



CASE STUDY

Premise Health.



Leveraging NCQA's Quality Compass for Improved Outcomes at Premise Health



Premise Health, a leader in direct health care services, partners with employers, unions and health plans to deliver exceptional care through more than 800 wellness centers across the U.S. and Guam. With a mission to help people get, stay and be well, Premise offers over 30 types of care, focusing on advanced primary care, improving health outcomes and lowering health care costs.

What Are HEDIS® Measures?

HEDIS measures are a set of standardized performance metrics developed by NCQA to evaluate health care services. These measures provide a benchmark for assessing the quality and effectiveness of care, including preventive services, chronic disease management, and patient satisfaction.

PROBLEM TO SOLVE



In the evolving health care landscape, Premise identified a need to align quality improvement efforts with industry standards to validate and demonstrate clinical excellence. While HEDIS measures provided a starting point, Premise required a robust benchmarking tool to compare performance, mobilize resources and enhance patient outcomes. The challenge was not just setting goals but leveraging reliable data to guide organizational alignment and further Premise's reputation as a national leader in the delivery of advanced primary care.

SOLUTION



Premise Health turned to NCQA's Quality Compass® to address these challenges. Quality Compass is NCQA's comprehensive benchmarking tool that enables health care organizations to evaluate performance, identify improvement opportunities, and make data-driven decisions using HEDIS measure reporting results. Beyond NCQA's Quality Compass, Premise Health also purchased a 1-99 percentiles extract, offering a complete view of their performance across the entire percentile range.

The tool provided:

- ✓ Comprehensive benchmarks for key HEDIS and CAHPS® measures.
- ✓ Insights to identify performance gaps in care and opportunities for closing them.
- ✓ Access to competitor data for additional insights and goal setting.

Using Quality Compass and the custom percentiles data, Premise integrated quality metrics into its operational framework by leveraging HEDIS measure results to evaluate clinical performance, guiding both internal initiatives and external communication. The collaboration allowed Premise to focus quality improvement efforts, streamline resource allocation and align with NCQA's established framework to strengthen its reputation in advanced primary care. As a result, core clinical quality performance measures for preventive cancer screenings and chronic condition management now approach or surpass the HEDIS 95th percentile for 2024 (MY 2023) benchmarks.



Results

Premise Health achieved measurable improvements across key HEDIS measures:

Controlling High Blood Pressure: Met NCQA's National 98th percentile.*	Colorectal Cancer Screening (Total): Met NCQA's National 96th percentile.*
Breast Cancer Screening: Achieved NCQA's National 96th percentile.*	Cervical Cancer Screening: Met NCQA's National 97th percentile.*
Depression Screening and Follow-Up for Adolescents and Adults - Follow-Up on Positive Screen (Total): Achieved NCQA's National 99th percentile.*	Hemoglobin A1c Control for Patients With Diabetes - HbA1c Control (<8%): Met NCQA's National 98th percentile.*

"This initiative gave us an organizational management tool to help drive behavior change and quality improvement."

Jonathan Leizman, MD

Chief Medical Officer
Premise Health



To request more information about Quality Compass or the 1-99 percentiles custom data extract, visit ncqa.org/qcinfo or contact NCQA Customer Support at **888-275-7585**

*Percentiles mentioned above reference the national PPO and EPO benchmarks from Quality Compass 2024 (MY 2023) custom 1-99 percentile data extract.