



Care Coordination: A Critical Element to Measuring and Assessing Health Care Quality

Karen LLanos, MBA
Technical Director
Division of Quality, Evaluation & Health Outcomes
Children and Adults Health Programs Group
Center for Medicaid and CHIP Services

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Agenda

- Care coordination as a critical component to ensuring health care quality
- Care coordination as a federal measurement/quality priority
- CMCS efforts to measure care coordination
 - CHIPRA Quality Demonstrations
 - Measurement development activities

Care Coordination Plays Critical Role in Health Care Quality

- Multiple factors at play when care is coordinated (e.g. increased accountability; referrals connect people to needed care; smooth transitions of care; bi-directional communication; data sharing, shared decision-making; community support services integrated).
 - *These factors can be difficult to measure!*
- Often easier to measure what happens when care is **not** coordinated (e.g., avoidable hospitalizations, ED use, preventable decline in health care status, etc.).
- Good news—a lot of promising measurement activities underway!

Care Coordination & The HHS National Quality Strategy

Six 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**
- Promote effective prevention and treatment practices for the leading causes of mortality, starting with cardiovascular disease
- Work with communities to promote wide use of best practices to enable healthy living
- Make quality care more affordable for individuals, families, employers, and governments by developing and spreading new health care delivery models

Report to Congress

National Strategy for Quality Improvement in Health Care

March 2011



The Six Priorities Have Become the Goals for the CMS Quality Strategy

Making care safer

Strengthen person and family engagement

Promote effective communication and coordination of care

Promote effective prevention and treatment

Work with communities to promote best practices of healthy living

Make care affordable

Care Coordination & CMS's Quality Strategy

Goal: Promoting effective communication and coordination of care

Reduce admissions and readmissions

Goal 1

Embed best practices to manage transitions to all practice settings

Goal 2

Enable effective healthcare navigation

Goal 4

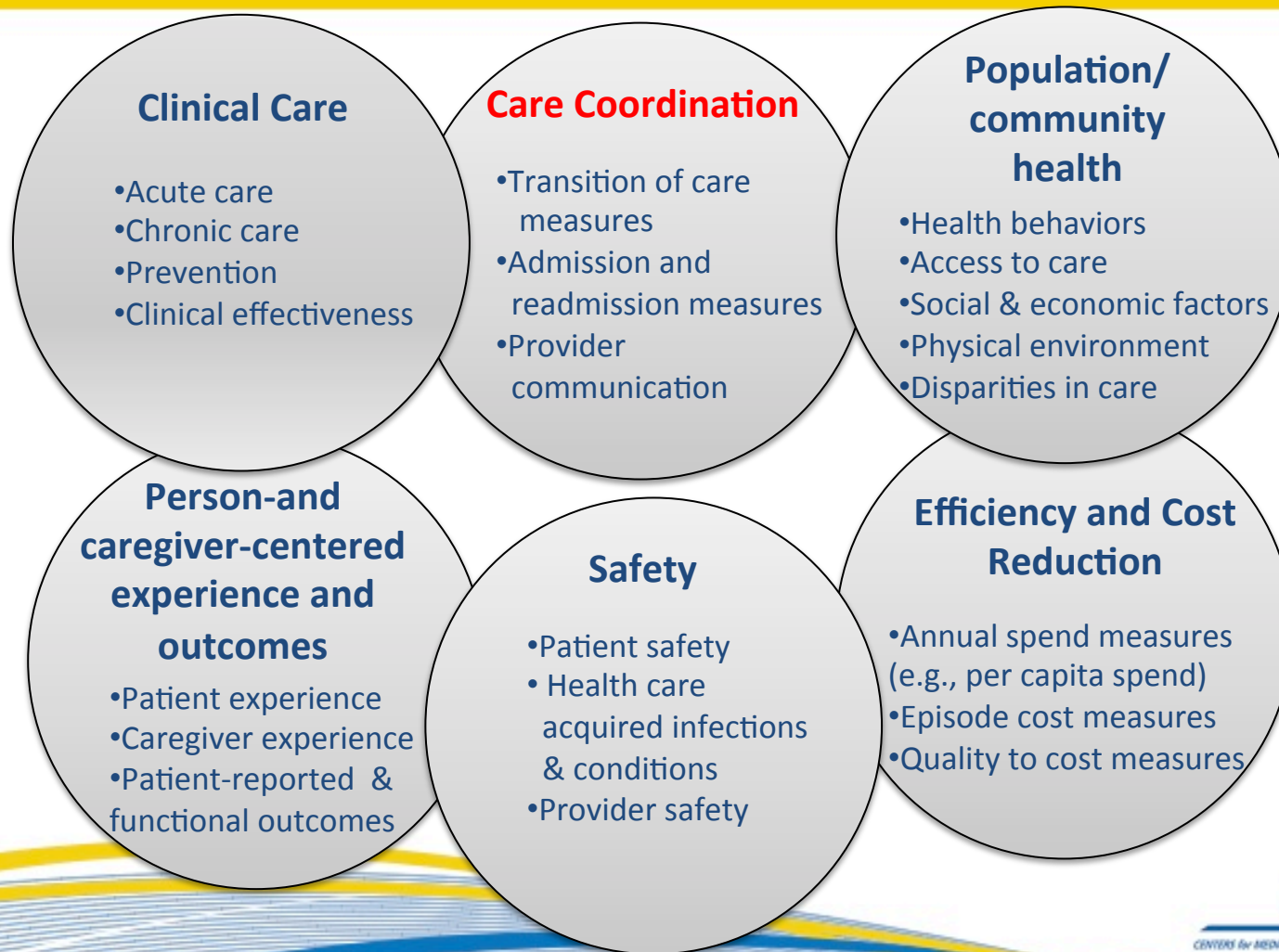
Promote electronic exchange of information

Goal 5

Goal 3

Goal 6

Care Coordination & the CMS Quality Measurement Framework



Aligning Care Coordination Measures: HHS Measurement Policy Council

- Sub-group of HHS National Quality Strategy group focused on measure alignment across the Department
- Includes AHRQ, CMS, ONC, SAMHSA, ASPE, HRSA, CDC, OMH, FDA and others
- Alignment and prioritization of measures in six major areas: HTN, smoking cessation, depression, HACs, pt experience and **care coordination**
- Will establish and operationalize policies for HHS-wide measure development and implementation

Aligning Care Coordination Measures: HHS Measurement Policy Council

- Past year focus on alignment and prioritization of measures in six major areas:
 - Hypertension
 - Depression
 - Smoking Cessation
 - Hospital Acquired Conditions
 - ➔ – Care Coordination (closing the referral loop)
 - Patient Experience of Care

Aligning Care Coordination Measures: HHS Measurement Policy Council

- Current topics:
 - HIV/AIDS
 - Perinatal
 - ➔ – Care coordination tools (frameworks and models)
 - Obesity
 - Diabetes

CMCS Activities Related to Measuring Care Coordination

- CHIPRA Quality Demonstration Grant Program
 - Five year (2010-2015) grant program funded by CHIPRA legislation
 - 10 grantees across 18 states
 - Many grantees focused on improving care coordination for children within context of medical home:
 - Family and patient engagement techniques
 - Care coordinators at practice site
 - Shared care plans
 - HIT/EHRs to facilitate coordinated care
 - Patient experience surveys

CMCS Activities Related to Measuring Care Coordination (cont' d)

- Children's Core Set of Measures for Medicaid and CHIP
 - Quality measures for voluntary reporting by states
 - Initial core set 24 measures
 - 2013 Revised core set (3 added, 1 retired)
 - Care coordination measured by well-child visits and development screenings. Other measures under development.
- Medicaid Adult Core Set
 - Quality measures for voluntary reporting by states
 - Initial core set 26 measures
 - Care coordination measured by preventable hospitalizations. Future development of long-term services and supports care coordination measures.

CMCS Activities Related to Measuring Care Coordination (cont' d)

- Pediatric Quality Measures Program
 - CMS funded, partnering with AHRQ
 - Four-year measurement development cooperative grants
 - Measurement development assignments related to care coordination:
 - Care coordination within context of medical home for children with special health care needs (CSHCN) including those with mental health co-morbidities
 - Methodology to identify CSHCN by level of complexity
 - Children with complex chronic conditions
 - Children with non-complex chronic conditions
 - Children without chronic conditions
 - Communication with primary care physician
 - Quality of care transitions between sites (ages 0-21)



The quest continues!

Resources

- Children's Core Set Measures
<http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Quality-of-Care/Downloads/ChildCoreMeasures.pdf>
- Medicaid Adult Core Set Measures
<http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Quality-of-Care/Adult-Health-Care-Quality-Measures.html>
- CHIPRA Quality Demonstrations
http://www.insurekidsnow.gov/professionals/CHIPRA/grants_summary.html
<http://www.ahrq.gov/policymakers/chipra/demoeval/index.html>
- Pediatric Quality Measures Program
<http://www.ahrq.gov/legacy/chipra/pqmpfact.pdf>



Contact Information:

Karen LLanos

[E-mail: Karen.Llanos@cms.hhs.gov](mailto:Karen.Llanos@cms.hhs.gov)