



CASE STUDY

Leap Metrics Uses Digital HEDIS® to Enable Earlier Insights and Improve Care Outcomes

HIGHLIGHTS

- Leap Metrics surfaced actionable insights faster by deploying Digital HEDIS.
- Near-real-time, member-level data supported targeted outreach and care coordination.
- Earlier identification of emerging care gaps boosted well-child visits among members by 20% year over year.
- Adopting a digital, standards-based approach improved insight timeliness and reliability.

EXECUTIVE SUMMARY

Leap Metrics (Leap), a population health analytics and care management organization, partnered with NCQA to implement Digital HEDIS and transform quality measurement from retrospective reporting to actionable, in-year insights.

Traditional quality measurement relies on fragmented data and delayed reporting, limiting timely intervention. By adopting a standards-based digital approach, Leap accelerated quality measurement and equipped care teams with actionable insights throughout the measurement year.

THE CHALLENGE: DATA FRAGMENTATION AND RETROSPECTIVE REPORTING

For organizations like Leap, quality data is widely available but often fragmented, difficult to standardize and not used in time to influence care. Despite advances in data aggregation, performance is still typically assessed after the measurement year has ended.

This lag reinforces a compliance-driven model and limits care teams' ability to identify care gaps, prioritize interventions and improve outcomes in real time. As a result:

- Care gaps were often identified after opportunities to intervene had passed.
- Outreach and follow-up occurred outside of clinical workflows.
- Quality measurement remained disconnected from day-to-day care decisions.

As a care-focused organization supporting health plans, providers and data partners, Leap recognized that improving outcomes required more than modernizing measurement—it required making quality data actionable earlier in the care cycle.



RESULTS AT A GLANCE

- **Earlier intervention** by identifying emerging care gaps.
- **20% increase** in members receiving a well-child visit year over year.
- **Near-real-time member-level data** enabled targeted outreach and care coordination.
- **Whole-person care coordination** strengthened collaboration among clinicians and community partners.

OBJECTIVES

Leap set out to:



Enable early care-gap identification and workflow-driven interventions.



Establish a standards-based approach aligned with NCQA's digital quality transition.



Maintain parity with traditional HEDIS to ensure trust and continuity.

THE APPROACH: MEASUREMENT AS ENABLEMENT



Leap implemented NCQA's Digital HEDIS by adopting computable, standards-based measure logic. Built on FHIR® and CQL, this approach guaranteed consistent data exchange alongside transparent, reusable quality calculations. Leap focused on rigorous data mapping and validation to ensure that digital outputs were reliable and actionable in real-world workflows. It resulted in:

- **Earlier identification of emerging care gaps.** Digital measures revealed members trending toward a gap, giving care teams time to intervene before a miss occurred.
- **Timely, workflow-integrated outreach.** Quality insights were routed directly into care management workflows, supporting timely outreach and follow-up.
- **Clear, actionable next steps.** Digital outputs connected gaps to underlying drivers and next-best actions, helping care teams move quickly from insight to intervention.
- **Stronger accountability for follow-through.** Workflows ensured that outreach and intervention were assigned, tracked and completed.
- **Confidence to act during the measurement year.** Results parity and validation gave teams confidence to use digital outputs for real time decision making.

NEAR-REAL-TIME INSIGHTS HELP CARE TEAMS MOVE FROM RETROSPECTIVE REPORTING TO PROACTIVE INTERVENTION.



Address quality gaps while there is still time to influence outcomes.



Focus resources on emerging gaps before they become missed opportunities.



Take action using digital insights that align with traditional HEDIS measures.

Proven Results

20% increase in well-child visits. Collaborative Health Network (CHN) used Leap's near-real-time, member-level quality data to target outreach, strengthen care coordination and improve engagement among members.

Better care coordination. Digital HEDIS insights helped align clinicians and community partners around coordinated interventions that addressed both clinical and social needs.

Bottom Line

Leap's Digital HEDIS solution helps organizations move quality measurement into the flow of care, enabling earlier intervention, stronger care coordination and more timely action on trusted quality insights.

"Access to timely and actionable Digital HEDIS data through the Leap Metrics' Sevida platform allows us to move from retrospective assessment to real-time opportunity, strengthening provider alignment and enabling earlier, more meaningful intervention."

— Nicole McKinney, CEO, Collaborative Health Network

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