

Quality Metrics, Core Sets, and Scorecards

PAUL STUVE, PH.D.
QUALITY MANAGER
MO HEALTHNET DIVISION

Quality Metrics

Standardized measures of healthcare quality

Used to assess performance across various health plans, providers, regions, states, etc.

Multiple “Measure Stewards”:

- NCQA (HEDIS [Healthcare Effectiveness Data and Information Set])
- NQF (National Quality Forum)
- The Joint Commission
- HRSA (Health Resources & Services Administration)
- Assorted Professional Associations

Annual Updates, with Published Specifications

Core Sets

CMS groups a variety of quality metrics into several different “Core Sets” each year:

	# CS Measures	# Reported by MHD
•Adult Core Set	34	26
•Child Core Set	26	16
•Health Home Core Set	10	9

Core Set measures are selected from multiple different measure stewards, not just NCQA (HEDIS).

Reporting of Core Set measures to CMS is currently optional (with some exceptions), but is expected to become required by 2024.

CMS Scorecard

CMS selects a subset of Core Set measures to include in their Scorecard each year.

- Adult Scorecard: 15 measures
- Child Scorecard: 20 measures

The number of Scorecard measures will gradually be increased.

CMS intends to permit states to add “notes” to their Scorecard charts and tables.

MHD Core Set Reporting 2012-2017

Core Set	Measure Abbr	Measure Name	Source	Core Set 2013 / Data Year 2012	Core Set 2014 / Data Year 2013	Core Set 2015 / Data Year 2014	Core Set 2016 / Data Year 2015	Core Set 2017 / Data Year 2016	Core Set 2018 / Data Year 2017	Comments
Adult	ABA	Adult Body Mass Index Assessment	MHD claims	R-A	R-A	R-A	R-A	R-A	NR-H	We discontinued reporting this measure because our rates are incorrect (and very low) due to underreporting of BMI diagnosis codes in MHD claims. In comparison, our Health Homes have supplemental EHR data available and their rates are ~98%.
Adult	AMM	Antidepressant Medication Management	MHD claims	R-A	R-A	R-A	R-A	R-A	R-A	
Adult	AMR	Asthma Medication Ratio: Ages 19-64	MHD claims						R-A	Added to the Adult CS with CS2018. (Previously added to the Child CS).
Adult	BCS	Breast Cancer Screening	MHD claims	R-A	R-A	R-A	R-A	R-A	R-A	
Adult	CBP	Controlling High Blood Pressure		NR-H	NR-H	NR-H	NR-H	NR-H	NR-H	Hybrid methodology
Adult	CCP	Contraceptive Care - Postpartum Women Ages 21 - 44	MHD claims			R-A	R-A	R-A	R-A	The measure was added to the Adult Core Set with CS2017, but we had reported it previously as one of our Maternal & Infant Health Initiative (MIHI) measures. MHD found several inconsistencies and errors in the original specifications, and we advised CMS on final specification development for this measure.
Adult	CCS	Cervical Cancer Screening	MHD claims	R-A	R-A	R-A	R-A	R-A	R-A	
Adult	CCW	Contraceptive Care - All Women Ages 15 - 44	MHD claims			R-A	R-A	R-A	R-A	This was added to the Adult Core Set for CS2018, but previously it had been reported as part of our Maternal & Infant Health Initiative (MIHI) grant.
Adult	CDF	Screening for Clinical Depression & Follow-up Plan		NR-H	NR-H	NR-H	NR-H	NR-H	NR-H	Hybrid methodology.
Adult	CHL	Chlamydia Screening in Women Ages 21-44	MHD claims	R-A	R-A	R-A	R-A	R-A	R-A	
Adult	COB	Concurrent Use of Opioids and Benzodiazepines	MHD claims						R-A	

Stratification of Measures

MHD reports to CMS on several different stratification variables:

- Age
- Gender
- Race
- Ethnicity
- Urban/Rural

Anti-Depressant Medication Management: Acute Phase

Totals

DELIVERY_	Num	Den	Rate	TotalN
FFS	3804	8048	47.3%	11852
FFS/MCO	1065	2635	40.4%	3700
MCO	1339	3496	38.3%	4835

Ages:

DELIVERY_	Age	Num	Den	Rate
FFS	18-64	3755	7959	47.2%
FFS	65+	49	89	55.1%
FFS/MCO	18-64	1065	2635	40.4%
MCO	18-64	1339	3496	38.3%

Gender:

DELIVERY_	GENDER	Age	Num	Den	Rate
FFS	MALE	18-64	1285	2683	47.9%
FFS	MALE	65+	10	21	47.6%
FFS	FEMALE	18-64	2470	5276	46.8%
FFS	FEMALE	65+	39	68	57.4%
FFS/MCO	MALE	18-64	131	320	40.9%
FFS/MCO	FEMALE	18-64	934	2315	40.3%
MCO	MALE	18-64	170	403	42.2%
MCO	FEMALE	18-64	1169	3093	37.8%

Race:

DELIVERY_	RACE	Age	Num	Den	Rate
FFS	WHITE	18-64	3100	6261	49.5%
FFS	WHITE	65+	33	51	64.7%
FFS	BLACK \AFRICAN	18-64	485	1358	35.7%
FFS	BLACK \AFRICAN	65+	11	25	44.0%
FFS	AMERICAN INDIA	18-64	9	24	37.5%
FFS	ASIAN	18-64	4	18	22.2%
FFS	ASIAN	65+	0	1	0.0%
FFS	NATIVE HAWAIIA	18-64	1	1	100.0%
FFS	MULTI RACIAL	18-64	6	25	24.0%
FFS	UNKNOWN	18-64	150	272	55.1%
FFS	UNKNOWN	65+	5	12	41.7%
FFS/MCO	WHITE	18-64	917	2205	41.6%
FFS/MCO	BLACK \AFRICAN	18-64	106	343	30.9%
FFS/MCO	AMERICAN INDIA	18-64	3	4	75.0%
FFS/MCO	ASIAN	18-64	1	4	25.0%
FFS/MCO	NATIVE HAWAIIA	18-64	1	2	50.0%
FFS/MCO	MULTI RACIAL	18-64	4	13	30.8%
FFS/MCO	UNKNOWN	18-64	33	64	51.6%
MCO	WHITE	18-64	1099	2600	42.3%
MCO	BLACK \AFRICAN	18-64	195	787	24.8%
MCO	AMERICAN INDIA	18-64	5	8	62.5%
MCO	ASIAN	18-64	10	16	62.5%
MCO	NATIVE HAWAIIA	18-64	0	3	0.0%
MCO	MULTI RACIAL	18-64	6	16	37.5%
MCO	UNKNOWN	18-64	24	66	36.4%

Ethnicity:

DELIVERY_	ETHNICITY	Age	Num	Den	Rate
FFS	Hispanic	18-64	52	136	38.2%
FFS	Hispanic	65+	4	8	50.0%
FFS	NotHispanic	18-64	3403	7052	48.3%
FFS	NotHispanic	65+	45	81	55.6%
FFS	Unknown	18-64	300	771	38.9%
FFS/MCO	Hispanic	18-64	31	85	36.5%
FFS/MCO	NotHispanic	18-64	794	1974	40.2%
FFS/MCO	Unknown	18-64	240	576	41.7%
MCO	Hispanic	18-64	30	89	33.7%
MCO	NotHispanic	18-64	930	2405	38.7%
MCO	Unknown	18-64	379	1002	37.8%

Urban/Rural:

DELIVERY_	REGION	Age	Num	Den	Rate
FFS	Urban	18-64	1327	2881	46.1%
FFS	Urban	65+	24	46	52.2%
FFS	Unknown	18-64	1	3	33.3%
FFS	Rural	18-64	2427	5075	47.8%
FFS	Rural	65+	25	43	58.1%
FFS/MCO	Urban	18-64	379	929	40.8%
FFS/MCO	Rural	18-64	686	1706	40.2%
MCO	Urban	18-64	649	1823	35.6%
MCO	Rural	18-64	690	1673	41.2%

Follow-up with 30 days After Emergency Department Visit for Mental Illness

Totals

DELIVERY_	Num	Den	Rate	TotalN
FFS	1640	2749	59.7%	4389
FFS/MCO	64	112	57.1%	176
MCO	520	1029	50.5%	1549

Ages:

DELIVERY_	Age	Num	Den	Rate
FFS	18-64	1626	2717	59.8%
FFS	65+	14	32	43.8%
FFS/MCO	18-64	64	112	57.1%
MCO	18-64	520	1029	50.5%

Gender:

DELIVERY_	GENDER	Age	Num	Den	Rate
FFS	MALE	18-64	860	1365	63.0%
FFS	MALE	65+	6	19	31.6%
FFS	FEMALE	18-64	766	1352	56.7%
FFS	FEMALE	65+	8	13	61.5%
FFS/MCO	MALE	18-64	10	20	50.0%
FFS/MCO	FEMALE	18-64	54	92	58.7%
MCO	MALE	18-64	91	172	52.9%
MCO	FEMALE	18-64	429	857	50.1%

Race:

DELIVERY_	RACE	Age	Num	Den	Rate
FFS	WHITE	18-64	1046	1714	61.0%
FFS	WHITE	65+	7	17	41.2%
FFS	BLACK \AFRICAN	18-64	510	899	56.7%
FFS	BLACK \AFRICAN	65+	7	15	46.7%
FFS	AMERICAN INDIA	18-64	4	6	66.7%
FFS	ASIAN	18-64	11	12	91.7%
FFS	MULTI RACIAL	18-64	4	7	57.1%
FFS	UNKNOWN	18-64	51	79	64.6%
FFS/MCO	WHITE	18-64	50	87	57.5%
FFS/MCO	BLACK \AFRICAN	18-64	11	22	50.0%
FFS/MCO	AMERICAN INDIA	18-64	1	1	100.0%
FFS/MCO	UNKNOWN	18-64	2	2	100.0%
MCO	WHITE	18-64	383	688	55.7%
MCO	BLACK \AFRICAN	18-64	128	321	39.9%
MCO	AMERICAN INDIA	18-64	2	2	100.0%
MCO	NATIVE HAWAIIA	18-64	0	1	0.0%
MCO	MULTI RACIAL	18-64	3	4	75.0%
MCO	UNKNOWN	18-64	4	13	30.8%

Ethnicity:

DELIVERY_	ETHNICITY	Age	Num	Den	Rate
FFS	Hispanic	18-64	49	78	62.8%
FFS	NotHispanic	18-64	1504	2472	60.8%
FFS	NotHispanic	65+	14	32	43.8%
FFS	Unknown	18-64	73	167	43.7%
FFS/MCO	Hispanic	18-64	6	8	75.0%
FFS/MCO	NotHispanic	18-64	52	91	57.1%
FFS/MCO	Unknown	18-64	6	13	46.2%
MCO	Hispanic	18-64	18	32	56.3%
MCO	NotHispanic	18-64	399	767	52.0%
MCO	Unknown	18-64	103	230	44.8%

Urban/Rural:

DELIVERY_	REGION	Age	Num	Den	Rate
FFS	Urban	18-64	873	1485	58.8%
FFS	Urban	65+	9	21	42.9%
FFS	Rural	18-64	753	1232	61.1%
FFS	Rural	65+	5	11	45.5%
FFS/MCO	Urban	18-64	25	42	59.5%
FFS/MCO	Rural	18-64	39	70	55.7%
MCO	Urban	18-64	260	563	46.2%
MCO	Rural	18-64	260	466	55.8%

Concurrent Use Of Opioids And Benzodiazepines

Totals

DELIVERY_	Num	Den	Rate	TotalN
FFS	6794	21931	31.0%	28725
FFS/MCO	1120	5295	21.2%	6415
MCO	908	5263	17.3%	6171

Ages:

DELIVERY_	Age	Num	Den	Rate
FFS	18-64	6627	21075	31.4%
FFS	65+	167	856	19.5%
FFS/MCO	18-64	1120	5295	21.2%
MCO	18-64	908	5263	17.3%

Gender:

DELIVERY_	GENDER	Age	Num	Den	Rate
FFS	MALE	18-64	2202	8298	26.5%
FFS	MALE	65+	41	254	16.1%
FFS	FEMALE	18-64	4425	12777	34.6%
FFS	FEMALE	65+	126	602	20.9%
FFS/MCO	MALE	18-64	176	919	19.2%
FFS/MCO	FEMALE	18-64	944	4376	21.6%
MCO	MALE	18-64	137	822	16.7%
MCO	FEMALE	18-64	771	4441	17.4%

Race:

DELIVERY_	RACE	Age	Num	Den	Rate
FFS	WHITE	18-64	5737	16411	35.0%
FFS	WHITE	65+	147	603	24.4%
FFS	BLACK \AFRICAN	18-64	676	3908	17.3%
FFS	BLACK \AFRICAN	65+	17	180	9.4%
FFS	AMERICAN INDIA	18-64	7	37	18.9%
FFS	AMERICAN INDIA	65+	1	2	50.0%
FFS	ASIAN	18-64	3	26	11.5%
FFS	ASIAN	65+	0	19	0.0%
FFS	NATIVE HAWAIIA	18-64	0	3	0.0%
FFS	MULTI RACIAL	18-64	8	29	27.6%
FFS	UNKNOWN	18-64	196	661	29.7%
FFS	UNKNOWN	65+	2	52	3.8%
FFS/MCO	WHITE	18-64	1028	4680	22.0%
FFS/MCO	BLACK \AFRICAN	18-64	72	475	15.2%
FFS/MCO	AMERICAN INDIA	18-64	2	6	33.3%
FFS/MCO	ASIAN	18-64	1	11	9.1%
FFS/MCO	NATIVE HAWAIIA	18-64	0	6	0.0%
FFS/MCO	MULTI RACIAL	18-64	5	23	21.7%
FFS/MCO	UNKNOWN	18-64	12	94	12.8%
MCO	WHITE	18-64	814	4038	20.2%
MCO	BLACK \AFRICAN	18-64	79	1085	7.3%
MCO	AMERICAN INDIA	18-64	1	13	7.7%
MCO	ASIAN	18-64	1	11	9.1%
MCO	NATIVE HAWAIIA	18-64	1	4	25.0%
MCO	MULTI RACIAL	18-64	1	19	5.3%
MCO	UNKNOWN	18-64	11	93	11.8%

Ethnicity:

DELIVERY_	ETHNICITY	Age	Num	Den	Rate
FFS	Hispanic	18-64	81	270	30.0%
FFS	Hispanic	65+	2	30	6.7%
FFS	NotHispanic	18-64	6412	20311	31.6%
FFS	NotHispanic	65+	164	815	20.1%
FFS	Unknown	18-64	134	494	27.1%
FFS	Unknown	65+	1	11	9.1%
FFS/MCO	Hispanic	18-64	21	158	13.3%
FFS/MCO	NotHispanic	18-64	811	3754	21.6%
FFS/MCO	Unknown	18-64	288	1383	20.8%
MCO	Hispanic	18-64	17	86	19.8%
MCO	NotHispanic	18-64	667	3697	18.0%
MCO	Unknown	18-64	224	1480	15.1%

Urban/Rural:

DELIVERY_	REGION	Age	Num	Den	Rate
FFS	Urban	18-64	1987	7546	26.3%
FFS	Urban	65+	50	362	13.8%
FFS	Unknown	18-64	0	4	0.0%
FFS	Rural	18-64	4640	13525	34.3%
FFS	Rural	65+	117	494	23.7%
FFS/MCO	Urban	18-64	167	1008	16.6%
FFS/MCO	Rural	18-64	953	4287	22.2%
MCO	Urban	18-64	413	2672	15.5%
MCO	Rural	18-64	495	2591	19.1%

Chlamydia Screening in Women

Totals

DELIVERY	Num	Den	Rate	TotalN
FFS	1659	5128	32.4%	6787
FFS/MCO	3781	8934	42.3%	12715
MCO	1688	4399	38.4%	6087

Ages:

DELIVERY	Age	Num	Den	Rate
FFS	21-24	1659	5128	32.4%
FFS/MCO	21-24	3781	8934	42.3%
MCO	21-24	1688	4399	38.4%

Gender:

DELIVERY	GENDER	Age	Num	Den	Rate
FFS	FEMALE	21-24	1659	5128	32.4%
FFS/MCO	FEMALE	21-24	3781	8934	42.3%
MCO	FEMALE	21-24	1688	4399	38.4%

Race:

DELIVERY	RACE	Age	Num	Den	Rate
FFS	WHITE	21-24	923	3579	25.8%
FFS	BLACK \AFRICAN	21-24	677	1333	50.8%
FFS	AMERICAN INDIA	21-24	3	15	20.0%
FFS	ASIAN	21-24	6	25	24.0%
FFS	NATIVE HAWAIIA	21-24	0	2	0.0%
FFS	MULTI RACIAL	21-24	13	39	33.3%
FFS	UNKNOWN	21-24	37	135	27.4%
FFS/MCO	WHITE	21-24	2577	6637	38.8%
FFS/MCO	BLACK \AFRICAN	21-24	1047	1913	54.7%
FFS/MCO	AMERICAN INDIA	21-24	5	22	22.7%
FFS/MCO	ASIAN	21-24	12	26	46.2%
FFS/MCO	NATIVE HAWAIIA	21-24	5	9	55.6%
FFS/MCO	MULTI RACIAL	21-24	38	69	55.1%
FFS/MCO	UNKNOWN	21-24	97	258	37.6%
MCO	WHITE	21-24	784	2428	32.3%
MCO	BLACK \AFRICAN	21-24	848	1792	47.3%
MCO	AMERICAN INDIA	21-24	2	7	28.6%
MCO	ASIAN	21-24	5	16	31.3%
MCO	NATIVE HAWAIIA	21-24	0	4	0.0%
MCO	MULTI RACIAL	21-24	11	30	36.7%
MCO	UNKNOWN	21-24	38	122	31.1%

Ethnicity:

DELIVERY	ETHNICITY	Age	Num	Den	Rate
FFS	Hispanic	21-24	50	161	31.1%
FFS	NotHispanic	21-24	1244	3789	32.8%
FFS	Unknown	21-24	365	1178	31.0%
FFS/MCO	Hispanic	21-24	220	451	48.8%
FFS/MCO	NotHispanic	21-24	2736	6447	42.4%
FFS/MCO	Unknown	21-24	825	2036	40.5%
MCO	Hispanic	21-24	51	141	36.2%
MCO	NotHispanic	21-24	1175	3037	38.7%
MCO	Unknown	21-24	462	1221	37.8%

Urban/Rural:

DELIVERY	REGION	Age	Num	Den	Rate
FFS	Urban	21-24	804	2095	38.4%
FFS	Rural	21-24	855	3033	28.2%
FFS/MCO	Urban	21-24	1469	3255	45.1%
FFS/MCO	Rural	21-24	2312	5679	40.7%
MCO	Urban	21-24	1140	2731	41.7%
MCO	Rural	21-24	548	1668	32.9%

Breast Cancer Screening

Totals

DELIVERY_	Num	Den	Rate	TotalN
FFS	8172	17869	45.7%	26041
FFS/MCO	141	406	34.7%	547
MCO	289	715	40.4%	1004

Ages:

DELIVERY_	Age	Num	Den	Rate
FFS	52-64	7338	15846	46.3%
FFS	65-74	834	2023	41.2%
FFS/MCO	52-64	141	404	34.9%
FFS/MCO	65-74	0	2	0.0%
MCO	52-64	289	714	40.5%
MCO	65-74	0	1	0.0%

Gender:

DELIVERY_	GENDER	Age	Num	Den	Rate
FFS	FEMALE	52-64	7338	15846	46.3%
FFS	FEMALE	65-74	834	2023	41.2%
FFS/MCO	FEMALE	52-64	141	404	34.9%
FFS/MCO	FEMALE	65-74	0	2	0.0%
MCO	FEMALE	52-64	289	714	40.5%
MCO	FEMALE	65-74	0	1	0.0%

Race:

DELIVERY_	RACE	Age	Num	Den	Rate
FFS	WHITE	52-64	4908	11026	44.5%
FFS	WHITE	65-74	493	1225	40.2%
FFS	BLACK \AFRICAN	52-64	1999	3982	50.2%
FFS	BLACK \AFRICAN	65-74	224	542	41.3%
FFS	AMERICAN INDIA	52-64	14	25	56.0%
FFS	AMERICAN INDIA	65-74	2	3	66.7%
FFS	ASIAN	52-64	39	89	43.8%
FFS	ASIAN	65-74	30	67	44.8%
FFS	NATIVE HAWAIIA	52-64	2	4	50.0%
FFS	NATIVE HAWAIIA	65-74	1	2	50.0%
FFS	MULTI RACIAL	52-64	17	30	56.7%
FFS	MULTI RACIAL	65-74	1	2	50.0%
FFS	UNKNOWN	52-64	359	690	52.0%
FFS	UNKNOWN	65-74	83	182	45.6%
FFS/MCO	WHITE	52-64	115	319	36.1%
FFS/MCO	WHITE	65-74	0	2	0.0%
FFS/MCO	BLACK \AFRICAN	52-64	20	65	30.8%
FFS/MCO	AMERICAN INDIA	52-64	1	2	50.0%
FFS/MCO	ASIAN	52-64	1	5	20.0%
FFS/MCO	MULTI RACIAL	52-64	2	3	66.7%
FFS/MCO	UNKNOWN	52-64	2	10	20.0%
MCO	WHITE	52-64	164	434	37.8%
MCO	BLACK \AFRICAN	52-64	110	239	46.0%
MCO	ASIAN	52-64	4	6	66.7%
MCO	NATIVE HAWAIIA	52-64	0	1	0.0%
MCO	MULTI RACIAL	52-64	1	1	100.0%
MCO	UNKNOWN	52-64	10	33	30.3%
MCO	UNKNOWN	65-74	0	1	0.0%

Ethnicity:

DELIVERY_	ETHNICITY	Age	Num	Den	Rate
FFS	Hispanic	52-64	110	202	54.5%
FFS	Hispanic	65-74	36	68	52.9%
FFS	NotHispanic	52-64	7086	15219	46.6%
FFS	NotHispanic	65-74	775	1902	40.7%
FFS	Unknown	52-64	142	425	33.4%
FFS	Unknown	65-74	23	53	43.4%
FFS/MCO	Hispanic	52-64	8	14	57.1%
FFS/MCO	NotHispanic	52-64	89	262	34.0%
FFS/MCO	NotHispanic	65-74	0	2	0.0%
FFS/MCO	Unknown	52-64	44	128	34.4%
MCO	Hispanic	52-64	5	12	41.7%
MCO	NotHispanic	52-64	192	453	42.4%
MCO	NotHispanic	65-74	0	1	0.0%
MCO	Unknown	52-64	92	249	36.9%

Urban/Rural:

DELIVERY_	REGION	Age	Num	Den	Rate
FFS	Urban	52-64	3380	7162	47.2%
FFS	Urban	65-74	449	1044	43.0%
FFS	Unknown	52-64	0	2	0.0%
FFS	Rural	52-64	3958	8682	45.6%
FFS	Rural	65-74	385	979	39.3%
FFS/MCO	Urban	52-64	45	130	34.6%
FFS/MCO	Rural	52-64	96	274	35.0%
FFS/MCO	Rural	65-74	0	2	0.0%
MCO	Urban	52-64	192	463	41.5%
MCO	Rural	52-64	97	251	38.6%
MCO	Rural	65-74	0	1	0.0%

Questions?

