17/2017 C. Glush Board of Directors review date: 11/28/2017