

# The Future of Healthcare Quality

Tuesday, February 9, 2021

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# The Future of Healthcare Quality

Recommendations from NCQA to the Biden-Harris Administration



Enabling a Digital Quality System



Advancing Health Equity



Moving to a Digital Patient Experience Measurement



Strengthening Value-Based Programs

[www.ncqa.org/QualityFuture](http://www.ncqa.org/QualityFuture)

# Themes that inform our thinking



Refine and develop quality measurement to help stakeholders drive toward **health equity** and address social determinants of health.



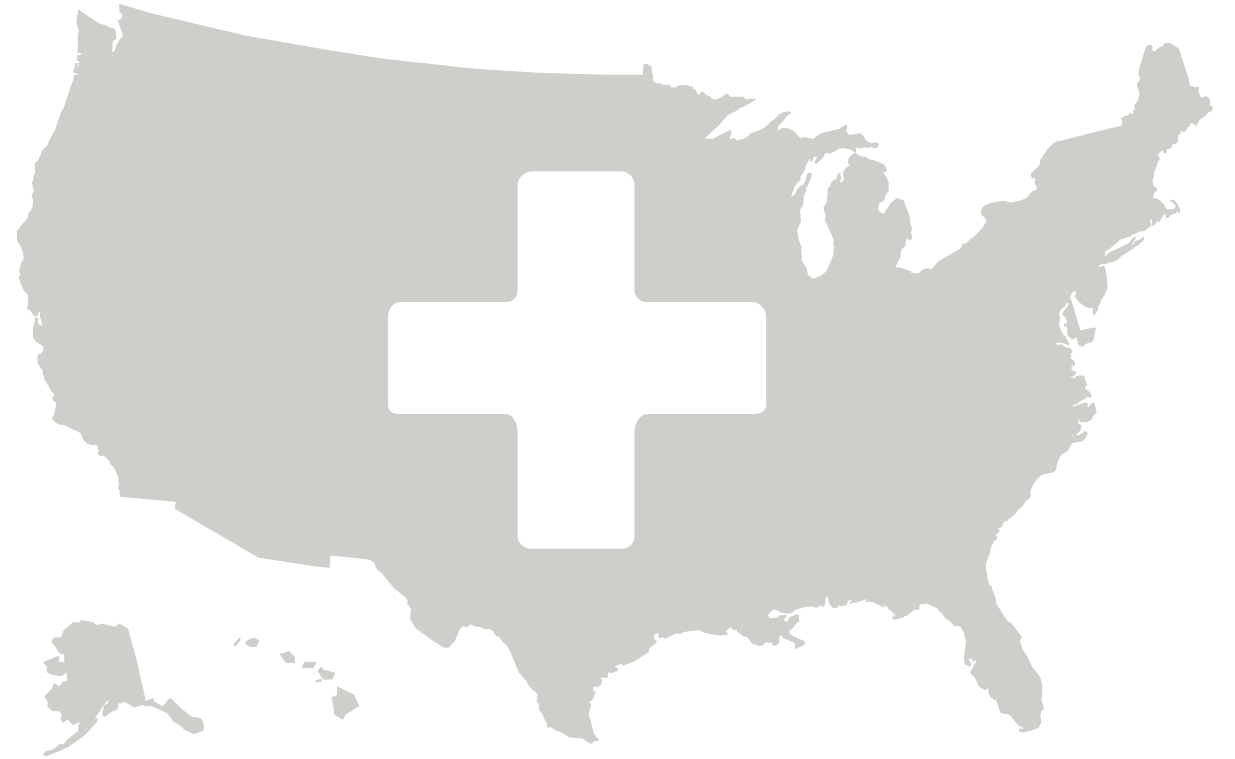
**Reduce burden** and improve care using a measurement system that **captures quality data during care delivery** and provides results and decision support much more rapidly.



**Validate data to ensure accurate payments** in value-based models.

# We need quality measurement that is...

- ✓ Comparable
- ✓ Meaningful
- ✓ Valid and Reliable
- ✓ Actionable and Timely
- ✓ Outcome-Oriented
- ✓ Patient-Centered
- ✓ Digital



# Advancing Health Equity

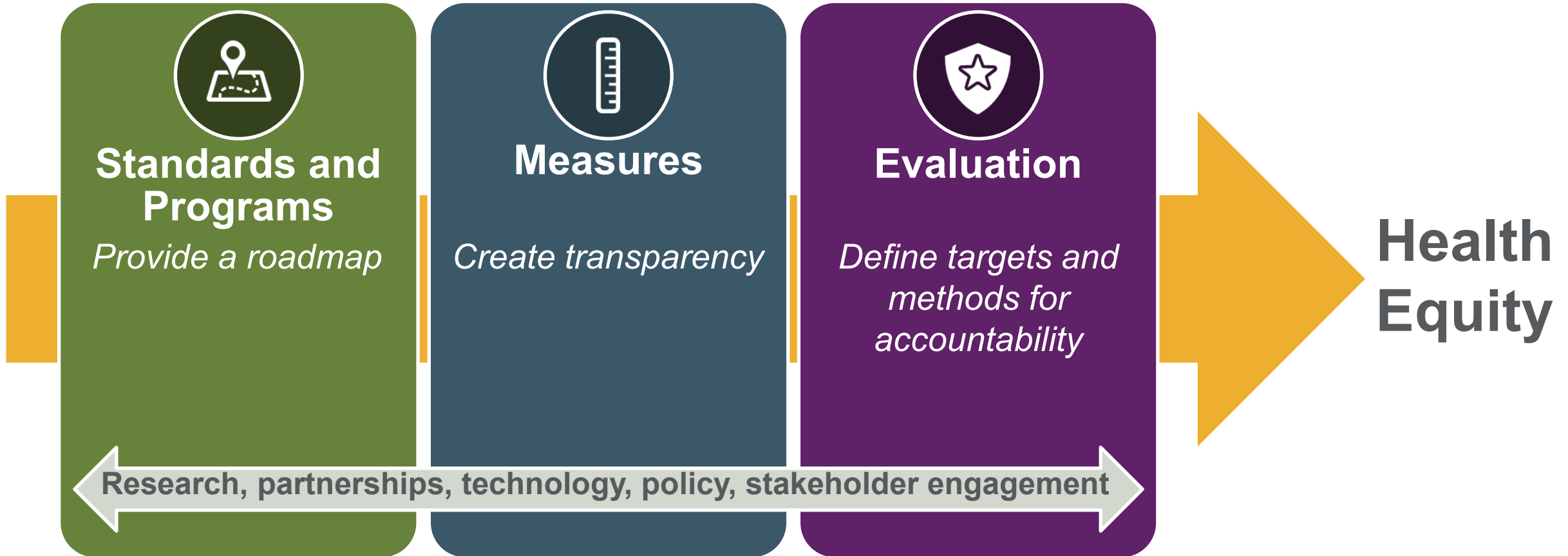
## *Vision*



A healthcare system that is **enabled, resourced, and effectively engaged** in promoting health equity and **holding stakeholders accountable** for doing so.

# Pathway towards health equity

*Quality care is equitable care*



# Enabling a Digital Quality System

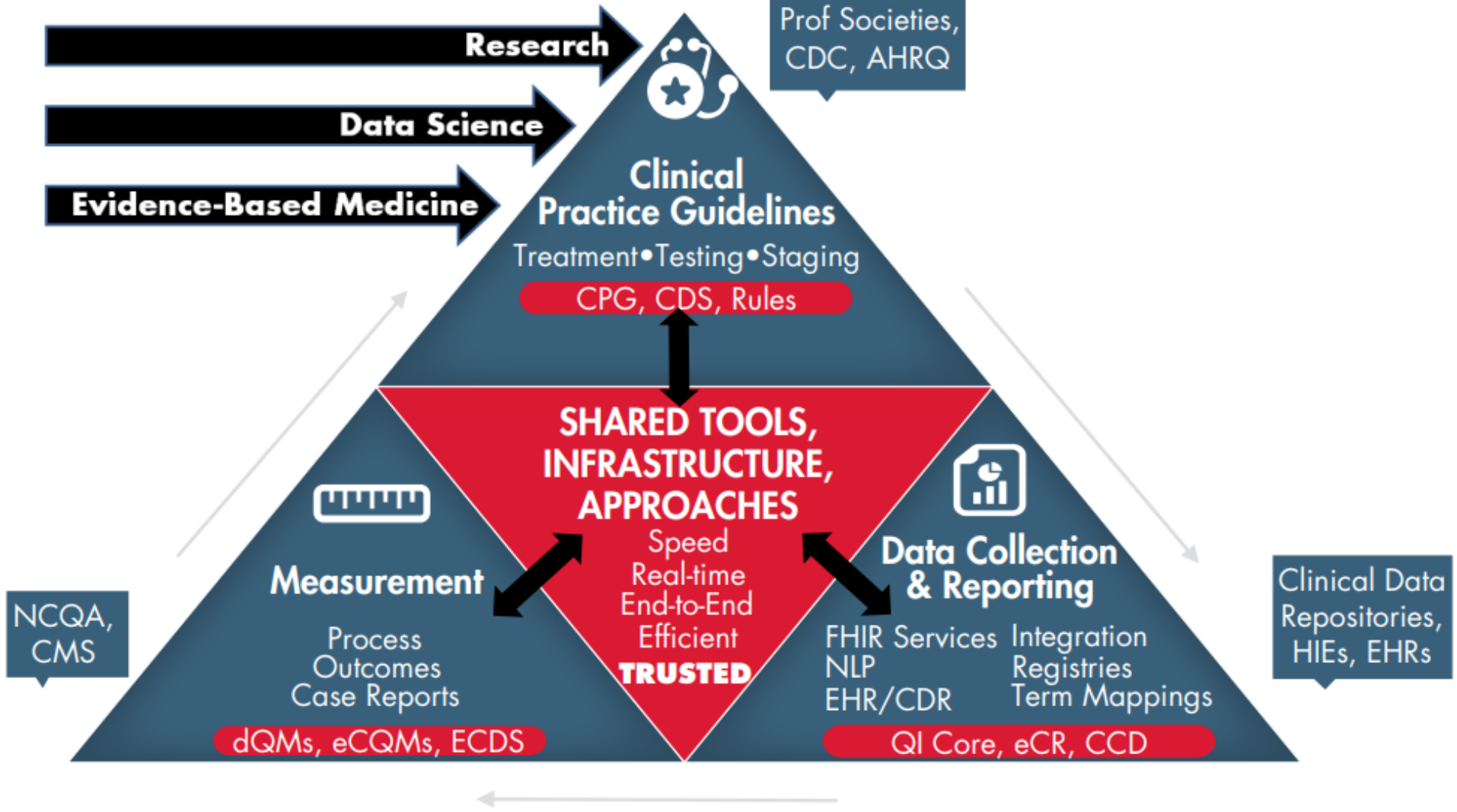
## *Vision*



A **scalable, sustainable** digital quality infrastructure that reduces **waste and burden** in quality reporting and enables a “**learning health system**” that leverages existing guidelines and clinical inputs.

# Wanted: A Digital Ecosystem

*For better clinical practice and quality measurement*





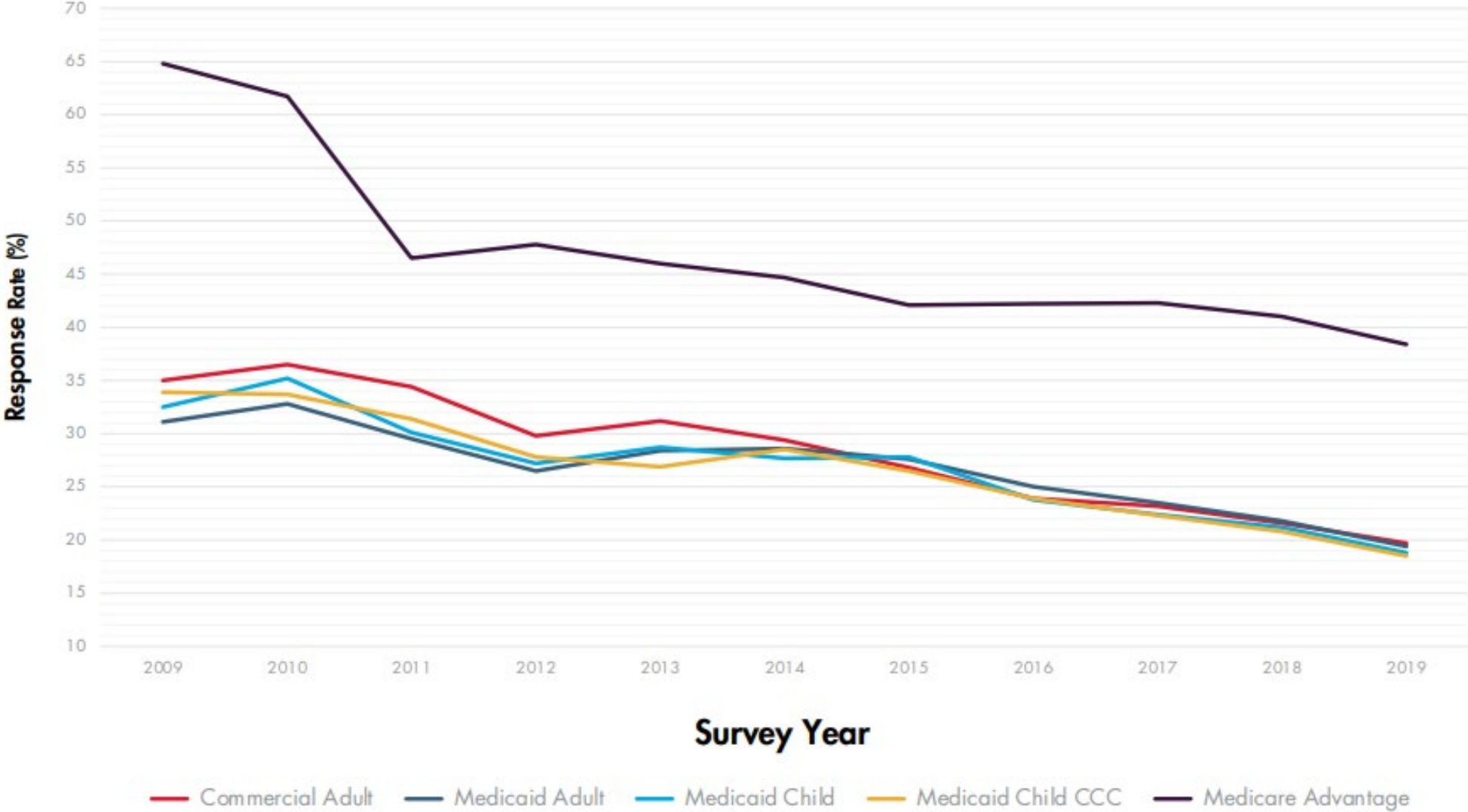
# Moving to Digital Patient Experience Measurement

## *Vision*

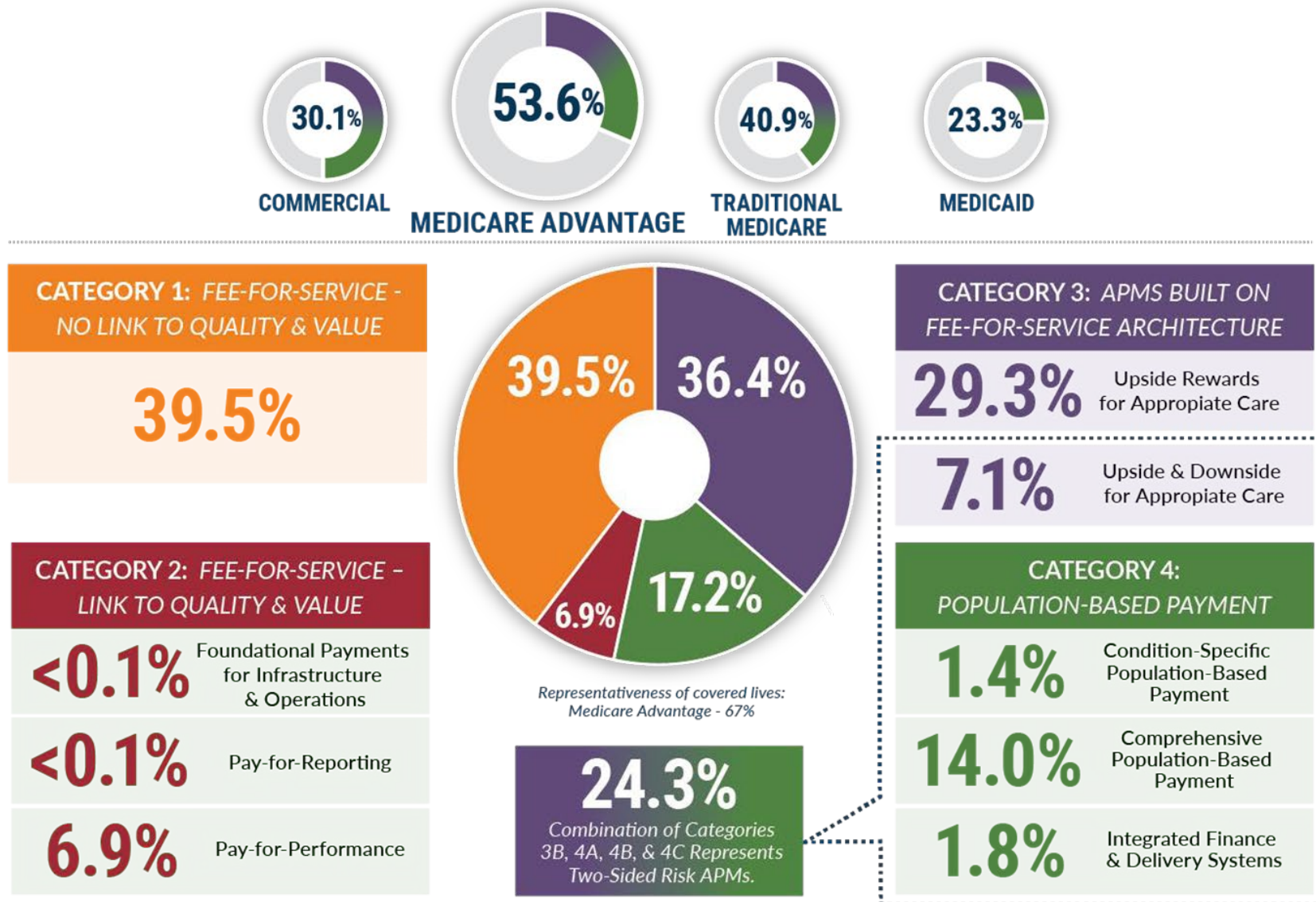


A more **rapid and targeted** patient experience measurement system that **empowers individuals** and enhances the effectiveness of value-based payment in **driving higher quality** and better outcomes.

# CAHPS response rates are falling



# Medicare Advantage VPDs by category (2018)



Source: Health Care Payment Learning & Action Network, APM Measurement Effort

# Strengthening Value-Based Programs

## *Vision*



A strong and growing **portfolio** of value-based purchasing **programs** that drive **patient-centered** coordination and accountability, with **reduced burden** and the **data** necessary to **identify, improve,** and **reward** equitable, high-quality care.

Let's discuss!

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*And don't forget...*

## **HEDIS Public Comment**

February 11 – March 11

[ncqa.org/PublicComment](https://ncqa.org/PublicComment)



