

Quality Measures for Pharmacies

(Last modified July 2016)

Payers are recognizing the value of pharmacy teams in improving quality of patient care. For example, Medicare Advantage and Part D plans get Star Ratings, based on quality measures. Some of these measures address medication adherence and patient safety, including prescribing of appropriate therapies. Plans in the health insurance exchange must also report performance on adherence measures. Pharmacies benefit from contributing to improvement on these measures. A plan's performance is the sum of its providers, including pharmacies, and plans can see how pharmacies contribute to their ratings. Pharmacies don't get Star Ratings, but those that help improve medication use and boost Star Ratings can see benefits such as preferred pharmacy network status, which may allow them to offer lower copays and have access to more patients. Many other payers (Medicaid, commercial plans, etc) or organizations may also evaluate performance on medication-related measures. Plus, more pay-for-performance programs for pharmacies are cropping up. These programs offer financial bonuses to pharmacies showing improved performance on quality measures (which may or may not include the measures used for Star Ratings). For example, some pay-for-performance programs reward pharmacies based on asthma or COPD management, generic dispensing rate, or drug-drug interactions. Note that for Star Ratings, health plan sponsors are scored on data from two years prior. For example, 2016 performance data will be used to determine Star Ratings for 2018. Star Ratings for 2018 are released in the fall of 2017 to help guide Medicare beneficiaries during open enrollment for the 2018 calendar year, which is why they're known as 2018 Star Ratings. This document lists resources to familiarize pharmacies with quality measurement (key organizations, acronyms, *Pharmacist's Letter* resources, etc). Keep in mind, it's also important to stay on top of updates.

Topic	Description and Resources
Centers for Medicare & Medicaid Services (CMS), www.cms.gov	
Star Ratings	<p>CMS uses quality measures to establish Medicare Star Ratings, on a scale of 1 to 5 stars (5 stars is excellent). <u>Star Ratings are used to indicate quality of Medicare Advantage plans (Part C or MA), Medicare Advantage plans with Part D coverage (MA-PD), and stand-alone Medicare Part D plans (PDP).</u> Ratings are publicly available.</p> <p>Sources of data for establishing Star Ratings include the plans, CMS contractors, enrollee surveys, and CMS administrative data. Plans with higher ratings get incentives, such as better marketing and year-round open enrollment for 5-star plans. Medicare Advantage plans with high ratings are eligible for bonus payments. On the other hand, plans with less than 3 stars for the past 3 years are penalized, such as by exclusion from online enrollment or possible loss of their CMS contract.</p> <p>Individual measures are weighted from one to five. Many measures “count” only once (e.g., colon cancer screening, annual flu vaccine, etc) toward the summary and overall Star Rating. Measures related to customer service or patient satisfaction have a weight of 1.5. Adherence measures are triple-weighted, whereas comprehensive medication review (CMR) completion rate has a weight of 1. In other words, some measures count more toward the overall or summary rating for a plan than others. Plans are especially interested in improving performance on measures with a higher impact. Plan quality improvement has a weight of 5, and it's weighted more heavily than any other individual measure. This means plans have an incentive to improve their quality and performance</p>
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Topic	Description and Resources
Star Ratings Continued	over time, since this measure is given more weight. For more on Star Ratings, see our <i>PL CE, Quality Measures: What Pharmacy Teams Need to Know.</i>
Medicare Part D Measures	<p>Selected quality measures for Medicare Part D Star Ratings related to drug therapy for 2017 (with resources from <i>Pharmacist’s Letter</i>). (NOTE: The measure for use of an ACEI or ARB in diabetes patients with hypertension is now retired, due to updated hypertension guidelines.)</p> <ul style="list-style-type: none">• Comprehensive medication review (CMR) completion rate<ul style="list-style-type: none">○ This measure looks at the percentage of patients enrolled in a medication therapy management (MTM) program who receive a CMR.○ <i>PL Toolboxes</i><ul style="list-style-type: none">▪ <i>Medication Therapy Management</i>▪ <i>Chronic Meds in the Elderly: Taking a “Less is More” Approach</i>○ <i>PL Worksheet</i><ul style="list-style-type: none">▪ <i>Worksheet for Med Review</i>○ <i>Technician Tutorial</i><ul style="list-style-type: none">▪ <i>Mastering Med Lists and Histories</i>○ <i>PL CE</i><ul style="list-style-type: none">▪ <i>Implementing MTM Into a Community Pharmacy</i>▪ <i>Strategies for MTM Success</i>• Adherence to non-insulin diabetes meds, statins, and renin angiotensin system antagonists (ACEIs, ARBs, and aliskiren)<ul style="list-style-type: none">○ This measure looks at the percent of plan members with two or more fills of these medications and a proportion of days covered (PDC) of at least 80%.○ <i>PL Toolboxes</i><ul style="list-style-type: none">▪ <i>Medication Adherence Toolbox</i>▪ <i>Medication Therapy Management</i>○ <i>PL Charts</i><ul style="list-style-type: none">▪ <i>Guide for Helping Patients Afford Their Medications</i>▪ <i>The Basics of Med Sync</i>▪ <i>Medication Adherence Apps</i>○ <i>PL Patient Education Handouts</i><ul style="list-style-type: none">▪ <i>Tips for Sticking With Your Meds</i>▪ <i>Blood Pressure Medications and You</i>▪ <i>What You Should Know About Statins</i>▪ <i>Understanding Your Blood Sugar Numbers</i>▪ <i>Heart Failure Meds and More</i>○ <i>PL Conversation Starters</i><ul style="list-style-type: none">▪ <i>Improving Diabetes Care</i>▪ <i>Dyslipidemia</i>▪ <i>Heart Failure</i>○ <i>PL CE</i><ul style="list-style-type: none">▪ <i>Using Motivational Interviewing to Create Change</i>▪ <i>Helping Patients Make the Most of Their Medications</i>▪ <i>Enhancing Patient Counseling with Effective Communication Skills</i>▪ <i>Implementing MTM into a Community Pharmacy Practice</i>○ <i>Technician Tutorial</i><ul style="list-style-type: none">▪ <i>Med Adherence 101</i>

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Topic	Description and Resources
Medicare Part D Measures Continued	<ul style="list-style-type: none"> • Appropriate use of high-risk medications in patients 65 years and older <ul style="list-style-type: none"> ○ This measure looks at the percent of plan members 65 and older who receive two or more fills for the same high-risk medication when there may be safer choices. Note that this measure will count for 2017 Star Ratings (based on 2015 data) but will be moved to a Display Measure for 2018 (based on 2016 data). While appropriate use of high-risk medications is important for quality of care, this change was made because drugs considered high-risk are not necessarily contraindicated. The risks and benefits must be weighted for each patient, and the criteria are not intended to be applied in a punitive manner. ○ <i>PL Toolbox</i> <ul style="list-style-type: none"> ▪ <i>Chronic Meds in the Elderly: Taking a “Less is More” Approach</i> ○ <i>PL Charts</i> <ul style="list-style-type: none"> ▪ <i>Potentially Harmful Drugs in the Elderly: Beers List</i> ▪ <i>STARTing and STOPPING Medications in the Elderly</i> ○ <i>PL Letter</i> <ul style="list-style-type: none"> ▪ <i>A Note from Your Pharmacist: Avoiding the Use of High-Risk Meds in Elderly Patients</i> ○ <i>PL CE</i> <ul style="list-style-type: none"> ▪ <i>Drug Therapy Issues for Aging Patients</i> ▪ <i>Drug Therapy in the Elderly: Balancing Risks and Benefits</i> • Ensuring statin use in patients with diabetes age 40 to 75 years <ul style="list-style-type: none"> ○ This measure will look at the percentage of plan members between 40 and 75 years who receive at least two diabetes medication fills and a statin. Note that this measure is not in effect for 2016 Star Ratings, but will be a Display Measure for 2017 and 2018, and is planned to become a full measure for 2019 Star Ratings (based on 2017 data). ○ <i>PL Toolbox</i> <ul style="list-style-type: none"> ▪ <i>Improving Diabetes Outcomes</i> ○ <i>PL Detail-Document</i> <ul style="list-style-type: none"> ▪ <i>Statins for Patients with Diabetes</i> ○ <i>PL Charts</i> <ul style="list-style-type: none"> ▪ <i>Lipid Treatment FAQs</i> ▪ <i>Statin Muscle Symptoms: Managing Statin Intolerance</i> ▪ <i>Characteristics of the Various Statins</i> ▪ <i>2013 ACC/AHA Cholesterol Guidelines</i> ○ <i>PL Letter</i> <ul style="list-style-type: none"> ▪ <i>A Note from Your Pharmacist: Using a Statin for Your Patient with Diabetes</i> ○ <i>PL Conversation Starter</i> <ul style="list-style-type: none"> ▪ <i>Improving Diabetes Care</i> ○ <i>PL CE</i> <ul style="list-style-type: none"> ▪ <i>Caring for Patients with Diabetes</i> ▪ <i>Tips for Counseling Patients with Type 2 Diabetes</i> • Patient experience in getting a needed prescription drug <ul style="list-style-type: none"> ○ <i>PL Letter</i> <ul style="list-style-type: none"> ▪ <i>Suggestion to Switch Medication</i> ○ <i>PL Chart</i> <ul style="list-style-type: none"> ▪ <i>Collaborative Drug Therapy Management (CDTM)</i>

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Topic	Description and Resources
CMS Display Measures Continued	<ul style="list-style-type: none"> ○ <i>PL Chart</i> <ul style="list-style-type: none"> ▪ <i>Inhalers for COPD</i> ○ <i>PL Detail-Document</i> <ul style="list-style-type: none"> ▪ <i>Corticosteroids for COPD Exacerbation</i> ● Statin therapy for patients with cardiovascular disease (planned to be included for 2019 Star Ratings) <ul style="list-style-type: none"> ○ <i>PL Charts</i> <ul style="list-style-type: none"> ▪ <i>Characteristics of the Various Statins</i> ▪ <i>Lipid Treatment FAQs</i> ▪ <i>Statin Dose Comparison</i> ▪ <i>Statin Muscle Symptoms: Managing Statin Intolerance</i> ○ <i>PL Commentary</i> <ul style="list-style-type: none"> ▪ <i>BP and Lipid-Lowering Therapy in Primary Prevention: HOPE-3</i> ○ <i>PL Patient Education Handout</i> <ul style="list-style-type: none"> ▪ <i>What You Should Know About Statins</i> ○ <i>Technician Tutorial</i> <ul style="list-style-type: none"> ▪ <i>Dispensing Cholesterol-Lowering Medications</i> ● Medication management for people with asthma <ul style="list-style-type: none"> ○ <i>PL Chart</i> <ul style="list-style-type: none"> ▪ <i>Comparison of Inhaled Asthma Meds</i> ▪ <i>Correct Use of Inhalers</i> ○ <i>PL Patient Education Handout</i> <ul style="list-style-type: none"> ▪ <i>Tips for Correct Use of Inhalers</i> ○ <i>PL Toolbox</i> <ul style="list-style-type: none"> ▪ <i>Improving Asthma Care</i> ○ <i>Technician Tutorial</i> <ul style="list-style-type: none"> ▪ <i>Dispensing Inhaled Medications</i> ● Medication reconciliation post discharge (planned to be included for 2018 Star Ratings) <ul style="list-style-type: none"> ○ <i>PL CE</i> <ul style="list-style-type: none"> ▪ <i>Improving Patient Safety: Medication Reconciliation Basics</i> ○ <i>PL Toolbox</i> <ul style="list-style-type: none"> ▪ <i>Reducing Hospital Readmissions</i> ○ <i>Technician Tutorials</i> <ul style="list-style-type: none"> ▪ <i>Mastering Med Lists and Histories</i> ▪ <i>Patient Profiles 101</i>
CMS Star Ratings Resources <i>Continued...</i>	<ul style="list-style-type: none"> ● Medicare Plan Finder <u>displays Star Ratings for patients</u> <ul style="list-style-type: none"> ○ www.medicare.gov/find-a-plan/questions/home.aspx ● Medicare Part C and D <u>performance data and information about Star Ratings</u> <ul style="list-style-type: none"> ○ www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovGenIn/PerformanceData.html ● Medicare Part C and D <u>2017 Star Ratings Measures and corresponding weights</u> <ul style="list-style-type: none"> ○ www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovGenIn/Downloads/2017-Measure-List.pdf

Topic	Description and Resources
CMS Star Ratings Resources Continued	<ul style="list-style-type: none"> • <u>Quality Initiatives-general information</u> <ul style="list-style-type: none"> ○ www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/index.html
Pharmacy Quality Alliance (PQA), www.pqaalliance.org	
PQA Resources	<p>PQA is a nonprofit, multi-stakeholder, consensus-based membership organization that promotes <u>appropriate medication use and develops strategies for measuring and reporting performance related to medication use.</u></p> <p>Information on PQA-endorsed measures used for the Health Insurance Marketplace (pqaalliance.org/measures/qrs.asp)</p>
Pharmacy Quality Solutions (PQS)	<p>Pharmacy Quality Solutions (PQS) is a venture of PQA that provides EQuIPP (Electronic Quality Improvement Platform for Plans and Pharmacies), which is a <u>performance information management platform used by health plans and pharmacies to track performance on quality measures.</u></p> <ul style="list-style-type: none"> • www.equipp.org/professional.aspx

Users of this PL Detail-Document are cautioned to use their own professional judgment and consult any other necessary or appropriate sources prior to making clinical judgments based on the content of this document. Our editors have researched the information with input from experts, government agencies, and national organizations. Information and internet links in this article were current as of the date of publication.

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