



H.761 Testimony House Health Care

Catherine Burns, Ph.D.

Data Quality Manager

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Goals for today

1. Provide a brief overview of VCP quality and outcomes work as it pertains to measure coordination and consolidation
2. Describe VCP Quality Improvement efforts
3. VCP outcomes group
4. Recommendations

Why We Are Doing This Work

This work is important to consumers, families, communities, taxpayers and the state and VCP is:

- Developing the foundation and processes for continuous quality improvement.
- Increasing accountability through the use of performance measures that are meaningful and coordinated.
- Positioning the VCP Network Agencies to participate in value based payment and health reform.
- Maximizing the use of limited resources to focus on the most efficacious and cost efficient practices.
- We are concerned about increasing demands for measurement that are uncoordinated, potentially not meaningful, and burdensome.
- Ultimately, we want to use data to improve our programming and subsequent client and population outcomes

VCP Network Stakeholders and Supports



Multiple Funders – Multiple Measures

- Our system is driven by a variety of stakeholders.
- All have their own measures and reporting requirements that may or may not align with one another, other agencies, or with Health Care Reform activities.
- Data is pulled from a variety of sources – agency level to claims data (note: ACO measures currently overlap with Network Agency meaningful use measures).
- Our system does not have ready access to reported data in a way that could inform quality improvement efforts for individual or collective VCP Network Agencies.

Agency of Human Services Master Grant

Spring 2015

- Over time the master grant became layered with new expectations, data requests and outcomes.
- AHS's attempts to streamline had not succeeded.
- The scope of work, expectations, data reporting requirements and outcomes were scattered throughout the contract.
- Each VCP Network Agency must report excessive amounts of information as required in the master grant (i.e. ~ 140 performance measures in NCSS).
- AHS and the VCP Network Agencies acknowledged this vast amount of data doesn't tell us what we want to know.

The Solution is Coordination

- Began conversations to work together and streamline the grant and measurements.
- These efforts continue today with an eye to coordinate across departments.
- Currently, there are 40 performance measures (+/_) with hopes to examine measures for reporting.
- Restructuring grant to promote relevance and coordination.

Frameworks for Quality Improvement

- Centers for Excellence – National Council for Behavioral Health
 - Element 1: Easy Access
 - Element 2: World Class Customer Service
 - Element 3: Comprehensive Care
 - Element 4: Excellent Outcomes
 - Element 5: Excellent Value
 - Element 6: Health Care Integration
- Results Based Accountability (per Act 186)
 - How much did we do?
 - How well did we do it?
 - Is anyone better off?

Centers of Excellence

Centers of Excellence:

- As a network, we need to develop a Quality Improvement process
- Provides VCP Network Agencies a system-wide framework to improve services.
- Offers VCP Network Agencies a framework to demonstrate value.
- Will help VCP Network Agencies excel at addressing the whole health of the populations we serve.
- Promotes peer-learning.
- Will support VCP Network Agencies in being viewed as the preferred place of care.
- Health care providers want to refer to organizations that have positive outcomes.
- There is unanimous commitment by VCP Network Agency Executive Directors that COE gives us a framework to demonstrate individual and system-wide value in Health Care Reform.
- To participate in value based payment mechanism we need to demonstrate outcomes in a standardized way across the system.

System of Excellence

SYSTEM OF EXCELLENCE

16 Centers of Excellence



- **Results Based Accountability** method to identify performance measures within elements
- **Data Quality** ensures data is high quality, reliable and reported consistently across system
- **Data Repository/Analytics** stores identified data elements and allows use of that data
- **Valued Based Payments** pay in a way that provides flexibility and is based on outcomes

Data Quality

- High quality data for all members
- Ready data for exchange and reporting
- Provide tools for agencies to build quality
- Allow high quality analyses both locally and system-wide

Data Repository & Analytics

- Create a single location for member data
- Create efficiency by decreasing the number of interfaces required to connect with stakeholders
- Provide the opportunity for analytics for individual agencies and the entire system
 - Timely information for enhanced care delivery
 - High level decision support for programs and agency leadership
 - Mechanism for system-wide analysis
 - Identifies areas for improvement and areas of high quality to share expertise.
- Demonstrate coordination and cooperation across the membership
- Provide a Part2 interim “solution”
- Allow for quality improvement of system-wide services
- Not a data exchange – it is a data repository



We Participate in Health Care Reform

VCP Network Agencies are in Partnership with:

- Accountable Care Organizations
- Blueprint for Health
- Unified Community Collaboratives
- Care Collaboratives
- Community-based providers

Focus on Vermont's Health Care Reform Goals:

1. Reduce health care costs and cost growth
2. All Vermonters have access to and coverage for high-quality health care (health care includes mental and physical health and substance abuse treatment)
3. Promote care that is person-centered, holistic and integrated with the broader health care and social services delivery system
4. Support improvements in the health of Vermont's population
5. Promote greater fairness and equity in how we pay for health care

Measuring and Presenting Outcomes

- Dashboards to promote use of data in the quality improvement process built from the Repository.
- Aligning measures, all measures, with RBA and health care reform efforts when appropriate.
- Advocacy to promote coordination of performance measures across governing bodies.
- VCP Outcomes committee
 - Has been in existence for several years with representation from each VCP Network Agency.
 - Focal point for all outcomes efforts including RBA, COE, FY Outcomes Report, Health Care Reform and Master Grant development so there is a common thread with all efforts.

Recommendations

1. The State's work with quality, outcomes, and measurement be coordinated across departments and initiatives.
 - Promote clarity of mission and measurement
 - Promotion of outcomes that are most meaningful to the people we serve
 - Allows agencies to focus on service provision
 - Using our developing repository, coordinated measures promote engagement in quality improvement process so we can provide the best service possible.
2. Before adding additional healthcare measures, please consider any unintended burden on our Network Agencies who are very interested in using meaningful and high quality measures that are coordinated across our multiple stakeholders.
3. Support our need for resources to support our full involvement in this effort while maintaining those allocated for services.