

2010 Objectives for Measure Uptake and Implementation Workgroups

1. Consumer Engagement/Experience Workgroup

As performance measurement continues to be examined by all providers, it is not only to look towards measuring the provider themselves, but equally as important to factor in the “voice of the patient” as well. Is the patient’s experience with a provider’s services meeting expectations? Is the patient’s experience with the healthcare provider’s communication about their condition satisfactory? Did the patient’s knowledge base about their condition increase as a result of their interaction with a pharmacist?

PQA, in conjunction with the American Institutes of Research, has developed a Consumer Experience Survey of Pharmacy/Pharmacist Services. This Workgroup will look at venues for potential adoption of this survey instrument.

Additionally, there are other organizations and government agencies that would like to learn more about this instrument. This Workgroup will facilitate the development of a roadmap and strategies to ensure that pharmacists are capturing the voice of the patient, as appropriate, as we build a meaningful set of measures for pharmacy and health plans to consider using.

2. PBMs, Insurers, and Health Plans Workgroup

This workgroup will be Co-Chaired by two individuals: Dr. Woody Eisenberg of Medco Health and Bimal Patel of MedImpact. This group will focus on how we build awareness and encourage use of PQA’s medication use measures and consumer experience survey among the PBM, insurers and health plan communities. This group needs the active engagement of health plan, PBMs and practitioner and trade organizations’ representatives that understand this very large space. Measurement is critical to many stakeholders in these groups....as they are already being measured by NCQA through HEDIS, by URAC through voluntary accreditation programs of PBMs, specialty pharmacies, workers’ comp programs, etc. **This group understands measurement well....and needs to assess how PQA and medication use measures factor into their environments today.**

3. Public Payors at the Federal Level Workgroup

This group is co-chaired by Kim Caldwell of Humana, and Vikki Oates of CMS. Kim Caldwell is a pharmacist whose career has reached from owner/operator of an independent pharmacy to division director in CMS during the development and implementation of Medicare Part D. Vikki Oates is currently at CMS, and works in the area of Medicare Part D. She works on the development of the CMS Star Ratings Program which utilizes quality measures to compare Medicare Part D health plans. Kim and Vikki have led this group for the last quarter of 2009, and have stimulated a great deal of dialogue and objectives for 2010’s Workgroup to consider.

4. Public Payors at the State Level Workgroup

This group is co-chaired by Brendan Joyce and Jake Jacobs. Brendan works as a pharmacy administrator in the North Dakota Medicaid program...and Jake Jacobs is a professor at the Oklahoma University Health Sciences Center. Jake also serves at the Executive Director of ADURS (American Drug Utilization Review Society) and has built a collaborative relationship for PQA and ADURS to examine how medication measures can be meaningfully adopted in state Medicaid programs.