

PL Detail-Document #320101

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PHARMACIST'S LETTER / PRESCRIBER'S LETTER

January 2016

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	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</u>		
	Advantage plans (Part C or MA), Medicare Advantage plans with Part D coverage (MA-PD), and stand-alone Medicare Part D plans (PDP). Ratings are publicly available.		
	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.		
	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		
Continued	measure. This means plans have an incentive to improve their quality and performance		

Topic	Description and Resources			
Star	over time, since this measure is given more weight.			
Ratings				
Continued	For more on Star Ratings, see our <i>PL CE</i> , <i>Quality Measures: What Pharmacy Teams Need to Know</i> .			
Medicare	Selected quality measures for Medicare Part D Star Ratings related to drug therapy			
Part D	for 2017 (with resources from <i>Pharmacist's Letter</i>). (NOTE: The measure for use of an			
Measures	ACEI or ARB in diabetes patients with hypertension is now retired, due to updated			
	hypertension guidelines.)			
	Comprehensive medication review (CMR) completion rate			
	o This measures looks at the percentage of patients enrolled in a medication			
	therapy management (MTM) program who receive a CMR.			
	o PL Toolboxes			
	 Medication Therapy Management 			
	• Chronic Meds in the Elderly: Taking a "Less is More" Approach			
	o PL Worksheet			
	 Worksheet for Med Review 			
	o Technician Tutorial			
	 Mastering Med Lists and Histories 			
	o PL CE			
	 Implementing MTM Into a Community Pharmacy 			
	 Strategies for MTM Success 			
	Adherence to non-insulin diabetes meds, statins, and renin angiotensin system			
	antagonists (ACEIs, ARBs, and aliskiren)			
	o 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%.			
	o PL Toolboxes			
	 Medication Adherence Toolbox 			
	 Medication Therapy Management 			
	o PL Charts			
	 Guide for Helping Patients Afford Their Medications 			
	■ The Basics of Med Sync			
	 Medication Adherence Apps 			
	 PL Patient Education Handouts 			
	 Tips for Sticking With Your Meds 			
	 Blood Pressure Medications and You 			
	 What You Should Know About Statins 			
	 Understanding Your Blood Sugar Numbers 			
	 Heart Failure Meds and More 			
	o PL Conversation Starters			
	 Improving Diabetes Care 			
	 Dyslipidemia 			
	• Heart Failure			
	o PL CE			
	 Using Motivational Interviewing to Create Change 			
	 Helping Patients Make the Most of Their Medications 			
	■ Enhancing Patient Counseling with Effective Communication Skills			
	Implementing MTM into a Community Pharmacy Practice			
Continue	Technician Tutorial			
Continued	■ Med Adherence 101			





Topic		Description and Resources
Medicare	•	Appropriate use of high-risk medications in patients 65 years and older
Part D		This measure looks at the percent of plan members 65 and older who receive
Measures		two or more fills for the same high-risk medication when there may be safer
Continued		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.
		o PL Toolbox
		• Chronic Meds in the Elderly: Taking a "Less is More" Approach
		O PL Charts
		Potentially Harmful Drugs in the Elderly: Beers List STAPTing and STOPPing Medications in the Elderly:
		 STARTing and STOPPing Medications in the Elderly PL Letter
		■ A Note from Your Pharmacist: Avoiding the Use of High-Risk Meds
		in Elderly Patients
		o PLCE
		 Drug Therapy Issues for Aging Patients
		 Drug Therapy in the Elderly: Balancing Risks and Benefits
	•	Ensuring statin use in patients with diabetes age 40 to 75 years
		o 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).
		o PL Toolbox
		Improving Diabetes Outcomes
		O PL Detail-Document Station for Patients with Dishets.
		Statins for Patients with DiabetesPL Charts
		Lipid Treatment FAQs
		Statin Muscle Symptoms: Managing Statin Intolerance
		• Characteristics of the Various Statins
		■ 2013 ACC/AHA Cholesterol Guidelines
		o PL Letter
		 A Note from Your Pharmacist: Using a Statin for Your Patient with
		Diabetes
		PL Conversation Starter
		 Improving Diabetes Care
		o PLCE
		 Caring for Patients with Diabetes Time for Course line Patients with Type 2 Diabetes
		Tips for Counseling Patients with Type 2 Diabetes Patient experience in getting a peeded prescription drug
		Patient experience in getting a needed prescription drug o PL Letter
		Suggestion to Switch Medication
		Suggestion to Switch Medication PL Chart
		■ Collaborative Drug Therapy Management (CDTM)
Continued		





Topic	Description and Resources				
Medicare	Technician Tutorial				
Part D	 Optimizing Pharmacy Workflow 				
Measures	o PLCE				
Continued	 Communicating With Other Health Care Professionals 				
Medicare	Selected measures for Medicare Advantage (Medicare Part C) Star Ratings rela				
Part C	to drug therapy for 2017 (with <i>Pharmacist's Letter</i> resources). Note that Medicare				
Measures	Advantage plans with the Part D drug benefit are also evaluated on the Part D measures.				
	Annual influenza vaccine				
	o PL Chart				
	• Flu Vaccines for 2015-2016				
	o PL CE				
	■ Immunization: Influenza Immunization Update for 2015/2016				
	o Technician Tutorial				
	 The Basics of Immunization and Vaccines 				
	PL Patient Education Handout				
	■ No More Excuses: You Need a Flu Vaccine				
	Annual medication review for older adults				
	PL Toolboxes				
	 Medication Therapy Management 				
	• Chronic Meds in the Elderly: Taking a "Less is More" Approach				
	o PL Worksheet				
	 Worksheet for Med Review 				
	Osteoporosis management in women who have had a fracture				
	PL Detail-Documents				
	 Managing Suboptimal Response to Bisphosphonates 				
	Optimal Duration of Bisphosphonate Therapy				
	PL Patient Education Handout				
	 What I Need to Know About My Bisphosphonate 				
	Glucose control in diabetes patients				
	o PL Toolbox				
	 Improving Diabetes Outcomes 				
	o PL Charts				
	■ Drugs for Type 2 Diabetes				
	Comparison of Insulins and Injectable Diabetes Meds				
	Technician Tutorial				
	Diabetes 101				
	Blood pressure control				
	• PL Charts				
	■ Treatment of Hypertension: JNC 8 and More				
	 Antihypertensive Combinations 				
	o PL Algorithm				
	Stepwise Treatment of Hypertension Stepwise Treatment of Hypertension				
	Technician Tutorial				
	■ Hypertension 101				
	• Fall risk reduction				
	PL Detail-Document				
Continued	Fall Prevention in the Elderly				
	- Fait Fevention in the Etaerty				





Topic	Description and Resources
Medicare	Colorectal cancer screening
Part C	o PL CE
Measures	 Increasing Colorectal Cancer Awareness in the Pharmacy
Continued	 The Pharmacist's Role in Colorectal Cancer Screening
	 PL Patient Education Handout
	 What You Should Know About Colon Cancer
	o PL Chart
	 Comparison of Bowel Preps
	o Technician Tutorial
	■ Bowel Preps 101
	Rheumatoid arthritis management
	PL Detail-Document
	 Using Methotrexate Safely for Rheumatoid Arthritis
	o PL CE
	 Rheumatoid Arthritis
CMS	Display Measures help CMS further evaluate Medicare Advantage and Medicare Part D
Display	plans. They're not included in a plan's Star Ratings, but CMS uses them to monitor
Measures	plans and facilitate quality improvement. Display Measures may eventually become Star
	Ratings measures.
	Medicare Part D Display Measures for 2017 include these med-related measures.
	Avoidance of drug-drug interactions
	o PL Charts
	 P-glycoprotein Drug Interactions
	Cytochrome P450 Drug Interactions
	o Technician Tutorial
	 What You Need to Know About Drug Interactions
	Avoidance of excessive doses of oral diabetes medications
	o PL Chart
	 Drugs for Type 2 Diabetes
	• Rate of chronic use of atypical antipsychotics by elderly beneficiaries in nursing
	homes
	o PL Chart
	 Pharmacotherapy of Dementia Behaviors
	o PL Toolbox
	 Chronic Meds in the Elderly: Taking a "Less is More" Approach
	o PL Letter
	 A Note from Your Pharmacist: Avoiding the Use of High-Risk Meds
	in Elderly Patients
	Display Measures for Medicare Advantage plans for 2017 include these med-related
	measures.
	Administration of pneumococcal vaccine
	o PL Chart
	Pneumococcal Vaccination in Adults: Who Gets What and When?
	Drug treatment of COPD with bronchodilators or systemic corticosteroids as
	appropriate
	PL Toolboxes
	■ Improving COPD Care
Continued	 Using Oral Corticosteroids
	Comp Oral Cornections





Topic	Description and Resources
CMS	o PL Chart
Display	 Inhalers for COPD
Measures	o PL Detail-Document
Continued	 Corticosteroids for COPD Exacerbation
	• Statin therapy for patients with cardiovascular disease (planned to be included
	for 2019 Star Ratings)
	PL Charts
	• Characteristics of the Various Statins
	■ Lipid Treatment FAQs
	Statin Dose Comparison
	Statut Musele Symptoms. Memory Statut Musele and
	• PL Commentary
	■ BP and Lipid-Lowering Therapy in Primary Prevention: HOPE-3
	o PL Patient Education Handout
	 What You Should Know About Statins
	o Technician Tutorial
	 Dispensing Cholesterol-Lowering Medications
	Medication management for people with asthma
	o PL Chart
	 Comparison of Inhaled Asthma Meds
	• Correct Use of Inhalers
	PL Patient Education Handout
	Tips for Correct Use of Inhalers
	■ Improving Asthma Care
	Technician Tutorial
	Dispensing Inhaled Medications
	Medication reconciliation post discharge (planned to be included for 2018 Star
	Ratings)
	o PL CE
	 Improving Patient Safety: Medication Reconciliation Basics
	o PL Toolbox
	 Reducing Hospital Readmissions
	Technician Tutorials
	 Mastering Med Lists and Histories
	Patient Profiles 101
	Tuttem Profites 101
GD FG	
CMS	Medicare Plan Finder <u>displays Star Ratings for patients</u>
Star	o www.medicare.gov/find-a-plan/questions/home.aspx
Ratings	Medicare Part C and D <u>performance data and information about Star Ratings</u>
Resources	o www.cms.gov/Medicare/Prescription-Drug-
	Coverage/PrescriptionDrugCovGenIn/PerformanceData.html
	Medicare Part C and D 2017 Star Ratings Measures and corresponding weights
Continued	
Communica	Coverage/PrescriptionDrugCovGenIn/Downloads/2017-Measure-List.pdf





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Topic	Description and Resources
CMS Star	 Quality Initiatives-general information www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-
Ratings	o www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment- Instruments/QualityInitiativesGenInfo/index.html
Resources Continued	
Pharmacy Qu	nality Alliance (PQA), www.pqaalliance.org
PQA	PQA is a nonprofit, multi-stakeholder, consensus-based membership organization
Resources	that promotes <u>appropriate medication use and develops strategies for measuring and reporting performance related to medication use</u> .
	Information on PQA-endorsed measures used for the Health Insurance Marketplace (pqaalliance.org/measures/qrs.asp)
Pharmacy Quality Solutions (PQS)	Pharmacy Quality Solutions (PQS) is a venture of PQA that provides EQuIPP (Electronic Quality Improvement Platform for Plans and Pharmacies), which is a performance information management platform used by health plans and pharmacies to track performance on quality measures. • www.equipp.org/professional.aspx

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Evidence and Recommendations You Can Trust...



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