



# The PQA Demonstration Projects



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# Demonstration Site Objectives



1. Create a pharmacy performance report
  - Comparative information on individual pharmacies.
  - Electronic format, ideally via a website that allows a pharmacy to compare its performance against other pharmacies.
  - Use the PQA reporting template
  - Measures must conform to the specifications developed by PQA in partnership with NCQA.
2. Determine resource requirements to create the report and to maintain the reporting system.
3. Identify obstacles encountered in creating the report system and provide recommendations on ways to overcome the obstacles.



# Objectives con't



4. Obtain feedback from pharmacy staff and pharmacy managers/owners on the reporting system
  - e.g., Do they perceive the reports to be accurate and will the reports be useful for quality improvement?
  - Obtain recommendations on ways to optimize the reports.
  
5. Conduct statistical analyses to determine
  - The proportion of pharmacies with sufficient sample size per measure to create reliable estimates
  - Determine the distribution of scores on PQA measures and the correlation of performance scores with pharmacy characteristics and case-mix.



# Objectives con't



6. Implement processes and systems for the collection of patient experiences and satisfaction with pharmacy services using the PQA-sponsored survey.
  - Examine the feasibility of creating a report and providing that report to pharmacies.
  - Obtain pharmacy feedback on that report and recommendations for improvement.

# PQA Supported Demonstration Projects



Demonstration Type	Project leader	Partners
<i>Community Pharmacy Corporation</i>	Highmark BCBS	<i>CE City Rite Aid Corporation</i>
<i>Community Pharmacy Corporation</i>	Outcomes Pharmaceutical Health Care	<i>Kerr Drug</i>
<i>Coalition of Health Plans</i>	Pharmacy Society of Wisconsin and Wisconsin Pharmacy Quality Collaborative	<i>State of Wisconsin Dept. of Health &amp; Family Services United Healthcare of Wisconsin Unity Health Insurance and Group Health Cooperative of South Central Wisconsin</i>
<i>Coalition of Health Plans</i>	Purdue University School of Pharmacy	<i>Indiana Health Information Exchange Regenstrief Institute Indiana Pharmacists Alliance</i>
<i>Coalition of Health Plans</i>	University of Iowa	<i>Iowa Foundation for Medical Care Wellmark Blue Cross and Blue Shield Iowa Medicaid Enterprise</i>



# Supporting Individuals & Contracts



- NCQA – technical assistance support, Donna Dugan, Aisha Pittman
- Avatar – to consolidate survey data collection for the Pharmacy Consumer Experience Survey, David Medvedeff, Pres. & CEO
- AHRQ ACTION Network Contractor, C.N.A., Joyce McMahon, Project Director, Elizabeth Schafer and Laura Pizzi, Associate Project Directors
- AHRQ Project Officer, Linda Greenberg, PhD

# The Five PQA Phase I Demos



- Highmark/Rite Aid/CE City
- Outcomes Pharmaceutical Health Care/ Kerr Drug
- Wisconsin Pharmacy Quality Collaborative
- Purdue University/IHIE/Regenstreif Institute
- University of Iowa/Iowa Foundation for Medical Care