

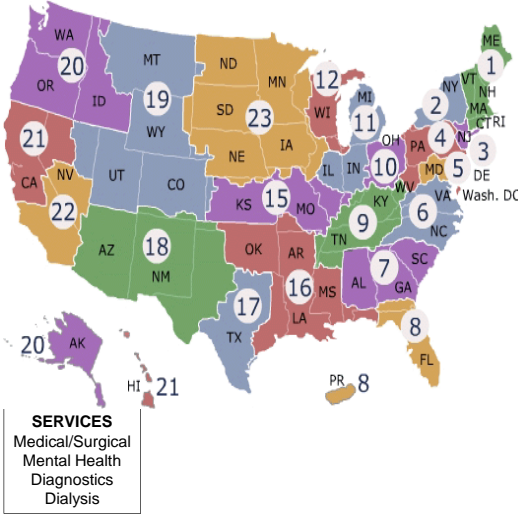


Tom James MD
July 29th, 2011

Department of Veterans Affairs/National Quality Forum

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Where is Project HERO?



Currently, four Veteran Integrated Service Networks (VISNs) participate in Project HERO:

- Sunshine Healthcare Network* (8)
- South Central Healthcare Network (16)
- Northwest Healthcare Network** (20)
- Midwest Healthcare Network (23)

*Excluding Puerto Rico
**Excluding Alaska

23 States
35 VA Medical Centers
180 CBOCs

SERVICES
Medical/Surgical
Mental Health
Diagnostics
Dialysis

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Project HERO: QASP Metrics

Existing Measures: Health Plan measures not care measures

- Access to Care (1) --Timeliness
- Patient Safety (3) --Events reporting
- Patient Satisfaction (3) --Quality complaint turnaround
- Process measures (14) --Appointment scheduling
 - Referral management
 - Coordinate inpatient services
 - Pre-visit information
 - Clinical information return

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Commercial Sector Quality Initiatives



Health Plans are Measured on Processes and Outcomes:

- Access and Services --Accessibility, Customer Service
- Qualified Providers --Credentialing results
- Staying Healthy --Preventive services and guidance
- Getting Better --Up to date services, education
- Living with Illness --Patient services for chronic care
- **OVERALL ACCREDITATION STATUS**

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Medicare Advantage Metrics

Part C Health Plans Rated on Five Domains:

- Health Plan Responsiveness and Care (7)
- Managing Chronic Conditions (7)
- Health Plan Customer Service (3)
- Staying Healthy (Screenings, Test, Vaccines) (12)
- Health Plan Member Complaints, Appeals, and Leaving Plan (5)
- SOURCES: NCQA/HEDIS, HOS, CAPHS

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Accountable Care Organizations: New Directions in Quality

- Proposed ACO Medicare Regulations ^(3.)
65 measures in 5 domains
 - Patient/care giver experience (7)
 - Care coordination (16)
 - Patient safety (2)
 - Preventive health (9)
 - At risk populations (31)
- Measures impacting Hospitals and Doctors
- Drawn from National Quality Forum

1.) <https://www.cms.gov/QualityInitiativesGenInfo/>

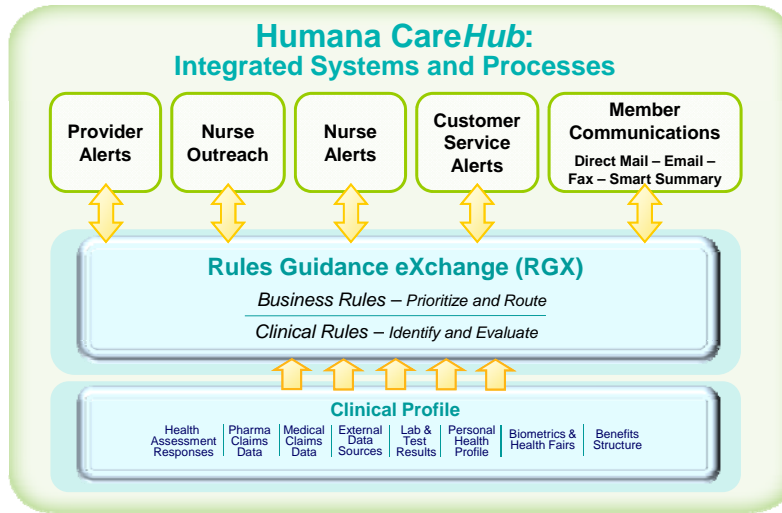
2.) http://innovations.cms.gov/wp-content/uploads/2011/04/Region-9_Dec-15.pdf

3.) <http://edocket.access.gpo.gov/2011/pdf/2011-7339.pdf>

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The Infrastructure Driving the Accountable Care Model

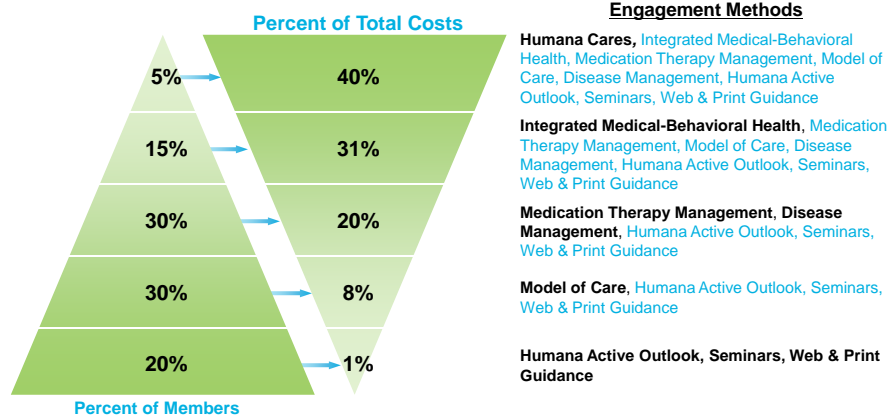


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Lower Costs: Programs of Clinical Guidance

We are focused in managing high cost/high acuity patients



8

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Conclusion

- The current QASP Metrics represent measures of process and structure, not of outcomes
- Health plans like Humana are already making a difference for the 12 million seniors who are enrolled in Medicare Advantage:
 - Better health outcomes
 - Improved quality of life
 - Financial protection
- The greater the concordance of quality measures for all sectors of health care, the greater the opportunities to affect significant change.
- Project HERO currently tracks single encounters. This makes development of longitudinal measurement of quality very difficult.

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