



We will begin
Momentarily

Digital Quality Preparedness

May 14th, 2025 | 1:00 PM ET



Speakers



Allison Lance
Director, Digital Quality
Community, NCQA



**Dr. Rebecca Jacobson, MD,
MS, FACMI**
Co-Founder and President,
Astrata



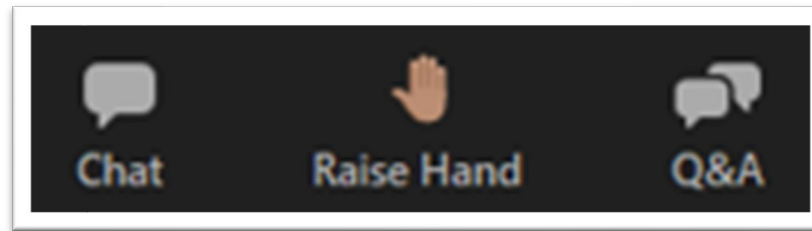
Girish Chavan
CO-Founder and Chief
Technology Officer,
Astrata

Zoom Housekeeping

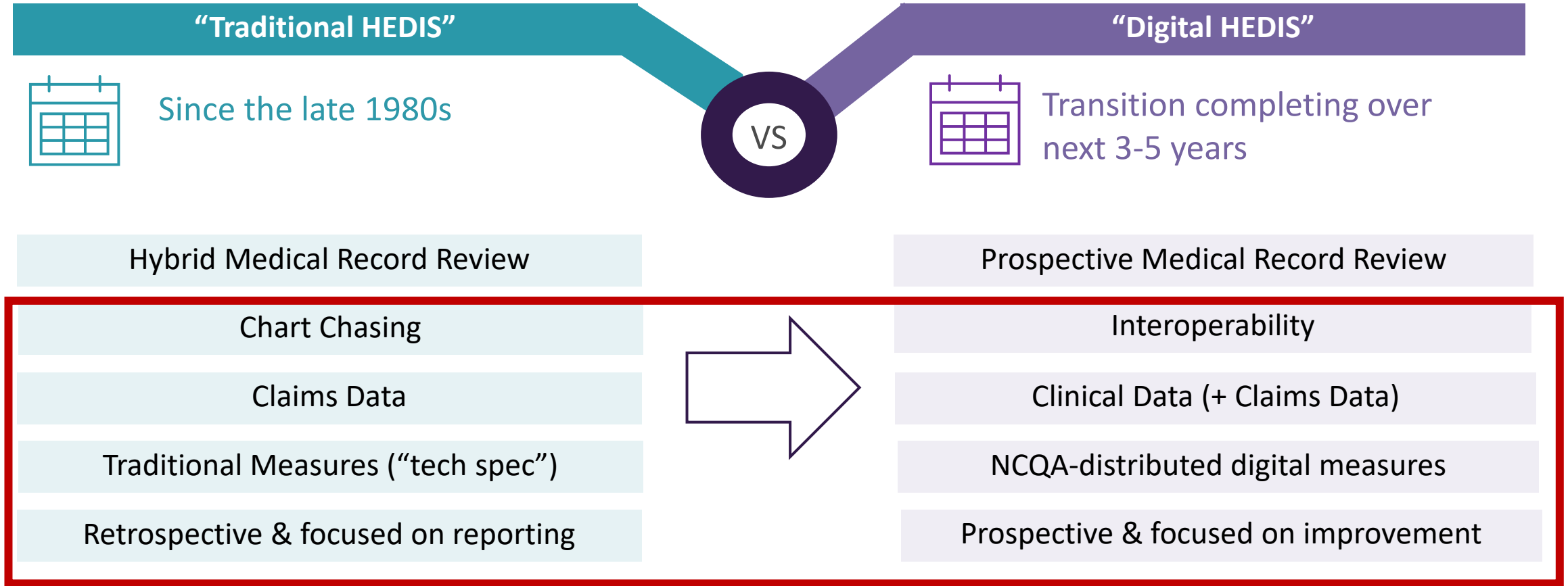


How to Submit Questions During the Webinar

- 1) Locate the 'Q&A' icon on the menu bar.
- 2) During the webinar, please submit questions via the 'Q&A' box.
- 3) Your question will be responded to live by one of the presenters.



Transformation of HP Quality Operations



1 <https://www.ncqa.org/wp-content/uploads/Advancing-Digital-Quality-Transformation-Slides.pdf>

How pieces fit together



DEVELOP YOUR CLINICAL DATA PLAN

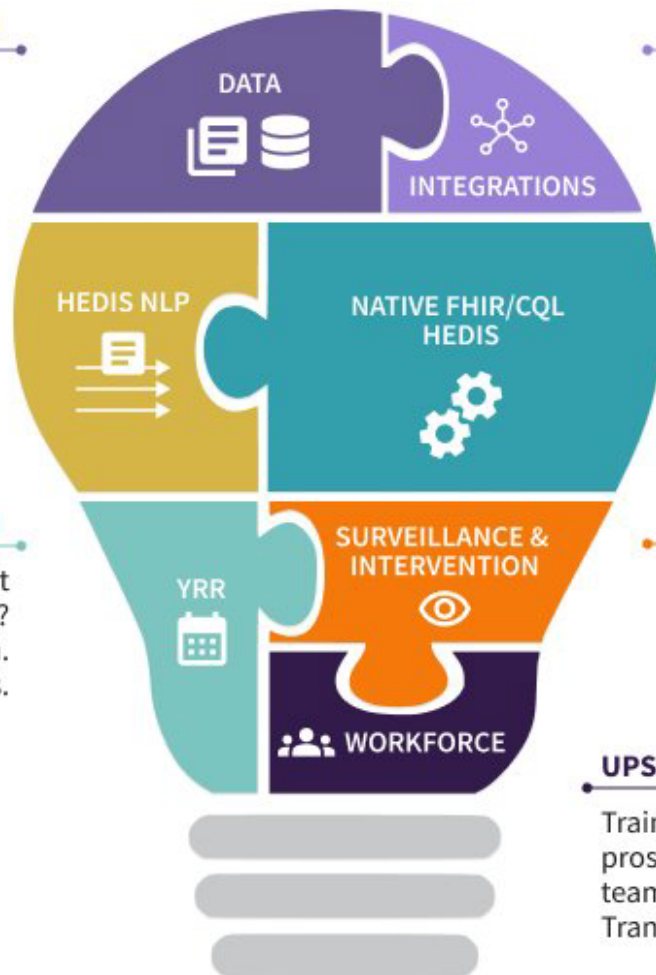
Evaluate provider contracts. Identify quality outliers. Choose data sources. Set historical interval. Assess sources of health equity data. Plan now for maximum impact.

USE NLP FOR UNSTRUCTURED DATA

Choose between in-house or vended NLP. Evaluate accuracy, integration with abstraction tools, number of measures supported, scalability.

MOVE TO PROSPECTIVE HEDIS/MRR

Does your current review platform support prospective review across populations? Develop an “off-season” staffing plan. Prioritize measures and markets.



CHOOSE INTEGRATION PARTNERS

Evaluate and select DAV-certified vendors. Can they provide high-quality structured and unstructured data? Assess coverage and capabilities?

RUN DIGITAL QUALITY MEASURES

Continue moving measures to ECDS. Begin using Digital Measures. Develop FHIR and CQL expertise. Run digital in parallel, then switch over.

REFOCUS ON INTERVENTION

Innovate with closer-to-real-time data to improve member and provider outreach. Select and implement new programs. Plan, Study, Do, Act.

UPSKILL YOUR WORKFORCE

Train medical record reviewers to do prospective HEDIS. Train HEDIS analytics teams to use new FHIR-based technologies. Transition staff from reporting to QI.

Value of Transitioning to Digital Quality



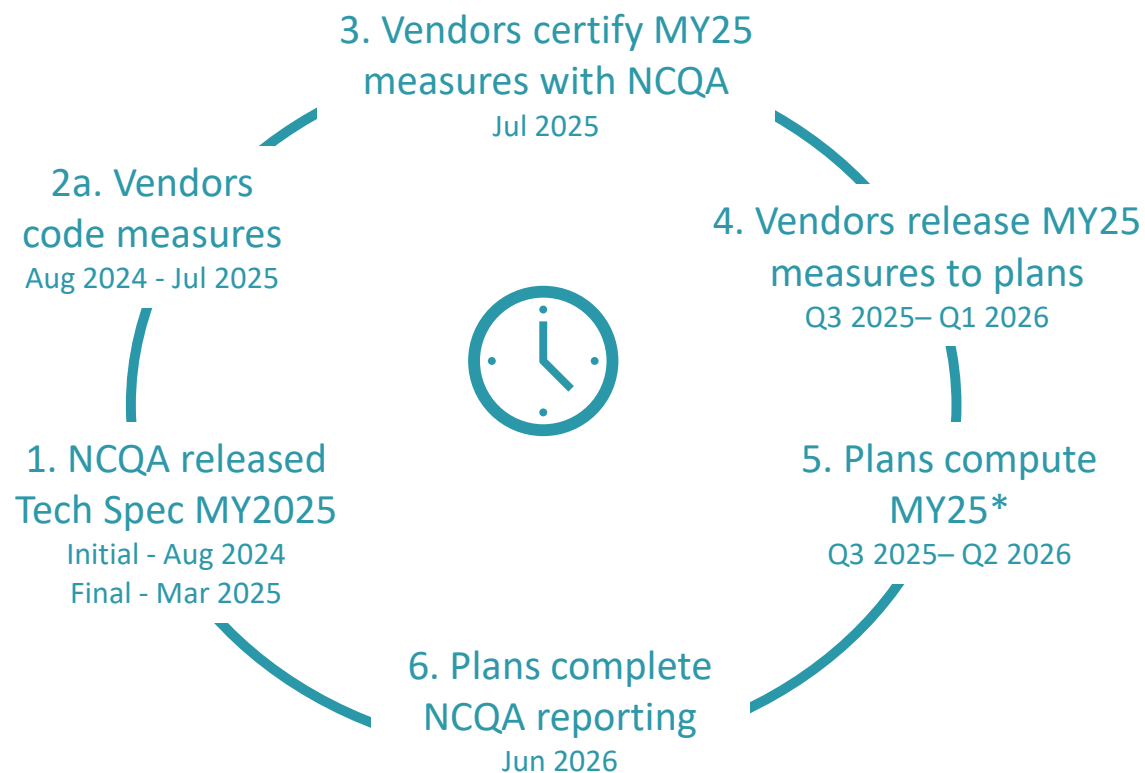
Traditional HEDIS	Digital HEDIS
Operationally more difficult to run HEDIS engine prospectively (slower timeline from NCQA release to implementation)	Operationally easier to run HEDIS engine prospectively (faster timeline from NCQA release to implementation)
Less complete rates	More complete rates ¹
More difficult to use clinical data	Much easier to use clinical data
Higher total cost of ownership	Lower total cost of ownership

1. <https://wpcdn.ncqa.org/www-prod/wp-content/uploads/Special-Report-Nov-2024-Results-for-Measures-Leveraging-Electronic-Clinical-Data-for-HEDIS.pdf>

Operational Changes to the HEDIS timeline (our guess)

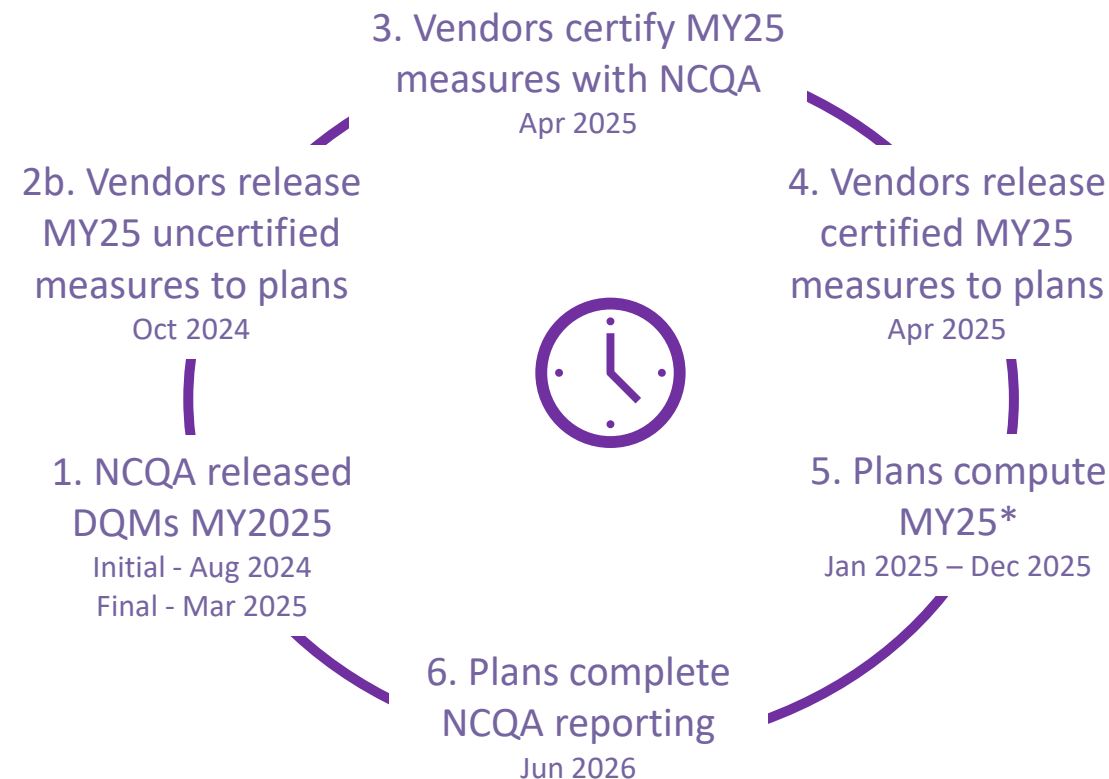


“Traditional HEDIS”



* For measures that are identical to last year's plans have the options to compute last years measures and change dates

“Digital HEDIS”

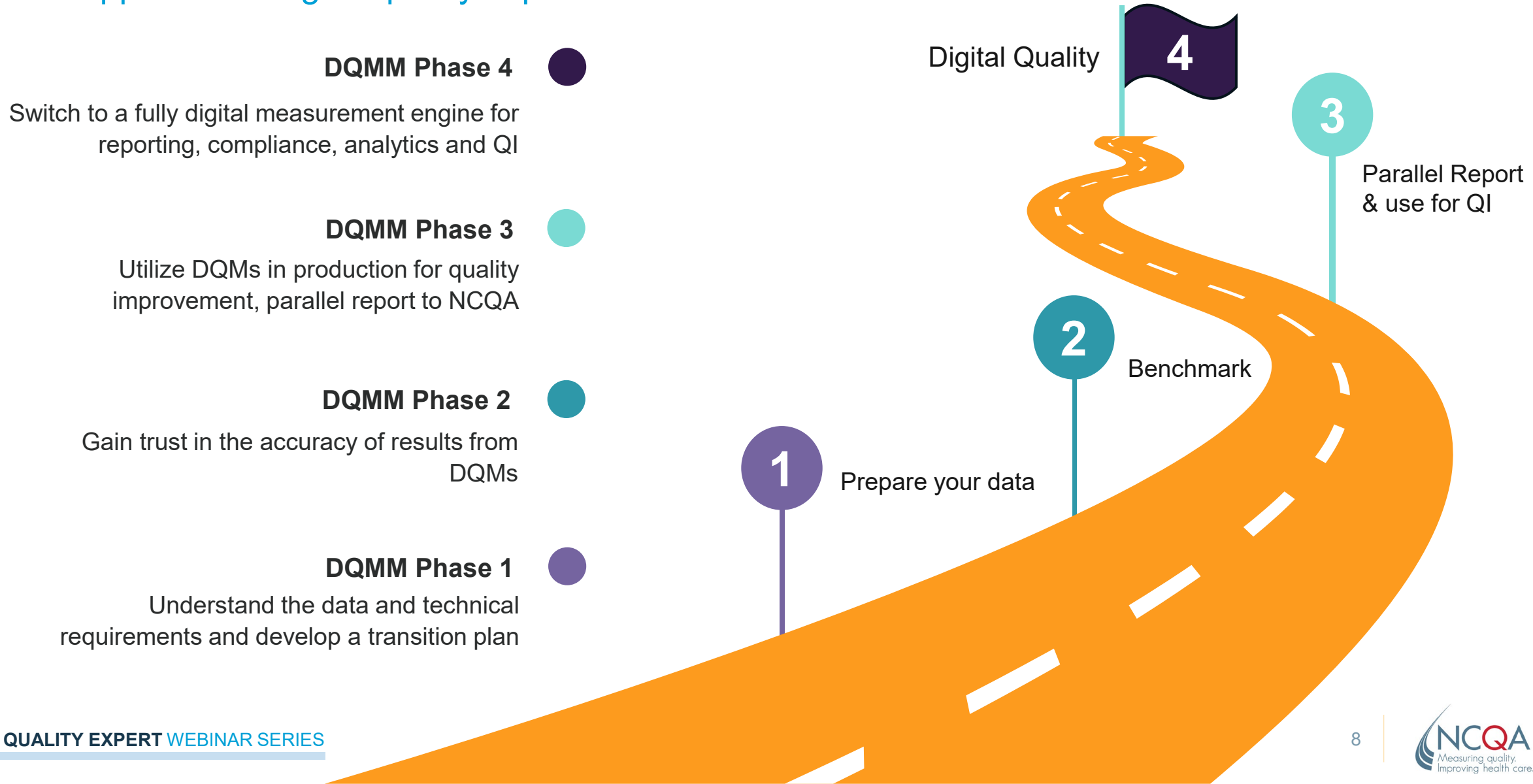


* Certification will not make major changes. Plans are computing current measures throughout MY.

Astrata's Digital Quality Implementation Maturity Model



A phased approach to digital quality implementation



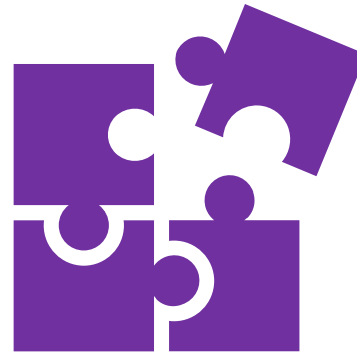
Building Executive Leadership Team Buy-In



Explain the business risks of non-action

Test technologies and build ROI arguments

Focus on opportunities as well as risks

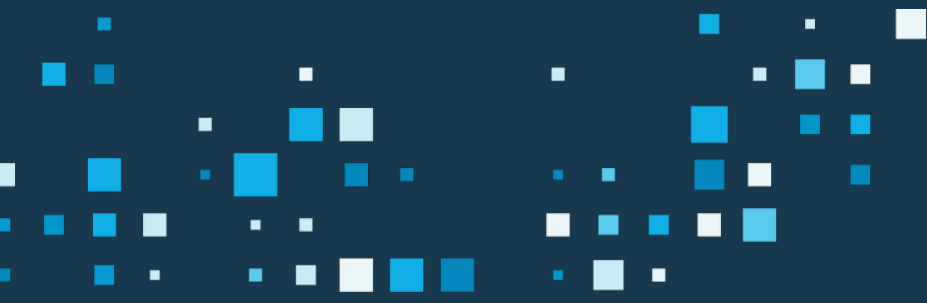


Make friends with your CIO and Interoperability Leads

Lead up, down and sideways

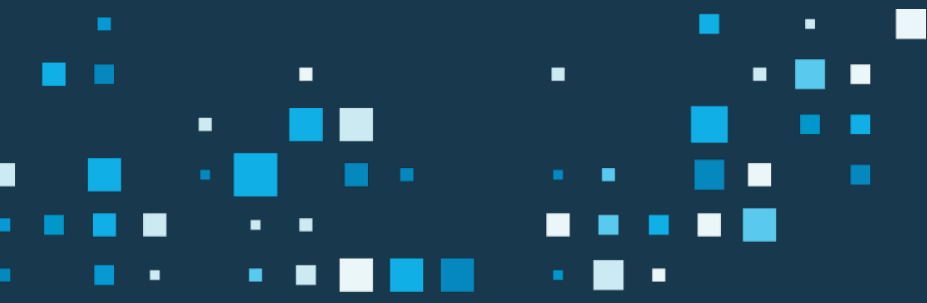


What are the key steps an organization can take to build their own FHIR data strategy?



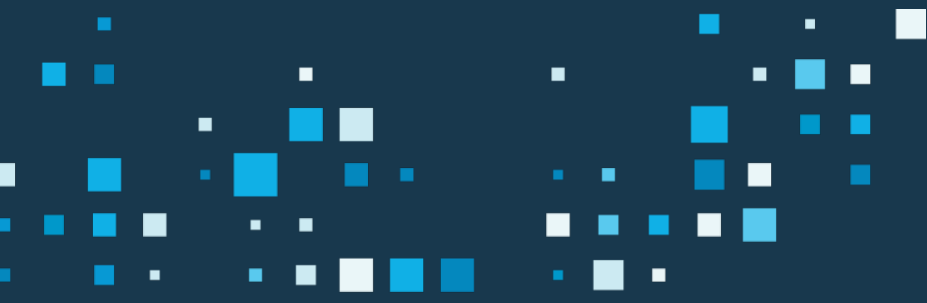


How should organizations think about running or executing their measures?



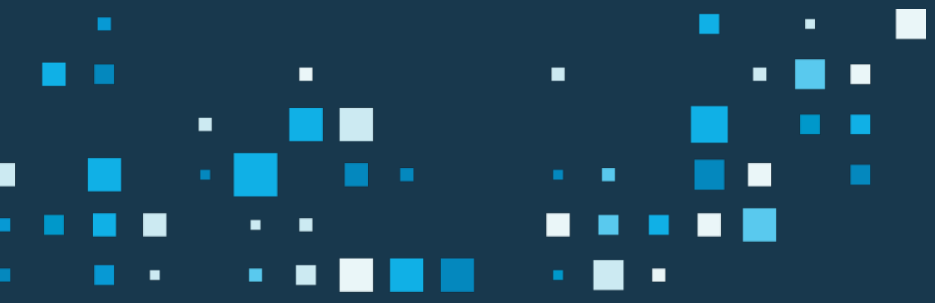


What are the common pitfalls that happen in the Digital Transition?





How do you build a business case
to demonstrate value and gain
senior leadership buy in for digital
quality investments?





Questions?

