



PQA 2010 Workgroups: Summary of Accomplishments

Communications and Education

- Designed and disseminated a communications survey to gather member feedback on the various communications vehicles and suggestions for improvement / ideas.
- Identified several areas of opportunity for improvement including communications on the Quality Connection Newsletter and Quality Forum Lecture Series. Improved electronic process for alerting members and others of programs including posting on website and providing to member associations.
- Incorporated a “*News reports from group members ...What are members working on with respect to Quality*” into the monthly workgroup call. Identifying best way to communicate information across membership.
- Developed a new membership guide called “Getting the Most Out of Your PQA Membership” which included a FAQ section, Corporate Engagement Strategy section and PQA Member Impact section.
- Incorporated a “Resource Connection” section in the Quality Connection Newsletter to provide information sources and links on health care quality.
- Recommending a PQA member “All Call” in 2011 to update the membership on the 2010 workgroup accomplishment, 2011 plans and bi-monthly progress reports on all groups.

Consumer Engagement

- Discussed potential messages for consumers regarding “pharmacy quality” and identified some potential messages and modes for messaging.
- Reviewed the PQA consumer experience survey and discussed ways to encourage implementation of the survey by pharmacies, PBMs and health plans.

Medication Management in Care Transitions and the Patient Centered Medical Home

- Authored concept paper “*Community Pharmacy Medication Reconciliation Post Hospital Discharge*” that outlines strategies for implementing a care transitions demonstration project
- Aligned current quality measures from the PQA library and elsewhere for quality measurement of the MTM comprehensive service within the PCMH as outlined in the PCPCC document “*Integrating Comprehensive Medication Therapy Management to Optimize Patient Outcomes*”
- Discussed and documented gaps in measures for the PCPCC document

Medication Therapy Management

- Reviewed the MTM measure concepts and recommendations of the Quality Measures Expert Panel. PQA contracted with Competitive Health Analytics/Humana to test four MTM measures. Testing was completed in November.
- Reviewed potential research topics that could be proposed to AHRQ and commended on document prepared by David Nau – *AHRQ – Comparative Effectiveness Portfolio – Suggestions for Research on Medication Therapy Management*. This document included suggested research topics and was proposed to AHRQ by PQA.
- Discussed importance and prioritization of four MTM measures to evaluate Medicare Part D MTM programs. Measure rankings forwarded to PQA.
- Recommendations for future changes to the Part D MTM program were discussed and documented. These recommendations were forwarded to PQA.
- Discussed potential need for additional MTM performance measures.

Overuse and Misuse of Medications

- Conducted a survey of healthcare organizations to identify potential definitions and examples of medication overuse and misuse.
- Developed a draft framework for Medication Overuse that includes definitions and examples for overuse of medications. This framework aligns with the NQF-convened National Priorities Partnership (NPP) workgroup on Overuse.

Palliative Care and Pain Management

- Developed a draft framework for assessment of pain management in palliative care. The group conducted a thorough literature review on clinical guidelines and quality indicators for pain management in formulating the framework.
- Identified several potential measures of pain management quality for patients in palliative care.
- The draft framework and measures were shared with the NQF staff and co-chairs for the NPP workgroup on palliative care. The PQA workgroup co-chairs also represented PQA in meetings with FDA and NPP on pain management safety as well as palliative care issues.

Patient Safety

- The group focused their efforts on a revision of the drug-drug interaction measure that had previously been developed by PQA. The group created guidelines for selection of drug-drug pairs to be included in the performance measure, and conducted a review of the existing evidence on drug-drug interactions and of existing drug interaction lists to update the PQA performance measure. This effort was enhanced through support of staff from the University of Arizona CERT which has conducted extensive research on drug interactions.
- The updated drug-drug interaction measure was tested with prescription claims data, and the workgroup reviewed the results of the tests and agreed that the revised measure was appropriate.

- CMS has adopted the revised drug-drug interaction measure for use in evaluating Medicare Part D plans. PQA will continue to update this measure and provide updated specifications to CMS.
- The revised drug-drug interaction list was shared with a special task force of the HHS Office of the National Coordinator for HIT for them to consider as a model for the types of drug interactions that should be flagged by e-prescribing systems.

Population Health

- Aligned the PQA workgroup's efforts with the NQF's National Priority Partnership's *Population Health* priority for improving the healthcare system
- Identified immunizations and smoking cessation coaching as two best practice areas where pharmacists are improving the health of communities
- Summarized and submitted information of pharmacists providing immunizations and smoking cessation services for inclusion in the NPP population health report

Private-Sector Payers (PBM & Health Plans)

- Conducted a survey of managed care organizations regarding their use of medication-use measures to assess quality.
- Discussed educational programming that may be appropriate for PQA to develop for managed care audiences on the topic of quality measurement.
- Reviewed options for promoting adoption of PQA measures by managed care organizations and/or accreditation organizations such as NCQA and URAC.

Public Payors at the Federal Level

- The workgroup discussed potential mechanisms for PQA to provide feedback to CMS on the use of performance measures for Medicare Part D and helped to identify need for greater education of managed care organizations and pharmacists regarding Medicare Part D performance measures.
- Held an introductory meeting for pharmacists from the Department of Defense and Veterans Affairs.
- Participated in cross-workgroup discussions on information sharing about performance measure implementation.

Public Payors at the State Level

- Presentations made at the American Drug Utilization Review Society (ADURS) meeting in February and the American Medicaid Pharmacy Administrators Association (AMPAA) meeting in July
- Invited ADURS members to collaborate with PQA to discuss how medication measures can be useful in state Medicaid programs
- University of Mississippi presented information about their Medicaid/Medicare measure project