

**Quality Measures**

Quality Measure (Telemed Avail)	Measure Definition and Required Documentation	Acceptable Dates	Documentation Tips - Exclusions - Codes	Method to Close Gap	Goal 90%tile
<b>Screening for Fall Risk (Telemed)</b>	Percentage of patients ≥65 screened for future fall risk in 2021. <b>Risk Assessment include:</b> Did patient fall? If yes, # of falls? Injury? Problems with gait or balance?	1/1/2021- 12/31/2021	<b>Exclusion:</b> Palliative Care, Non-ambulatory as determined most recent encounter. <b>Screening Tools (not required):</b> Morse, Get up and Go, Geriatric screening, Gait-balance assessment. <b>Non-ambulatory:</b> Bedridden, immobile, confined to chair, W-C bound, dependent on help. <b>ICD 10 Codes:</b> R29.6	EMR Documentation or Claim (any setting)	90%
<b>Breast Cancer Screening (Telemed-self report)</b>	Percentage of women 50-74 had a mammogram every 24 months with 3 month grace.	10/1/2019- 12/31/21	<b>Exclusion:</b> Palliative Care, Bilateral Mastectomy or 2 Unilateral mastectomies, Age ≥ 66 resides in POS code: 32-Nursing facility/33-Custodial Care/ 34-Hospice/ 54-Intermediate care-Mentally Challenged/ 56-Psychiatric Residential. <b>Advanced Illness &amp; Frailty:</b> ≥ 66 with one claim frailty & on dementia med. <b>OR</b> ≥ 66 with one claim frailty & dx of advanced illness.(2020-2021) <b>Screening includes:</b> Diagnostic, film, digital or 3D tomosynthesis <b>Note:</b> MRI or Breast Ultrasound not counted as screening	EMR Documentation or Claim or Self Report: date, type & result documented	90%
<b>Colorectal Cancer Screening (Telemed-self report)</b>	Percentage of patients 50-75 had appropriate screening for colorectal cancer. FOBT: 2021 FIT DNA: 2019-2021 Flex sigmoid: 2017-2021 CT Colonography: 2017-2021 Colonoscopy: 2012-2021	Test dependent	<b>Exclusion:</b> Palliative Care, Dx or Past Hx of total colectomy or colorectal cancer. Age ≥ 66 resides in POS code: 32-Nursing facility/33-Custodial Care/ 34-Hospice/ 54-Intermediate care-Mentally Challenged/ 56-Psychiatric Residential. <b>Advanced Illness &amp; Frailty:</b> ≥ 66 with one claim frailty & on dementia med. <b>OR</b> ≥ 66 with one claim frailty & dx of advanced illness.(2020-2021) <b>Note:</b> Digital rectal exams or FOBT in office not counted as screening.	EMR Documentation or Claim or Self Report: date, type & result documented (Normal- abnormal accepted)	90%
<b>Influenza Immunization (Telemed)</b>	Percentage of patients ≥6 months received influenza immunization during flu season or previous receipt. (8/1/2020 - 3/31/201) <b>OR</b> Pt Refusal	8/1/2020 - 3/31/2021	<b>Exceptions:</b> Palliative care, Medication reason(Allergy), Patient reason (Declined-refused),System reason(Vaccine not avail) <b>Refusal Code:</b> Z28.21 <b>Note:</b> If claim for influenza, no further action required.	EMR Documentation or Claim or Self Report: date, location	90%
<b>Tobacco Use Screening &amp; Cessation Intervention (Telemed)</b>	Percentage of patients ≥18 screened for tobacco use one or more times in 2020-2021 AND received tobacco cessation intervention if user.	1/1/2020 - 12/31/2021	<b>Exceptions:</b> Palliative care, Medical reasons- poor life expectancy.	EMR Documentation or Claim	90%
<b>Screening for Depression &amp; Follow up (Telemed)</b>	Percentage of patients ≥12 screened for depression in 2021 using an age appropriate depression screen tool AND if positive a follow up plan is documented. <b>Screening tools (must be used):</b> PHQ2 & 9, Geriatric Depression Scale, Depression Scale	1/1/2021 - 12/31/2021	<b>Exclusions:</b> Palliative care, Active Diagnosis for Depression or Bipolar Disorder. <b>Exceptions:</b> Patient Reasons (refusal), Medical Reason (office visit converted to emergent & pt functional capacity or motivation to improve impact tool accuracy-delirium). <b>Follow up:</b> Additional evaluation or assessment, suicide risk assessment, referral to a practitioner or program, psychotherapy, pharmacological intervention or additional treatment options.	EMR Documentation or Claim	N/A
<b>Statin Therapy for prevention and Tx of Cardiovascular Disease (Telemed)</b>	Percentage of patients from 3 high risk Cardiovascular events categories that were prescribed or on statin therapy in 2021. Categories: a)Age≥21- Active or previous Dx of ASCVD b)Age≥21 Active Dx familial/pure hypercholesterolemia or LDL≥ 190 fasting ever recorded. c) Age 40-75 Dx of DM-LDL 70-189 in 2019-2021	1/1/2021 - 12/31/2021	<b>Exclusions:</b> Palliative care, Pregnancy, breastfeeding or Dx of Rhabdomyolysis. <b>Exceptions:</b> Adverse effect, allergy or intolerance to statin, active liver disease or hepatic disease or insufficiency, ESRD, DM pt with LDL <70. <b>Note:</b> Must be on statin. Does not include Cholesterol or Triglyceride lowering med. <b>ASCVD:</b> Hx of MI, Angina, TIA, Peripheral arterial disease, Coronary or arterial revascularization	Medication in EMR	N/A
<b>Diabetes: HbA1c Poor Control &gt; 9 (Inverse measure) (Telemed)</b>	Percentage of patients with DM who had most recent HbA1c > 9 in 2021.	1/1/2021 - 12/31/2021	<b>Exclusions:</b> Palliative care, Gestational DM, Steroid induced DM Age ≥ 66 resides in POS code: 32-Nursing facility/33-Custodial Care/ 34-Hospice/ 54-Intermediate care-Mentally Challenged/ 56-Psychiatric Residential. <b>Advanced Illness &amp; Frailty:</b> ≥ 66 with one claim frailty & on dementia med. (Dementia Meds: Aricept, Namenda, Exelon, Razadyne) <b>OR</b> ≥ 66 with one claim frailty & dx of advanced illness.(2020-2021)	Lab Result in EMR or Self Report: date, test & result documented	10%

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<b>Controlling High Blood Pressure Goal: &lt;140/90 (Telemed)</b>	Percentage of patients who had Dx of HTN with most recent BP <140/90 in 2021.	1/1/2021 - 12/31/2021	<b>Exclusions:</b> Palliative care, Pregnancy, ESRD, CKD stage 5, Dialysis, Renal Transplant. Age ≥ 66 resides in POS code: 32-Nursing facility/33-Custodial Care/ 34-Hospice/ 54-Intermediate care-Mentally Challenged/ 56-Psychiatric Residential. <b>Advanced Illness &amp; Frailty:</b> ≥ 66 with one claim frailty & on dementia med. (Dementia Meds: Aricept, Namenda, Exelon, Razadyne) <b>OR</b> ≥ 66 with one claim frailty & dx of advanced illness.(2020-2021)	EMR Documentation or Claim	90%
<b>Depression Remission at 12 months (Telemed)</b>	Percentage of patients ≥12 with Dx of major depression or dysthymia who reached remission 12 months (+/- 60 days) after an index event. <b>Denominator identification period:</b> 11/1/2018 to 10/31/2019 <b>Index Event Date:</b> 1st instance of PHQ9>9 during identification period. <b>Assessment Period:</b> 14 months (12 +/- 60 days) from the Index Event Date. Remission: PHQ<5	1/1/2021 - 12/31/2021	<b>Exclusions:</b> Bipolar, Personality disorders, Schizophrenia or psychotic disorder, pervasive developmental disorder and permanent nursing home residents.	EMR Documentation or Claim	N/A
Utilization Quality Measure	Measure Definition and Required Documentation	Acceptable Dates	Measure Improvement Tips	Method to Close Gap	Goal 90%tile
<b>ACO 8: Risk standardized all condition readmissions</b>	Risk adjusted % of hospitalized patients readmitted within 30 days	1/1/2021 - 12/31/2021	<ul style="list-style-type: none"> <li>Establish agreement between PCP and patient</li> <li>24/7 access to clinical decision maker (on call)</li> <li>30% (minimum) open access to physician office appointments</li> <li>Extended office hours (after hours on the weekdays and/or weekends hours)</li> <li>Telemedicine visits</li> <li>Education on Urgent Care locations and its use</li> <li>Follow up for patients who have had an Emergency Department visit or an IP Admission</li> <li>Referral to ACO Care Managers for patients who have chronic conditions and need additional disease management support and self-management education</li> </ul>	Claim	14.56%
<b>ACO 38: All-cause unplanned admissions for patients with Multiple Chronic Conditions</b>	Unplanned hospital admissions for patients with ≥ 2 chronic conditions. AMI, Alzheimers, Dementia, A-Fib, CKD, COPD, Depression, HF, Stroke-TIA	1/1/2021 - 12/31/2021		Claim	43.74%
<b>ACO 43: Ambulatory Sensitive Condition Acute Composite</b>	Number of discharges per 100 person years with a principal diagnosis of dehydration, bacterial pneumonia or urinary tract infection	1/1/2021 - 12/31/2021		Claim	1.51%
CAHPS Measures	Measure Definition and Required Documentation	Acceptable Dates	CAHPS Survey Questions	Method to Close Gap	Goal 90%tile
<b>Getting timely care, appointments and information</b>	Ease of scheduling urgent/routine care. Response to call to office. Ease of obtaining results.	1/1/2021 - 12/31/2021	Did you get and urgent/routine care appt? Did you get an answer to medical questions? Did your visit begin within 15 mins?	Survey response	90%
<b>How well providers communicate</b>	Provider listened. Explanations are easily understood. Treated with respect.	1/1/2021 - 12/31/2021	Were things explained easily? Did they listened carefully? Did they know your important medical hx?	Survey response	90%
<b>Patient rating of provider</b>	Rating of 0-10 of provider.	1/1/2021 - 12/31/2021	What is your overall rating of your provider?	Survey response	90%
<b>Access to specialist</b>	Ease of making appts with a specialist. Specialist knew important info about patient.	1/1/2021 - 12/31/2021	Was it easy to gat and appt for specialist? Did the specialist know your medical history?	Survey response	90%
<b>Health promotion and education</b>	Info provided to patient on preventing illness. Discussions included diet, activity, Rx, feeling depressed and health goals.	1/1/2021 - 12/31/2021	Were reasons discussed on preventing illness, health diet, exercise and health goals? Did they ask you if you were sad or worried?	Survey response	64.90%
<b>Shared decision making</b>	Discussions include reasons why patient may not want specific Rx or Tx and patient wishes regarding sharing of information.	1/1/2021 - 12/31/2021	Discussed reason to take medications? Discussed reason for surgery? Discussed sharing health info?	Survey response	64.90%
<b>Stewardship of patient resources</b>	Cost of medication discussed with patient?	1/1/2021 - 12/31/2021	Was the cost of medications discussed with you? Was cost of other procedures discussed with you?	Survey response	32.90%