



## AGENDA

- About NCQA
- Performance-Based Accreditation
- Accountability Drives Results
- Improvement Saves Lives

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## A BRIEF INTRODUCTION

- Private, independent non-profit health care quality oversight organization founded in 1990
- Committed to measurement, transparency and accountability
- Unite diverse groups around common goal: improving health care quality

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## OUR MISSION AND VISION

**MISSION**  
To improve the quality of health care.

**VISION**  
To transform health care through quality measurement, transparency and accountability.

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## WHAT DO WE MEASURE?

- **Healthcare Effectiveness Data and Information Set (HEDIS®)**
  - NCQA's definitive tool of health quality measurement
  - Measures effectiveness of care: *Do cardiac patients have their cholesterol under control?*
  - Measures access: *Were patients able to get an appointment with their PCP?*
  - Measures utilization: *What was the average length stay in a hospital for a chronic condition?*
  - New Relative Resource Use (RRU) measures examine the intersection of quality and cost to measure value and efficiency
- **CAHPS: Survey of patient experience**
  - Rate your health plan from 1 to 10.
  - Does your doctor communicate well?
  - Were you able to get the care you need?

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## PERFORMANCE-BASED ACCREDITATION

- NCQA Accreditation combines three factors:
  - Performance against structural standards
  - Clinical quality measures
  - Patient experience measures
- Today, more than 100 million Americans are in an NCQA Accredited health plan
  - 70.5% of all health plan members in the U.S.

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## NCQA ACCREDITATION: BASED ON PERFORMANCE

Clinical Performance  
(HEDIS)

+

Member Satisfaction  
(CAHPS)

=

38.7%

Health Plan Systems  
(Accreditation Standards)

=

61.3%

**Accreditation is Performance-based:**  
NCQA Accreditation is the only program in the market to require health plans to report on clinical performance.

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## HOW SHOULD HEALTH CARE WORK?

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## WHAT'S HEALTH CARE SUPPOSED TO DO?

**A value-based health care system**

Source: HealthPartners

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## MEASUREMENT HAS LED TO SIGNIFICANT QUALITY IMPROVEMENT

- **Eleven years of measuring data has shown that measurement leads to improvement!**
  - Children are nearly three times as likely to have had all recommended immunizations as in 1997
  - Diabetics are twice as likely to have cholesterol controlled (<130 mg/dL) as in 1998
  - More than 97% of cardiac patients prescribed beta-blockers after a heart attack (up from 62% in 1996)

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## SELECT IMPROVEMENTS: 1999 – 2007

\*Lower is Better for this measure

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## IMPROVEMENT SAVES LIVES. Lives Saved Due to Gains In Quality Commercial & Medicare Plans, 2000 - 2007

Measure	Lives Saved
Beta-Blockers After a Heart Attack	24,000 – 30,000
Cholesterol Control for Cardiovascular Patients	23,000 – 39,000
Controlling High Blood Pressure	76,000 – 132,000
Blood Sugar Control in Diabetics	2,000 – 3,500
<b>Total</b>	<b>125,000 – 205,000</b>

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## Summary

- Accreditation in the past was largely structural
- As we evolve a more sophisticated ability to measure, accreditation needs to adjust
- This is only the beginning – new technology (medical and IT) will accelerate the pace of change

