



Quality Improvement Project (QIP) Chronic Care Improvement Program (CCIP)



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Quality Improvement Project (QIP) Chronic Care Improvement Program (CCIP)

Presentation Overview

- QIP/CCIP Background
 - Implementation
 - Approaches
- 2014 Annual Update Review Findings
 - Barriers
 - Mitigation Strategies, Best Practices & Lessons Learned
- 2015 Annual Update Submissions
- New QIP Topic for 2016
- Resources

QIP/CCIP Background

- **Quality Improvement Program Requirements**
 - CMS regulations 42 CFR §422.152
 - Quality Improvement Project (QIP)
 - Chronic Care Improvement Program (CCIP)
 - Requires progress be reported to CMS
- Focus on Interventions and Outcomes
- Utilize the Plan, Do, Study, Act (PDSA) quality improvement model

QIP/CCIP Background (cont.)

QIP Mandatory topic (3 years)

- Address 30-day, all-cause hospital readmissions
- Expected to have favorable effect on health outcomes and enrollee satisfaction
- Supports the national HHS initiative — Partnership for Patients

QIP/CCIP Background (cont.)

CCIP Mandatory topic (5 years)

- Reducing the incidence and severity of cardiovascular disease
- CCIPs must be clinically focused
- Supports the national HHS initiative—Million Hearts Campaign

QIP/CCIP Implementation

2014 Annual Update Submission Summary

- 892 QIP submissions
- 892 CCIP submissions
- Reviewed by CMS
 - Critical review elements
 - Actual barriers & mitigation strategies
 - Analysis of results
 - Lessons learned & best practices

QIP Approaches

- **Improving Care Transitions**
 - Increased care coordination
 - Follow-up PCP visits within 7 days of discharge
 - Home visits
 - Community partnerships
 - Medication reconciliation
 - Improving self-care management skills
 - Disease management programs
 - Other educational efforts

CCIP Approaches

- **Disease Management**
 - Self management skills
 - Identifying and controlling risk factors
 - Promoting lifestyle modifications
- **Specific Clinical Targets**
 - Blood Pressure control
 - Cholesterol control
 - Medication adherence

CCIP Approaches (cont.)

- **Care Coordination**
 - Improved care management
 - Multidisciplinary teams
- **Provider Education**
 - Promoting the use of evidence-based guidelines

QIP/CCIP Barriers

- MA plan operational challenges
 - Lack of available resources, qualified staff, robust IT systems & difficulty contacting enrollees
- Lag in timely data and communications
- Lack of provider engagement/partnerships
- Lack of member engagement, adherence & follow-up
- Problematic relationships with vendors

QIP/CCIP Mitigation Strategies, Best Practices & Lesson Learned

- Building/strengthening partnerships & leveraging resources
 - Ongoing outreach to provider & community groups
 - Coordination with hospital discharge planners
- Enhancing care coordination
 - Following enrollees throughout the continuum of care
 - Contact with enrollees during hospitalization

QIP/CCIP Mitigation Strategies, Best Practices & Lesson Learned (cont.)

- Enhancing Care Coordination (cont.)
 - Early referrals to case management
 - Home visits
 - Linking enrollees to available resources
 - Use of health coaches and other disciplines
- Addressing behavioral health needs

QIP/CCIP Mitigation Strategies, Best Practices & Lesson Learned (cont.)

- **Enhancing IT capabilities**
 - Identifying gaps in care
 - Stratifying populations
 - Predictive modeling
- **Staff Education**
 - Enrollee assessment techniques, motivational interviewing, cultural sensitivity, improved communication, etc.

2015 Annual Updates

- **Annual Update Submission Period**
 - Fall 2015
- **QIPs implemented in 2013**
 - Final Annual Update
 - Summarize results reflecting 3-year project cycle
 - Overall lessons learned and best practices
 - Inform CMS of what worked well

New QIP Topic for 2016

Identification Criteria

- Projects that are above and beyond care coordination role and overall care management of the plan enrollees
- Broaden target population
- Engage enrollees as partners in their care
- Expected to improve health outcomes

New QIP Topic for 2016 (cont.)

Identification Criteria (cont.)

- Universally applicable to all plans
- Must include targeted goals, specific interventions and quantifiable outcome measures
- Potential to produce best practices
- Align with the 6 CMS Quality Strategy Goals

New QIP Topic for 2016 (cont.)

6 CMS Quality Strategy Goals

- Safer care by reducing harm
- Strengthen person and family engagement as partners in their care
- Promote effective communication and coordination of care
- Promote effective prevention and treatment of chronic disease
- Work with communities to promote best practices of healthy living
- Make care affordable

New QIP Topic for 2016 (cont.)

- New QIP topic and related information will be provided via HPMS memo
- Upcoming Trainings
 - New QIP topic requirements and Plan Section submissions
 - HPMS QIP Module
 - Dates TBD

QIP/CCIP Resources

MA Quality Mailbox

MAQuality@cms.hhs.gov

MA Quality Improvement Program Website

<http://www.cms.gov/Medicare/Health-Plans/Medicare-Advantage-Quality-Improvement-Program/Overview.html>

QIP/CCIP HPMS User Guides

<https://hpms.cms.gov/app/login.aspx?ReturnUrl=%2fapp%2fhome.aspx>