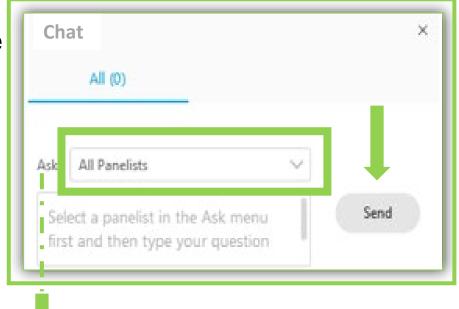




### Webinar Instructions

- This webinar will be recorded.
- All participants have been muted to eliminate any possible noise interference/distraction.
- Time is put aside for questions at the end of the webinar.
- If you have a question, please type your question in the CHAT BOX, and address to "ALL PANELISTS."









## Agenda

- About PHC & QIP
- QIP Timeline & Highlights
- Measurement Year 2024 Changes
  - Core Measurement Set
  - Unit-of-Service Measurement Set
- Resources
  - eReports
  - PQD
  - Preventive Care Dashboard
- Upcoming Training Events
- Q&A







### About us

## Partnership is a County Organized Health System (COHS) Plan

#### Non-Profit Public Plan

Low administrative rate (4 percent) allows
Partnership to have a higher provider
reimbursement rate and support community
initiatives

#### **Local Control and Autonomy**

Local governance is sensitive and responsive to the area's health care needs

#### **Community Involvement**

Advisory boards participate in decision-making regarding the direction of the plan.



**Mission:** To help our members, and the communities we serve, be healthy.

**Vision:** To be the most highly regarded managed care plan in California.





### PCP QIP Guiding Principles

- Pay for outcomes, exceptional performance and improvement
- 2. Sizeable incentives
- 3. Actionable Measures
- 4. Feasible data collection
- 5. Collaboration with providers
- 6. Simplicity in the number of measures
- 7. Comprehensive measurement set
- 8. Align measures that are meaningful
- 9. Stable measures





## What is QIP?

The QIP provides financial incentives, data reporting, online performance tracking tool and technical assistance

- eReports
- Partnership Quality Dashboard (PQD)
- Preventive Care Dashboard

All primary care providers with Medi-Cal assigned members are automatically enrolled into the program

#### QIP Structure

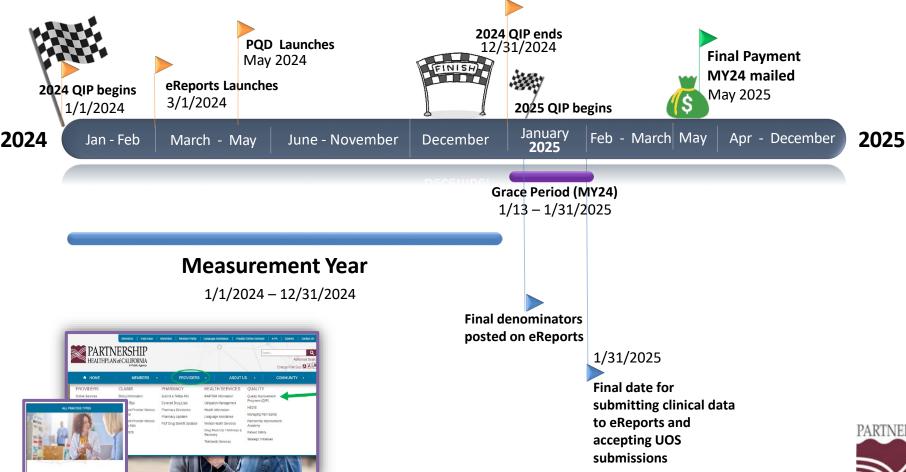
Core Measurement Set (2 Domains)

- Clinical:
  - Chronic Disease Management and Prevention & Screenings
- Non-Clinical:
  - Appropriate use of Resources, Access and Operations, Patient Experience
- Unit of Service, a.k.a. BONUS Measures





### PCP QIP Standard Timeline





Eureka | Fairfield | Redding | Santa Rosa



## 2024 Timeline Highlights

### Measurement Year 2024 (MY2024)

January 1 – December 31, 2024

**Quarter 1 – Quarter 3** 

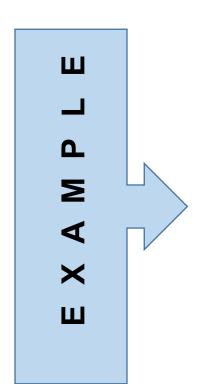
- eReports Launch: March 1st
  - ➤ Kick-Off Webinar February 20<sup>th</sup> (Invites will be sent this week, 1/22-1/26)
- Partnership Quality Dashboard (PQD) Launch: May-Jun (exact date TBD)
  - Kick-Off Webinar May 8th (Invites will be sent this week, 1/22-1/26)
- Patient Experience:
  - CG CAHPS Qualifying Providers will be notified in May 2024
  - Survey Option Part 1 is Due July 31st





## Continuous Enrollment

Defined as member assignment to the **Parent Organization** for at least **9** out of **12** months during MY2024



Month	Assigned: Pt. 1	Assigned: Pt. 2
January	Yes	Yes
February	Yes	Yes
March	No	No
April	Yes	No
May	No	No
June	No	Yes
July	Yes	Yes
August	Yes	No
September	Yes	Yes
October	Yes	Yes
November	Yes	Yes
December	Yes	Yes
Total/Denom Status	9 months, YES	8 months, NO





## Relative Improvement (RI)

- Available for existing/second year measures for each practice type
- A site's performance on a measure must meet the 50th percentile target in order to be eligible for RI points on the measure

#### **AND**

 Have an RI score of 15% or higher, ending up thereby achieving performance equal to or exceeding between the 50th percentile and not exceeding the 90th percentile, to earn full points.

(Current year performance) – (previous year performance)

(100 - Previous year performance)

\*\*RI for 2024 will **not** apply to New County Providers due to no baseline data\*\*





## Payment Methodology

#### **Core Measurement Set (Clinical and Non Clinical):**

- 1. Points Earned: the number of points a site earns out of the total points distributed across the core measurement set
- 2. **Member Months**: the sum of monthly enrollment counts over the course of the 12 month measurement period
  - Example: If a site has 1,000 members each month, for the full measurement year the site has accumulated 12,000 member months (1,000 X 12)
- **3. PMPM** (Per Member Per Month): amount budgeted for incentive payment. The number of member months is multiplied by the site's PMPM to determine the maximum amount an individual site can earn. This amount is the multiplied by the % of points earned through the core measurement set.

#### Unit of Service (UOS) measurement set:

- UOS payment is independent of the financial incentive calculated for the Core Measurement Set.
- A PCP site receives payment according to the measure specifications if the requirements for at least one (1) Unit of Service measure are met.





# Payment Methodology PMPM Determination

The methodology for calculating the PCP site PMPM amount will have two (2) components:

- 1) A base rate of \$4 PMPM minimum
- 2) A site adjusted supplemental rate. This rate may range from an additional \$0 to a maximum of approximately \$20 PMPM.

#### Below are the weighted percentage breakdown of the Core Adjustments:

Percentage Weight	Equity Adjustment Factor
40%	Acuity Adjustment (2 components: 20% each)
20%	Socio-demographic risk factors
20%	Difficulty in Recruiting PCPs (2 components: 10% each)
20%	Below Average Resources





# Payment Methodology Factor Breakdown

The following six (6) factors will be used to generate the site adjusted supplemental rate:

- Factors 1a & 1b (Core Adjustment)
  - An adjustment for the severity of the patient mix of the site, based on an estimate of the additional workload of caring for that patient population
- Factor 2 (Core Adjustment)
  - An adjustment for unfavorable socio-demographic mix of patient population
- Factors 3a & 3b (Core Adjustment)
  - An adjustment for the difficulty in hiring primary care clinicians at the site
- Factor 4 (Core Adjustment)
  - An adjustment for low practice resources
- Factor 5 (Supplemental Adjustment)
  - An adjustment for major disruptions in service related to natural disasters
- Factor 6 (Supplemental Adjustment)
  - An adjustment to support pediatric access for sites meeting certain criteria





### 2024 PCP QIP CORE MEASUREMENT SET







# 2024 Measurement Set Programmatic Changes

#### **Clinical Measures**

- New:
  - ☐ Lead Screening in Children, formerly known as Blood Lead Screening (Family Practice & Pediatrics)
- Measure Changes:
  - ☐ Diabetic: HbA1c Good Control =<9 & Retinal Eye Exams (Family Practice & Internal Medicine)
    - o Denominator criteria requirement of diabetic diagnosis in addition to diabetic medication dispensing events
  - ☐ Cervical Cancer Screening (Family Practice & Internal Medicine)
    - Numerator criteria allow member collections
- Measure(s) Removed:
  - ☐ Asthma Medication Ratio (Family Practice, Pediatrics & Internal Medicine)

#### **Unit of Service Measures**

- New:
  - Early Administration of the 1<sup>st</sup> HPV Dose
  - Early Administration of the Initial Flu Vaccine Series
- Changes:
  - ☐ Peer-Led Groups: added Pediatric group visits with separate submission template
- Removed:
  - Blood Lead Screening





## 2024 PCP QIP Clinical Measurement Set

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						NCQA Quality Compass Benchmarks	
CLINICAL DOMAIN						·	
PRACTICE TYPE			MEASURE	MEASURE CATEGORY	AGE RANGE	TARGETS	
FAMILY	INTERNAL	PEDS		MEAGONE OATEOON		FULL (90th)	PARTIAL (50th)
✓	✓		Comprehensive Diabetic Care - HbA1c Control	CHRONIC DISEASE	18 - 75 YRS	60.34%	52.31%
✓	✓		Comprehensive Diabetic Care - Retinal Eye Exam			63.33%	52.31%
✓	✓		Controlling High Blood Pressure		18 - 85 YRS	72.22%	61.31%
✓		✓	Immunization for Adolescents - Combination 2		13 YRS	48.80%	34.31%
✓	✓		Breast Cancer Screening		50 - 74 YRS	63.37%	52.20%
✓	✓		Cervical Cancer Screening	PREVENTATIVE SCREENING	21 - 64 YRS	66.48%	57.11%
✓		✓	Childhood Immunization Status - Combination 10		2 YRS	45.26%	30.90%
✓		✓	**Lead Screening in Children		0-2YRS		62.79%
✓	✓		Colorectal Cancer Screening	TBD targets will be communicated in March	45 - 75 YRS	TBD	TBD
✓		✓	Child and Adolescent Well Care Visit	UTILIZATION	3 - 17 YRS	61.15%	48.07%
✓		✓	Well Child Visits in the First 15 Months of Life	UTILIZATION	15 MONTHS	68.09%	58.38%

<sup>\*\*</sup>New measures are eligible for full points only, no partial points available. New measure full point target is set at the 50<sup>th</sup> percentile.

PCPs in new PHC counties will receive full credit if the clinical measure is above the 50th percentile, for 2024 only





# 2024 PCP QIP - Non-Clinical Measurement Set

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TBD targets will be communicated in March

FAMILY INT	TERNAL		NON-CLINICAL in N				
		PEDS					
		AF	PPROPRIATE USE OF RESOURCES				
✓	✓	✓	Ambulatory Care Sensitive Admissions		FULL POINT TARGET TBD (60th Percentile)	PARTIAL POINT TARGET TBD (70th Percentile)	
✓	✓	✓	Risk Adjusted Readmission Rate		FULL POINT TARGET SCORE <1.0	PARTIAL POINT TARGET ≥1.0 - 1.2	
ACCESS AND OPERAT	TIONS						
✓	✓	✓	Avoidable ED Visits		FULL POINT TARGET TBD (60th Percentile)	PARTIAL POINT TARGET TBD (70th Percentile)	
<b>✓</b>	<b>✓</b>	✓	PCP Office Visits		Greater than 1.9 visits per member per year on average	Between 1.6 and 1.9 visits per member per year on average	
PATIENT EXPERIENCE							
					ACCESS	COMMUNICATIONS	
	<b>✓</b>	<b>✓</b>	Patient Experience  SURVEY OPTION		FULL POINTS 50TH Percentile (41.97%)	FULL POINTS 50TH Percentile (70.31%)	
<b>✓</b>					PARTIAL POINTS 25TH Percentile (34.83%)	PARTIAL POINTS 25TH Percentile (65.12%)	
					FULL POINTS PARTS 1 AND 2	PARTIAL POINTS PARTS 1 OR 2	





### 2024 PCP QIP -Unit of Service Measurement Set

Measure	Incentive
Advance Care Planning	Minimum 1/1000 <sup>th</sup> (0.001%) of the sites assigned monthly membership 18 years and older for:  • \$100 per Attestation, maximum payment \$10,000 per site.  • \$100 per Advance Directive/POLST, maximum payment \$10,000 per site
Extended Office Hours	For Capitated PCPs only! Quarterly 10% of capitation for PCP sites must be open for extended office hours the entire quarter an additional 8 hours per week or more beyond the normal business hours (reference measure specification). Non-capitated PCPs will have additional funding added to the Core measure set.
Patient Center Medical Home Certification	\$1,000 per site, yearly for achieving or maintaining PCMH accreditation.
Peer-led and Pediatric Group Visits Measure change!	\$1,000 per group, either new or existing. (Maximum of 15 groups per parent organization for maximum of \$15,000 per Parent Organization).
Health Information Exchange	One time \$3,000 per Parent Organization (PO) incentive for signing on with a local or regional health information exchange; Annual \$1500 per PO incentive for showing continued participation with a local or regional health information exchange. This incentive is available at the parent organization level.
Health Equity	\$2,000 per PO for submission of a report of their implementation of their Health Equity initiative or an annual updated Health Equity report.





### 2024 PCP QIP -Unit of Service Measurement Set

Measure	Incentive
Dental Fluoride Varnish	\$1,000 per PO for submission of proposed plan to implement fluoride varnish application in the medical office. \$5 per application when the minimum of 2% of sites assigned members 6 months to 5 years old received DFV administered by a non-dental practitioner at least once in the measurement year.
Tobacco Screening	\$5.00 per tobacco use screening or counseling of members 11– 21 years of age after 3% threshold of assigned members screened.
Electronic Clinical Data System (ECDS)	\$5,000 per parent organization with vendor support; \$10,000 per parent organization with no vendor support
	Allowance of data exchange from Provider Electronic Health Records to PHC in order to capture clinical screenings, follow-up care and outcomes. Participation to include data collection of the following clinical components for all PHC members within your organization.
	<ol> <li>Alcohol Screening and Counseling (11 years and older)</li> <li>Depression Screening</li> </ol>
Early Administration of 1st HPV Dose New measure!	Administer the first HPV dose by the age of 12 in order to have the required 6-month pause between the first and 2 <sup>nd</sup> dose and another 6 months to administer the 2 <sup>nd</sup> HPV dose before the 13 <sup>th</sup> birthday \$50 per HPV dose given before age 12.
Early Administration of Initial Flu Vaccine Series (Two Doses) New measure!	Early administration of influenza <i>and</i> to complete administration of the 2 <sup>nd</sup> dose within 60 calendar days of the 1 <sup>st</sup> dose. \$50 per two dose series completed by 15 months of age, with the 2 doses up to 60 days apart



# What Performance Tracking Tools Do You Offer?

- eReports
- Partnership Quality Dashboard (PQD)
- Online Resources







## eReports



#### QIP e-Reports

Sign in with your organizational account

Username	
Password	

#### Log In

Sign Up:

New user, email QIP Team at qip@partnershiphp.org for your site's registration Key. Click here to register with a registration Key.

Can't access your account?

eReports web address: <a href="https://qip.partnershiphp.org/">https://qip.partnershiphp.org/</a>





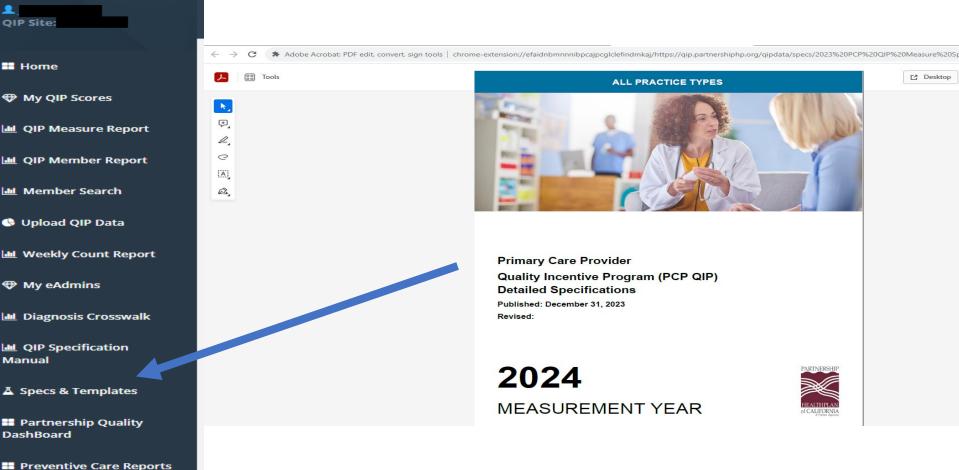
☐ Desktop



FAQ

☑ Help

## **PCP QIP Specifications** via eReports







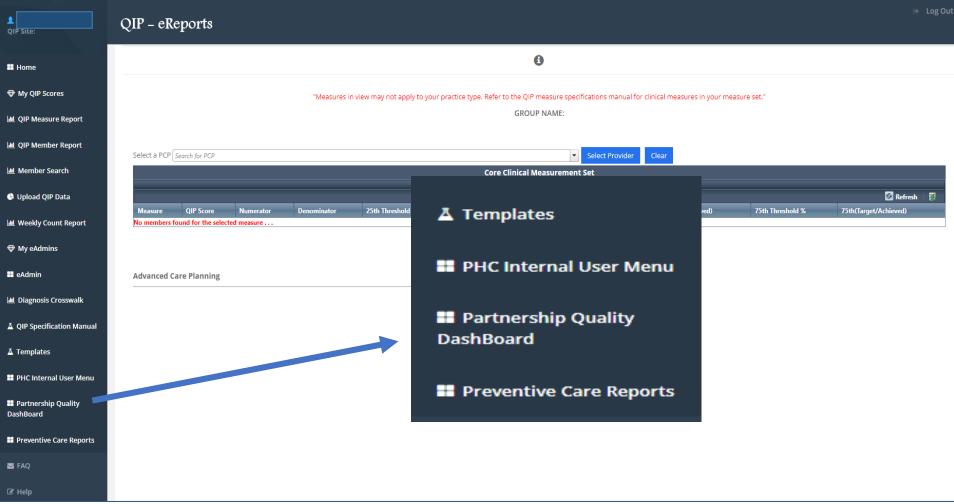


Eureka | Fairfield | Redding | Santa Rosa



## PQD via eReports

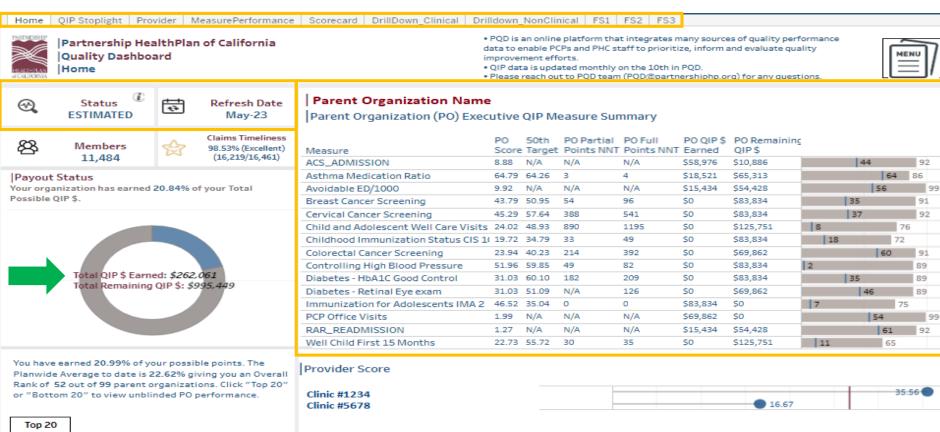
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## PQD - Homepage





Bottom 20



# eReports and Partnership Quality Dashboard Comparison

	eReports	PQD
Real-Time Data Monitoring	Yes	No
Historical Data Monitoring	No	Yes
Measure Set (s)	Clinical	Clinical & Non-Clinical
Accepts Uploaded Data	Yes	No
Data Refresh Schedule	Twice a week (Tues & Thurs)	Monthly (10 <sup>th</sup> of each month)
Target User(s)	QI Teams	Executive/QI Leadership Teams





# eReports – Upload Schedule

#### 2024 PCP QIP - eREPORTS UPLOAD SCHEDULE



#### **CLINICAL MEASUREMENT SET:**

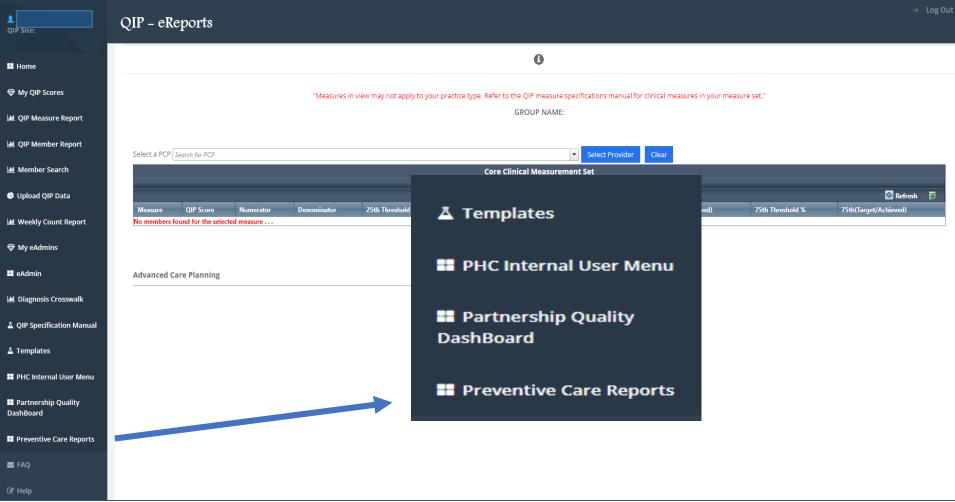
Cervical Cancer Screening			
Childhood Immunization Status - Combo 10	Mar 04 2024 IAN 24 2025		
Comprehensive Diabetes Care - Retinal Eye Exams			
Colorectal Cancer Screening	Mar 01, 2024 - JAN 31, 2025		
Lead Screening in Children *New			
Immunizations for Adolescents - Combination 2			
Comprehensive Diabetes Care - HbA1c Control (A1c)			
Controlling High Blood Pressure	OCT 01, 2024 - JAN 31, 2025		
Well-Child Visits in the First 15 Months of Life			
Breast Cancer Screening	IANI 00 2025 IANI 24 2025		
Child and Adolescent Well Care Visits	JAN 09, 2025 - JAN 31, 2025		





# Preventive Care Dashboard via eReports

AN







### Preventative Care Dashboard - Summary

**1** Preventive Care Reports

III View: Original Summary Information CIS\_0-2 Yrs | IMA\_9-13 Yrs | 6+Visits by 15Months | Annual Well Care Visits





#### Preventive Care Reports

These reports are supplemental to eReports and do not indicate measure compliance. The source of data is PHC's administrative data only. Dates of service that have been uploaded into eReports are not visible in these reports.

#### Immunization Dose Reports

ne mieni or me minimization dose reports is to ehance visibility of immunizations given, including for members not yet in the annual denominators for the Child Immunization Status and Immunizations for Adolescents measures. Data sources for this report include California Immunization Registry (CAIR) data. PHC's claims and encounter data, and immunization data received through PHC's Clinical Data Repository.

#### Well Care Reports

Like the Immunization reports. Well Care reports promote visibility of well vists completed for members who are not yet in the denominator for the Well Child Visits in the First 15 Months and the Child and Adolescent Well Care measures. The data source for these reports is PHC's claims and encounter data. Note that dates of service must be a minimum of 14 days apart to count towards numerator compliance.

#### Recommended Use

- . Use reports to engage with n embers sooner, to help keep members on track with recommended immunization schedules and
- Review service dates against measure requirements, to determine if members still require additional dates of service before
- If immunization dates of service are not captured on this report, please report them in CAIR. This will help to ensure data is captured administratively in eReports.

#### Important Notes

- reports may not include recent dates of service due to claims lag (up to 3 months) and the timeframe by which PHC integrates CAIR data (typically a 4-6 week lag).
- Duplicate immunization dates, or dates of service close in time may be represented as separate immunizations on the report, depending on how records were entered in CAIR or services were billed. Confirm all service dates in eReports and against measure specification to ensure compliance.

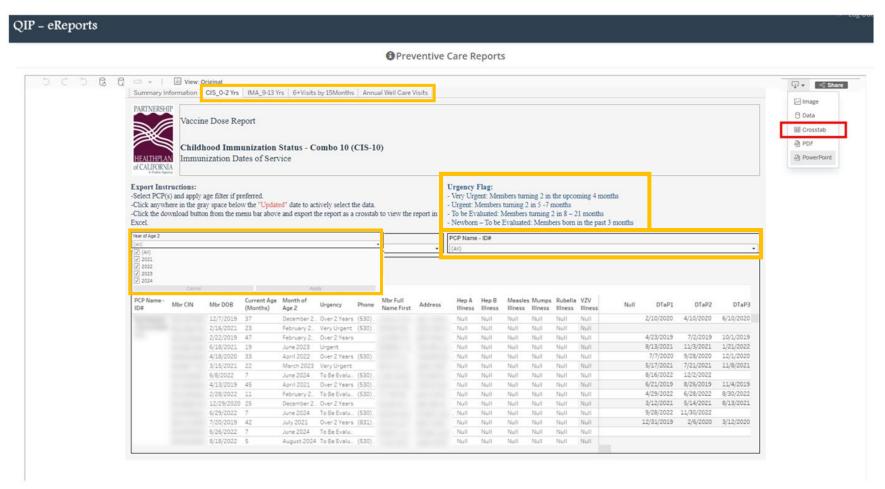
#### Frequenty Asked Questions

- Q. Members with letter "E" in their Client ID Number (CIN) show up with scientific notation formatting when I download the
- report.

  A. This is due to Excel's auto-formatting. To fix this, open a new workbook and import the downloaded immunization report as
  - Select the Data tab from the ribbon
    - Select 'From Text' under Get External Data menu
  - Locate your report from the folder it was downloaded to. Click Import.
  - Use the Import Wizard to import the file
    - Step 1. Delimited data type (Next)
    - Step 2. Tab delimited check (Next)
    - Step 3. Highlight the column for CIN and change the column data format to Text (Finish, OK)
- Q. Why are there more or less columns in the report for each vaccine-type than number of doses required for the series?
- A. The number of immunization columns reflects the maximum number of dates of service for any given member in the report. If none of the members had any doses under a vaccine-type, there will be no placeholder columns for that vaccine. If a single member had many different dose dates under a series, that number of columns will display under the series. To confirm the number of required doses in a series refer to the QIP measure specifications document for Childhood Immunization Status and Immunizations for Adolescents measures.
- Q. The columns showing dates of service are not in a standard date format when I export the dose report.
- A. To fix this, highlight all columns in the exported report that should show dates of service. On the Excel ribbon, change the format from General to Short Date



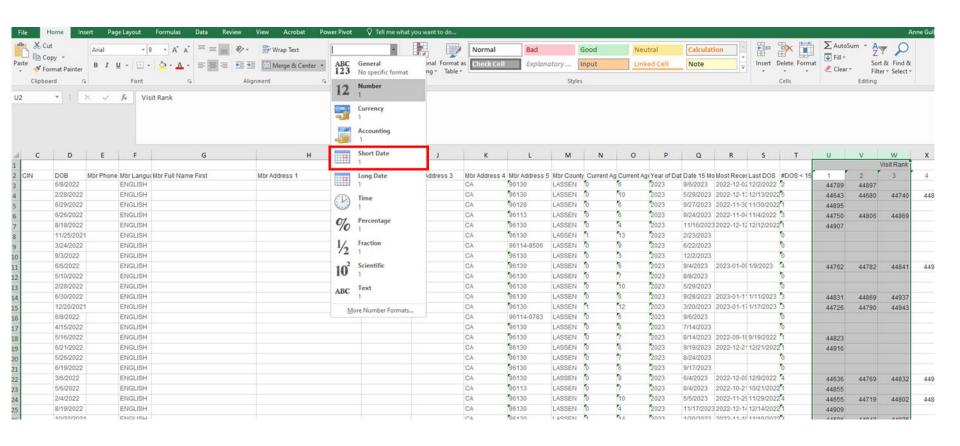
# Preventative Care Dashboard – Supplemental Reports







# Preventative Care Dashboard – Supplemental Reports







## Resources

### **PCP QIP Program:**

http://www.partnershiphp.org/Providers/Quality/Pages/PCPQIPLandingPage.aspx

- Measure Specifications (abridged version)
- Code List (non-clinical code set)
- Webinars
- QI Newsletter

### Partnership Improvement Academy:

http://www.partnershiphp.org/Providers/Quality/Pages/PIAcademyLandingPage.aspx





# Improvement Academy - Upcoming 2024 Trainings

#### Improving Measure Outcomes Webinar Series: February - April 2024

Target Audience: Clinicians, practice managers, quality improvement teams, and staff who are responsible for participating and leading quality improvement efforts within their organization.

The *Improving Measure Outcomes Webinar Series* allows Quality Improvement teams to make knowledge actionable, improving quality service and clinical outcomes around specific measures of care.

These learning sessions will cover Partnership's Primary Care Provider Quality Incentive Program measures. Content will focus on direct application on best practices including eliminating health disparities with examples from quality improvement teams who are doing the work.

CME/CEs are available.

Sessions will be offered during the lunch hour and will be approximately 60 minutes in length. CME/CEs will be offered for live attendance.

#### Planned 2024 sessions include:

- February 14, 2024 Preventative Care for 0 2 Year Olds
- February 28, 2024 Preventative Care for 3 17 Year Olds
- March 13, 2024 Chronic Disease
- March 27, 2024 Diabetes Management
- April 10, 2024 Women's Cancer Screenings
- April 24, 2024 Women's Sexual and Reproductive Health

Registration: <a href="http://www.partnershiphp.org/Providers/Quality/Pages/Quality\_Events.aspx">http://www.partnershiphp.org/Providers/Quality/Pages/Quality\_Events.aspx</a>

Contact: improvementacademy@partnershiphp.org





# Improvement Academy - Upcoming 2024 Trainings

### **ABCs of Quality Improvement**

Tuesday, January 30 - 8:30 a.m. to 4:30 p.m. - IN PERSON Partnership HealthPlan of California

4605 Business Center Drive - Fairfield

Breakfast and lunch included for attendees

The ABCs of Quality Improvement (QI) is a one day in person training designed to teach you the basic principles of quality improvement.

The course is designed for clinicians, practice managers, quality improvement team members, and staff who are responsible for participating and leading quality improvement efforts within their organization. Excellent refresher course for repeat attendees or skill-builder for new quality professionals.

CME/CEs available.

Register: http://www.partnershiphp.org/Providers/Quality/Pages/Quality\_Events.aspx

Contact: improvementacademy@partnershiphp.org







# Improvement Academy - Upcoming 2024 Trainings

### **ABCs of Quality Improvement**

Wednesday, March 20 - 8:30 a.m. to 4:30 p.m. - IN PERSON The McConnell Foundation 800 Shasta View Drive, Redding

Breakfast and lunch provided

The ABCs of Quality Improvement is a one-day in person training designed to teach you the basic principles of quality improvement.

**The course is designed for** clinicians, practice managers, quality improvement team members, and staff who are responsible for participating and leading quality improvement efforts within their organization. Excellent refresher course for repeat attendees or skill-builder for new quality professionals.

CME/CEs available.

Register:

<u>www.partnershiphp.org/Providers/Quality/Pages/Quality\_Events.aspx</u> Contact: cackerman@partnershiphp.org





### Questions

Please feel free to contact PHC's QIP Team at:

QIP@PartnershipHP.org

Eureka

Fairfield |

Redding |



Santa Rosa