



## Clinical Quality Management (CQM), High Performing Providers and Centers of Excellence

### Key Points

- CQM's role is to monitor and provide feedback to help improve the quality of health care services.
- High Performing Provider is a designation for an individual provider that meets high quality standards and Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) measures.
- Center of Excellence is a designation for hospitals that have high quality health care.
- The measures used in calculating High Performing Providers and Centers of Excellence may be added, removed, or changed.

### Overview Clinical Quality Management

Optum's CQM program helps ensure high-quality, safe health care and services by using established quality monitoring and improvement principles. This program investigates potential quality issues related to Veteran care and conducts quality improvement initiatives to achieve improvement in processes and outcomes of clinical care.

Optum uses the CQM program to:

- Identify the scope of care and services given
- Monitor clinical performance against evidence-based clinical guidelines and service standards
- Monitor and assess the quality and appropriateness of services provided to Veterans



- Review the medical qualifications of participating health care professionals
- Achieve continuous improvement of Veteran health care and services
- Enhance patient safety and confidentiality of Veteran medical information
- Resolve identified quality issues

Providers are required to participate in the CQM process in accordance with their Provider Agreement and VA requirements. Activities that are related to the CQM process may include:

- Participating in the investigation of grievances
- Complying with peer review, patient safety, and clinical quality programs and procedures established by Optum or VA, including but not limited to:
  - Concurrent reviews
  - Retrospective reviews
  - Allowing Optum and its designees to have access to provider records within a reasonable time and providing complete medical records upon request
  - Routine requests: provider will return medical records within 30 days from request date
  - Expedited requests: provider will return medical records within 21 days from request date
  - Participating in audits regarding performance assessments of provider practices
  - Responding to peer review communications and directed corrective actions within specified time frames

Failure to submit medical records and/or data may impact provider network status. Failure to submit timely information will impede the patient safety investigation process.

### **High Performing Providers and Centers of Excellence**

Department of Veterans Affairs (VA) is committed to providing Veterans with access to timely, and high-quality care. Optum has developed a process utilizing VA required quality and performance outcome measures to designate High Performing Providers and Centers of Excellence. Individual providers, group practice providers and institutional providers performance is reviewed and monitored. The High Performing Provider and Centers of Excellence designation will be used by VA in referring Veterans for care.

### **High Performing Providers**

High Performing Provider is a designation based on VA specified quality and performance criteria and will be utilized by VA to identify providers meeting those metrics.

Optum will use a provider's data from two sources to measure the VA Community Care Network (CCN) required HEDIS measures:

- Data from the UnitedHealthcare network (if applicable)
- Data from the VA CCN



The HEDIS measures have been grouped into Chronic Illness Care measures and Preventive Care Measures.

Chronic Illness Care measures include:

- Controlling blood pressure
- Diabetes care that includes:
  - Eye exams
  - Kidney disease monitoring
  - Controlled blood sugar monitoring
- Pharmacotherapy management of chronic obstructive pulmonary disease (COPD) exacerbation includes:
  - Systemic corticosteroids and
  - Bronchodilators

Preventive Care Measures include:

- Breast cancer screening
- Colorectal cancer screening
- Annual influenza (flu) vaccine
- Adult Body Mass Index (BMI) assessment
- Reducing the risk of falling

UnitedHealthcare's commercial program data may be used to evaluate a VA CCN provider's ability to demonstrate consistent quality and cost-efficient outcomes. This data evaluates providers in 16 premium specialty areas representing 47 credentialed specialties. All quality measures are based on nationally recognized and established evidence-based performance measurements.

To view the listing of the 16 premium specialty areas, please refer to the table on page five.

## Centers of Excellence

Optum's Centers of Excellence (COEs) uses evidence-based, quality-of-care protocols to help deliver high quality care at hospitals.

The Hospital Compare Quality and Performance Metrics have been grouped into four (4) categories with metrics. The category groups mirror those by Centers for Medicare & Medicaid Services (CMS) Hospital Compare. Within each of these measures, VA and Optum are focusing on key components. Below are the measures and the specific areas of focus.

- Hospital Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS)
  - Patients were asked, yes or no, were they given information about what to do during their recovery at home
  - Patients who either strongly agreed, agreed, disagreed, or strongly disagreed that they understood their care when they left the hospital

- Patients who gave their hospital a rating of 9 or 10, 7 or an 8, 6 or lower on a scale from 0 (lowest) to 10 (highest)
- Patients who reported they would definitely recommend the hospital, would probably recommend the hospital, or would not recommend the hospital
- Acute Myocardial Infarction (AMI)
  - Average number of minutes before outpatients with chest pain or possible heart attack who needed specialized care were transferred to another hospital
  - Average number of minutes before outpatients with chest pain or possible heart attack got an electrocardiogram (ECG)
  - Median time to fibrinolysis
  - Outpatients with chest pain or possible heart attack who got drugs to break up blood clots within 30 minutes of arrival
  - Outpatients with chest pain or possible heart attack who received aspirin within 24 hours of arrival or before transferring from the emergency department
  - Outpatients with chest pain or possible heart attack who got aspirin within 24 hours of arrival
- Patient Safety Indicators (PSI)
  - Pressure sores
  - Deaths among patients with serious treatable complications after surgery
  - Collapsed lung due to medical treatment
  - Broken hip from a fall after surgery
  - Bleeding or bruising during surgery
  - Kidney and diabetic complications after surgery
  - Respiratory failure, serious blood clots, and/or blood stream infection after surgery
  - A wound that splits open after surgery on the abdomen or pelvis
  - Accidental cuts and tears from medical treatment
- Healthcare-Associated Infections (HAI)
  - Central-line-associated bloodstream infections (CLABSI) in ICUs and select wards
  - Catheter-associated urinary tract infections (CAUTI) in ICUs and select wards
  - Surgical site infections (SSI) from colon surgeries or abdominal hysterectomies
  - Methicillin-resistant Staphylococcus Aureus (MRSA) blood infections
  - Clostridium difficile (C. diff) intestinal infections

### VA CCN Providers that are not evaluated:

If a VA CCN provider is not designated a High Performing Provider or Center of Excellence, this does not mean the provider/institution does not provide quality care. Some providers/institutional providers will not be evaluated, for example:

- Too few cases/patients to report (denominator less than 30) or results that are not available for the reporting period
- Fewer than 50% of patients completed the HCAHPS survey

- Hospitals that are excluded due to different quality reporting programs
- Applies to medical providers only, excludes laboratory, dental, vision, complimentary and integrative health

For more information refer to the VA CCN Provider Manual available at [vacommunitycare.com](http://vacommunitycare.com) > I am a Provider > Training & Guides.

**Table 1: High Performing Provider Specialties**

Premium Specialty	Credentialed Specialty
Allergy	<ul style="list-style-type: none"> <li>• Allergy</li> <li>• Allergy &amp; Immunology</li> </ul>
Cardiology	<ul style="list-style-type: none"> <li>• Cardiac Diagnostic</li> <li>• Cardiology</li> <li>• Cardiovascular Disease</li> <li>• Clinical Cardiac Electrophysiology</li> <li>• Interventional Cardiology</li> </ul>
Ear, Nose and Throat	<ul style="list-style-type: none"> <li>• Laryngology</li> <li>• Otolaryngology</li> <li>• Otology</li> <li>• Pediatric Otolaryngology</li> <li>• Rhinology</li> <li>• Surgery Head and Neck</li> </ul>
Endocrinology	<ul style="list-style-type: none"> <li>• Endocrinology, Diabetes, and Metabolism</li> </ul>
Family Medicine	<ul style="list-style-type: none"> <li>• Family Practice</li> <li>• General Practice</li> <li>• Preventive Medicine</li> </ul>
Gastroenterology	<ul style="list-style-type: none"> <li>• Digestive Diseases</li> <li>• Endoscopy</li> <li>• Gastroenterology</li> <li>• Hepatology – Liver Disease</li> </ul>
General Surgery	<ul style="list-style-type: none"> <li>• Colon &amp; Rectal Surgery</li> <li>• Proctology</li> <li>• Surgery</li> <li>• Surgery Abdominal</li> </ul>
Internal Medicine	<ul style="list-style-type: none"> <li>• Internal Medicine</li> <li>• Pediatric Internal Medicine</li> </ul>
Nephrology	<ul style="list-style-type: none"> <li>• Nephrology</li> </ul>
Neurology	<ul style="list-style-type: none"> <li>• Neurology</li> <li>• Neurology &amp; Psychiatry</li> <li>• Neuromuscular Disease</li> </ul>



Premium Specialty	Credentialed Specialty
Neurosurgery, Orthopedics & Spine	<ul style="list-style-type: none"><li>• Back &amp; Spine Surgery</li><li>• Hand Surgery</li><li>• Knee Surgery</li><li>• Neurological Surgery</li><li>• Orthopedic Surgery</li><li>• Shoulder Surgery</li><li>• Sports Medicine</li></ul>
Obstetrics & Gynecology	<ul style="list-style-type: none"><li>• Gynecology</li><li>• Obstetrics</li><li>• Obstetrics &amp; Gynecology</li></ul>
Pediatrics	<ul style="list-style-type: none"><li>• Pediatrics</li><li>• Pediatrics Adolescent</li><li>• Adolescent Medicine</li></ul>
Pulmonology	<ul style="list-style-type: none"><li>• Pulmonary Medicine</li></ul>
Rheumatology	<ul style="list-style-type: none"><li>• Rheumatology</li></ul>
Urology	<ul style="list-style-type: none"><li>• Urology</li></ul>