

# Chapter 1: Measurement Set Summaries

## *Brief Overviews of Current Measurement Systems*

### Purpose

To provide a brief and high level overview of each measurement set to increase understanding of why the measurement sets are in use, how data collection and reporting is managed, and any relevant benchmarks or targets.

### Overview of Content

- Background and Terms
- Review of The Measures
- Minimum Performance Levels and High Performance Levels

### Suggested Uses for This Material

- Use for training new quality improvement staff
- Share with board of directors when presenting quality improvement or other performance measurement reports
- Share with health care clinicians to increase awareness and gain buy-in for improvement efforts on quality measures

This section of the toolkit includes summaries of each quality improvement measurement set. The sets reviewed include the following:

|       |  |
|-------|--|
| HEDIS | Healthcare Effectiveness Data Information Set  |
| QIP   | Partnership HealthPlan of California Primary Care Provider Quality Improvement Program |
| FSR   | Facility Site Reviews  |
| UDS   | Uniform Data System  |

Each summary includes information on the main purpose of the summary, overview of the summary content, and suggestions for use.

## Healthcare Effectiveness Data Information Set (HEDIS)

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### Background and Terms

HEDIS, developed by the National Committee for Quality Assurance (NCQA) is the most widely used healthcare quality measurement tool in the United States. HEDIS is designed to provide healthcare purchasers, consumers and others with a standardized way to compare health plans. HEDIS data are often used to produce health plan “report cards” and analyze the effectiveness of quality improvement activities. The NCQA library houses 96 measures across 6 domains of care. The 6 Domains of Care are:

- Effectiveness of Care
- Access/Availability of Care
- Experience of Care
- Utilization and Risk Adjusted Utilization
- Health Plan Descriptive Information
- Measures Reported Using Electronic Clinical Data Systems

The Department of Healthcare Services (DHCS) selects a subset of measures across these domains for Managed Care Plans (MCPs) to report annually. Performance measures within these domains provide information about a health plan’s performance in such areas as providing timely access to preventive services, management of members with chronic disease, and appropriate treatment for members with select conditions. While HEDIS data provides an opportunity to compare health plans based on some aspects of health care delivered to members, the intent of the data is not to provide an overall, comprehensive assessment of health care quality for a health plan. DHCS uses HEDIS data as one component of its overall quality monitoring strategy. DHCS and MCPs use MCP-specific data, aggregate data, and comparisons to State and national benchmarks to identify opportunities for improvement, analyze performance, and assess whether previously implemented interventions were effective.

PHC recently achieved NCQA accreditation as a health plan. The importance of HEDIS becomes more prominent as HEDIS scores and Consumer Assessment of Healthcare Providers and Systems (CAHPS) results make up 50% of the accreditation assessment. Becoming accredited requires reporting on an expanded set of HEDIS measures beginning measurement year 2021.

### HEDIS Annual Project

- NCQA Measure Technical Specifications Released: October of the reporting year
- Measurement year: January 1 – December 31
- Annual Project Timeline: February-May

**Overview:** Each year PHC has less than twelve weeks to execute the HEDIS annual project. This includes capturing data from claims and encounters, supplemental data sources, and through the collection of over 15,000 medical records in an effort to capture the care provided to our members over the measurement year. PHC is required to contract with an external auditing firm, licensed by NCQA to ensure the HEDIS audit is executed according to NCQA guidelines. PHC is also required to use NCQA Certified Software to execute the HEDIS project and calculate rates.

**Medical Record Retrieval Process:** PHC contracts with a medical record retrieval vendor for EMR Remote Access, who also serves as the medical record abstraction vendor to ensure the project is executed within the mandated timeframe. PHC staff partner with the vendor to ensure successful record retrieval and abstraction accuracy. PHC piloted remote access for record retrieval in 2016, and has since expanded EMR Remote Access as the preferred method for medical record retrieval, yielding the best outcomes for both providers and project outcomes. Due to the success of EMR Remote Access, PHC will take the balance of medical record retrieval “in-house” for the annual medical record project.

**DUE each year:** PHC is required to halt the annual project by a designated date in early May to submit the results of its audit to Health Services Advisory Group (HSAG), PHC’s licensed auditing firm. HSAG conducts a Medical Record Review Validation (MRRV) for Hybrid Measures, by selecting specific measures for validation. PHC is required to submit medical record evidence for a specified sample of numerator positive members for the measures selected. Failures in this audit may result in the inability to report performance on the measure. Once this audit is successfully completed, final rates can be calculated, which are reported to PHC and the public in late July/August.

### **Regional Reporting:**

When PHC expanded in 2013 to cover 8 additional counties, PHC received approval from DHCS to allow HEDIS to be reported at a regional level. Please note below the following 4 reporting regions:

Northwest: Humboldt, Del Norte

Northeast: Shasta, Trinity, Modoc,  
Siskiyou, Lassen

Southwest: Sonoma, Marin,  
Mendocino, Lake

Southeast: Solano, Yolo, Napa

This means one rate per measure/per region is publicly reported. Because some counties are more populous within a region, PHC conducts a county level oversample where the denominators are very small, to best gauge county level performance for improvement efforts.

**There are two types of measures for HEDIS, Administrative and Hybrid****Administrative Measures:**

- Measures the entire eligible population, which is measure specific. Each measure has eligible population criteria such as age, continuous enrollment, allowable gap, event, diagnosis, etc.
- Data collected through claims and/or encounter services billed. Look back is defined by measure through 12/31 of the measurement year.
- The health plan looks at the entire eligible population using claims and encounter data, and pharmacy and lab data to satisfy each measure.
- Administrative measures do not allow data to be collected from the medical record.
- Timely and accurate billing practices are important to ensure capture of all services provided to health plan members.

**Hybrid Measures:**

- Measures a statistically significant *sample* of the eligible population.
- Data collected from both claims and/or encounter services billed and data collected from the medical record.
- The health plan's certified software draws a statistically significant sample of the eligible population. Where a sample member was not made compliant by claims and/or encounter data, PHC is able to use medical record data to show compliance. Several measures utilize a combination of both claims and/or encounter data and abstracted medical record evidence to demonstrate measure compliance.
- The stronger the claims data, the fewer medical records need to be collected from provider sites.
- The health plan casts a very wide net to locate the data needed to satisfy the hybrid measures. For example, PHC considers which PCP the member is assigned to and which provider they saw most often during the measurement year. Additionally, if a measure includes services that a specialist provides, PHC considers which specialist(s) the member saw during the measurement year.

It is important to note that enrollment criteria are specific to the measure for both administrative and hybrid measures. PHC's certified software determines appropriate enrollment spans per NCQA guidelines, and excludes those with dual eligibility and share of cost.

**Types of Documentation Collected:**

When collecting medical records, the health plan looks for specific information to satisfy the measure(s). Some examples of what may be collected is:

- History and Physicals
- Progress notes
- Lab reports
- OB flow charts
- Immunization and Disease Registries
- Handouts/counseling documentation

**HEDIS Measures and this Toolkit:**

Given the targeted provider audience for this toolkit, measure details specific to the PCP QIP and UDS are its primary focus. Additionally, PHC is now responsible for performance reporting on a larger HEDIS measure set per NCQA accreditation and DHCS accountability requirements. As a result, the HEDIS measures are not presented in detail in this toolkit but are referenced where similar measures exist in the PCP QIP and UDS.

**Minimum Performance Levels and High Performance Levels:**

DHCS annually establishes a minimum performance level (MPL) and high performance level (HPL) for each required measure. The previous year's audit means, percentiles, and ratios are used to establish the MPLs and HPLs for the current reporting year. In recent years, the MPLs were based on the Medicaid national 25<sup>th</sup> percentiles, and the HPLs were based on the national Medicaid 90<sup>th</sup> percentiles. Per 1Q 2019 communications from DHCS, the MPLs increased from the Medicaid national 25<sup>th</sup> percentile to the national 50<sup>th</sup> percentile as of the 2020 reporting year. Note, the HEDIS benchmarks may shift year to year based on the average performance of health plans on a national level. MCPs are contractually required to perform at or above the established MPLs. MCPs that have rates below the MPLs are frequently assigned mandated improvement projects by DHCS. With repeated low performance, MCPs risk issuance of a formal DHCS Corrective Action Plan (CAP) as well as financial penalties. MCP performance in relation to the MPL and HPL for each measure becomes public record with the release of each annual HEDIS report.

**Resources:**

<http://www.partnershiphp.org/Providers/Quality/Pages/HEDISLandingPage.aspx>

<http://www.ncqa.org/hedis-quality-measurement>

<http://www.dhcs.ca.gov/dataandstats/reports/Pages/MMCDQualPerfMsRpts.aspx>

## Primary Care Provider Quality Improvement Program (PCP QIP)

### Background and Terms

The Primary Care Provider Quality Improvement Program (QIP), designed in collaboration with PHC providers, offers sizable financial incentives and technical assistance to primary care providers. Primary Care Providers include: Pediatric Medicine, Family Medicine, and Internal Medicine. To participate in the QIP, you must be a contracted provider for at least nine months during the measurement year.

QIP program development is managed using a major and minor change timeline. This means major changes are made to the measurement set every other year, with only minor specification changes made in alternate years. Measurement development for the major change year typically starts six months prior to the start of the QIP year. Important stakeholders, both internal and external, come together to select the most meaningful measures. Two workgroups Technical Workgroup (internal) and Advisory Workgroup (external) collaborate to outline the details for the upcoming year. Along with these two groups a provider comment period is held which is typically two weeks long and used to gain additional feedback from our external stakeholders. Recommendations from all of these avenues are then presented to the Physician Advisory Committee (PAC), which is the final approval body for the QIP measurement set.

The QIP serves to increase health plan operational efficiencies by prioritizing areas that drive high quality care and have potential to reduce overall healthcare costs.

#### **In response to the COVID-19 Pandemic:**

This final Measurement Set for the 2020 Measurement Year (MY) was significantly modified in May 2020 in response to the Covid-19 pandemic. DHCS and PHC recognized early on that the pandemic put constraints on providers making more rigorous measure targets very difficult to achieve. Therefore, the measurement set was reduced in the number of accountable measures, measurement targets were lowered, and the originally planned Gateway Measure was not implemented.

Simultaneously, the Monitoring Measurement Set was defined as a separate and distinct measurement set that did not have any points assigned to each measure. The intent of this set was to provide visibility to performance and access to the member gap-in-care list throughout the measurement year. **PHC emphasized that the measures not included in the payment group remained clinically important.** Therefore, the Monitoring Measurement Set was included in this toolkit.

While the 2021 Measurement Year included a measurement set more aligned with pre-pandemic MYs, the ongoing impact of the pandemic influenced the accountable measures

included and setting of measurement targets. A smaller Monitoring Measurement Set remains present in the 2022 Measurement Year and is again included in this toolkit.

**Reporting Period:** Calendar Year, January 1 – December 31 (12 Months)

## Measurement Set

The Primary Care Provider QIP is comprised of two measurement sets each with its own payment methodology, see below.

The Primary Care Provider QIP Core Measurement Set includes measures in the Clinical, Appropriate Use of Resources, Operations and Access, and Patient Experience domains. For these measures, performance is rewarded based on the points earned and the number of member months accumulated throughout the year. There is a fixed per member per month (PMPM) amount for all sites. The number of member months is multiplied by the PMPM to determine the maximum amount an individual site can earn. That amount is then multiplied by the percentage of points earned through the Core Measurement Set to determine the actual incentive amount.

The Unit of Service measures, the payment is independent of and distinct from the financial incentives a site receives from the Core Measurement Set. A site receives payment according to the measure specifications if the requirements for one or more Unit of Service measures are met.

### Core Measures

- Clinical Measures
- Non-Clinical Measures
  - Appropriate Use of Resources
  - Patient Experience

### Unit of Service Measures

- Advanced Care Planning
- Extended Office Hours
- Patient-Centered Medical Home (PCMH) Recognition
- Peer-Led Self-Management Support Groups
- Health Information Exchange Participation
- Initial Health Assessment Improvement Plan
- Health Equity Implementation Plan
- Blood Lead Screening
- Dental Fluoride Varnish Use
- Tobacco Use Screening
- Electronic Clinical Data System (ECDS) Implementation

**Provider eligibility criteria:**

All current primary care providers, including pediatric, family, and internal medicine sites, that have capitated Medi-Cal only members assigned and are contracted with PHC for the entire measurement year are automatically enrolled in the QIP. Providers must be contracted with members by October 1 for at least nine months in the measurement year to be eligible for the Core Measurement set.

**Sample Size:** All of the eligible population for the Core Measurement Set. Unit of service measures are optional, therefore the sample size can vary depending on the measure, and provider engagement and participation.

**Data Tracking:** Clinical measures are tracked by eReports, an online system developed and maintained internally by PHC's Web Applications IT team.

Functions offered to you in eReports are:

- The ability to track your clinical performance in real time
- The ability to download patient reports for each of the clinical measures
- The ability to upload supplemental data for your patients-which is an important feature of eReports.

You can access eReports at: <https://qip.partnershiphp.org/>.

For more information on how to create an eReports account and navigate the site, please refer to the eReports User Manual on the [PHC website through this link](#). Non-Clinical measures are tracked by PHC's QIP Team and specific instructions and timelines can be found on the [PHC website](#).

**Points Calculations:** Points for clinical measures are determined by thresholds obtained from the NCQA HEDIS national percentiles for Medicaid Health Plans, reported in the year prior to the QIP measurement year. The thresholds used typically include the 50<sup>th</sup>, 75<sup>th</sup>, and 90<sup>th</sup> percentiles calculated from the previous year's HEDIS data. Given the ongoing impact of the pandemic, current measurement targets were based primarily on the 50<sup>th</sup> and 75<sup>th</sup> percentiles. Colorectal Cancer Screening target is based on percentiles developed from recent plan-wide performance data, as NCQA data for Medicaid is not available.

For most existing clinical measures, the full-point target is set at the 75th percentile performance of all Medicaid health plans reporting to NCQA; sites can receive partial points on these measures if the 50th percentile performance is met. For all new clinical measures, the full-point target is set at the 50th percentile performance, with no partial points available. No points through relative improvement are available for new measures.

**Relative Improvement:** In order to be eligible to earn relative improvement points on a given clinical measure:

- 1) Sites must first meet the 50th percentile performance target. AND
- 2) Sites must demonstrate a minimum of 10% relative improvement.

As calculated by the following formula:

$$\frac{(\text{Current year performance}) - (\text{Previous year performance})}{(100 - \text{Previous year performance})}$$

Total available relative improvement points: full points

**Payment Methodology:** PHC encourages all PCP QIP participants to closely read the payment section in the [Specifications](#) posted on our website.

Based on individual sites' performance on Core Measurement set. A single per member per month (PMPM) dollar amount will be established and approved by the PHC Board of Commissioners. Each site's maximum potential earnings will be the PMPM amount multiplied by the number of member months (MM) accumulated over the course of the year.

Here is the payment formula:

$$\text{QIP Score } \% * \text{Annual MMs} * \text{PMPM} = \text{Incentive}$$

### **Key Terms of the PCP QIP:**

Eligible Population: Assigned and/or Capitated Medi-Cal members, excludes Medi-Medi or members with other insurance primary, and Special Members.

Continuous Enrollment: Members assigned for nine out of the 12 months between January 1, 2021 and December 31, 2021. December is the anchor month. Applies to Clinical measures only.

Member Months (MM): The sum of monthly enrollment counts over the course of the 12-month measurement period.

- Example: If a site has 1,000 members each month, for the full measurement year the site has accumulated 12,000 member months

Per member per month (PMPM): amount budgeted for the incentive payment

- Note: The per member per month (PMPM) amount may change annually based on the plan's financial performance. It is announced annually at the beginning of the measurement year and may change mid-year pending unforeseen State budget impacts to the plan.

**Points Earned:** The total number of points earned out of the total available points across the Core Measurement Set. Total available points are 100.

**Denominator:** The total number of persons during a defined time period who are eligible for the numerator event.

**Numerator:** The number of persons in the denominator who received the appropriate preventive or diagnostic screening or test.

## 2022 Core Measurement Set Breakdown of Points:

### Clinical Measures:

| Clinical Measures   | Family | Internal | Pediatric | Tracked by |
|---|--------|----------|-----------|------------|
| Asthma Medication Ratio                                   | 7      | 12.5     | 12        | eReports   |
| Breast Cancer Screening                                   | 7      | 12.5     | n/a       | eReports   |
| Cervical Cancer Screening                                 | 7      | 12.5     | n/a       | eReports   |
| Child and Adolescent Well Care Visits                     | 10     | n/a      | 12.5      | eReports   |
| Childhood Immunization Status: Combo 10                   | 7      | n/a      | 12.0      | eReports   |
| Colorectal Cancer Screening                               | 6      | 12.5     | n/a       | eReports   |
| Comprehensive Diabetes Care: HbA1c Control                | 7      | 12.5     | n/a       | eReports   |
| Controlling High Blood Pressure                           | 7      | 12.5     | n/a       | eReports   |
| Immunizations for Adolescents - Combo 2                   | 7      | n/a      | 12.0      | eReports   |
| Well-Child Visits in the First 15 Months of Life          | 10     | n/a      | 12.5      | eReports   |
| Diabetes – Retinal Eye Exam*                              | n/a    | n/a      | n/a       | eReports   |
| Counseling for Nutrition for Children/Adolescents         | n/a    | n/a      | 12        | eReports   |
| Counseling for Physical Activity for Children/Adolescents | n/a    | n/a      | 12        | eReports   |
| Total Points:   | 75     | 75       | 85        |            |

**In response to the COVID-19 Pandemic:**

Due to circumstances related to the ongoing Covid-19 pandemic, the clinical measure marked as “Monitoring” (\*) is not applicable to the 2022 QIP measurement set. Monitoring measures will continue to be displayed in eReports and Partnership Quality Dashboard (PQD) throughout the measurement year, but performance does not contribute to the QIP score or total incentive payment available.

**Non-Clinical Measures:**

| Appropriate Use of Resources         | Family | Internal | Pediatric | Tracked by |
|--------------------------------------|--------|----------|-----------|------------|
| Ambulatory Care Sensitive Admissions | 5      | 5        | n/a       | PHC        |
| Risk Adjusted Readmission Rate       | 5      | 5        | n/a       | PHC        |
| Total Points:                        | 10     | 10       | 0         |            |
| Access and Operations                | Family | Internal | Pediatric | Tracked by |
| Avoidable ED Visits/1000             | 5      | 5        | 5         | PHC        |
| PCP Office Visits*                   | n/a    | n/a      | n/a       | PHC        |
| Total Points:                        | 5      | 5        | 5         |            |
| Patient Experience                   | Family | Internal | Pediatric | Tracked by |
| CAHPS Survey <i>or</i> Survey Option | 10     | 10       | 10        | PHC/PCP    |
| Total Points:                        | 10     | 10       | 10        |            |

**In response to the COVID-19 Pandemic:**

Due to circumstances related to the ongoing Covid-19 pandemic, the non-clinical measure marked as “Monitoring” (\*) is not applicable to the 2022 QIP measurement set. Monitoring measures will continue to be displayed in eReports and Partnership Quality Dashboard (PQD) throughout the measurement year, but performance does not contribute to the QIP score or total incentive payment available.

**Unit of Service (Optional):** Providers receive payment for each unit of service they provide.

**2022 Unit of Service breakdown of measures:**

| Measures                                  | Incentive Amount   | Tracked By               | System for Monitoring | System for Submission    |
|---|--|--------------------------|-----------------------|--------------------------|
| Advance Care Planning                     | Minimum 1/1000th (0.001%) of the sites assigned monthly membership 18 years and older for: <ul style="list-style-type: none"> <li>• \$100 per Attestation, maximum payment \$10,000.</li> <li>• \$100 per Advance Directive/POLST, maximum payment \$10,000</li> </ul>           | eReports                 | eReports              | Submission Template      |
| PCMH Certification                        | \$1,000 yearly for achieving or maintaining certification  | PHC QIP Team             | Year-end Reports      | Submission Template      |
| Peer-Led Self Mgmt. Support Groups        | \$1,000 Per Group per Year<br>Maximum of 10 groups per Parent Organization   | PHC QIP Team             | Year-end Reports      | Submission Template      |
| Health Information Exchange Participation | One time \$3000 incentive for signing on with a local or regional health information exchange; Annual \$1500 incentive for showing continued participation with a local or regional health information exchange. The \$3000 incentive is available once per parent organization. | PHC QIP Team             | Year-end Reports      | Submission Template      |
| Access/Extended Office Hours              | Quarterly 10% of capitation for PCP sites must be open for extended office hours the entire quarter an additional 8 hours per week or more beyond the normal business hours (reference measure specification).   | Provider Relations Dept. | Quarterly Reports     | Provider Relations Dept. |
| Initial Health Assessment                 | \$2,000 per parent organization for submitting all required parts of improvement plan, regardless of visit volume  | PHC QIP Team             | Year-end Reports      | Submission Template      |
| Health Equity                             | \$2000 per parent organization for submission of proposed plan to adopt internal best practices supporting a Health Equity initiative.   | PHC QIP Team             | Year-end Reports      | Submission Template      |
| Blood Lead Screening                      | Tier 1-3, \$1000, \$3000, \$5000 per parent organization for the number of children between 24 to 72 months who had capillary or venous lead blood test for lead poisoning.  | PHC QIP Team             | Year-end Reports      | Submission Template      |

|  |  |              |                  |                     |
|--|--|--------------|------------------|---------------------|
| <b>Dental Fluoride Varnish Use</b>                           | \$1,000 per parent organization for submission of proposed plan to implement fluoride varnish application in the medical office.               | PHC QIP Team | Year-end Reports | Submission Template |
| <b>Tobacco Use Screening</b>                                 | \$5.00 per tobacco use screening or counseling of members 11– 21 years of age after 3% threshold of assigned members screened.                 | PHC QIP Team | Year-end Reports | Submission Template |
| <b>Electronic Clinical Data System (ECDS) Implementation</b> | \$5,000 per parent organization for participating in Electronic Clinical Data System (ECDS) implementation by the end of the measurement year. | PHC QIP Team | Year-end Reports | PHC IT Department   |

### Program Timeline:

#### 2022

January 1 – First day of the measurement year.

March 1 – eReports Launch

December 31 – Last day of the measurement year.

#### 2023

January 9 – First day of the Measurement Year Grace Period

January 31 – Final Submission Deadline

February 1-7 (approximately) – Clinical (eReports) and Advance Care Planning data validation period.

April 28 – Payment Distribution

### Resources:

QIP Website:

<http://www.partnershiphp.org/Providers/Quality/Pages/PCPQIPLandingPage.aspx>

QIP Inbox: [qip@partnershiphp.org](mailto:qip@partnershiphp.org)

eReports: <https://qip.partnershiphp.org/>

## Facility Site Review

### Background and Terms

Partnership HealthPlan of California (PHC) is mandated by the California Department of Health Care Services (DHCS) to review contracted providers within our Network.

Contracted primary care providers, as well as OB/GYN provider sites, are reviewed as a condition of participation in our provider network. These site reviews are conducted during the initial provider credentialing process. Additional site reviews will be conducted as part of the ongoing provider re-credentialing process at least every three years to assure that each provider continues to meet the standards set forth by local, state, and federal regulations. A registered nurse, certified by the California Department of Health Care Services (DHCS) using the DHCS approved review tools, conducts the review. The review tools and guidelines as well as a preparation checklist are provided to the site at the time the review is scheduled. The **Site Review (SR)** consists of the **Facility Site Review and Medical Record Review**. In addition, a **Physical Accessibility Review Survey (PARS)** is also conducted at the time of the SR.

**What is a Facility Site Review?** The Facility Site Review is an assessment of the facility's physical site (includes building, accessibility, equipment, and policies/procedures), and the DHCS approved site review tool is used to determine compliance in meeting the standards in the following areas:

- Accessibility/Safety
- Clinical Services
- Personnel
- Preventative Services
- Office Management
- Infection Control

### Benchmarks:

| <b>Exempted Pass:</b>  | <b>Conditional Pass:</b>  | <b>Not Pass:</b> |
|--|---|------------------|
| 90% or above without deficiencies in Critical Elements, Pharmaceutical Services or Infection Control | 80-89%, or 90% and above with deficiencies in Critical Elements, Pharmaceutical Services or Infection Control | Below 80%        |

**A corrective action plan (CAP) is required for a Conditional Pass or a Not Pass.**

A CAP for all deficiencies identified for critical element criteria, which are bolded and underlined in the site review tool, should be submitted to the Health Plan within 10 calendar days of the review. A corrective action plan for deficiencies on non-critical element criteria is due to the Health Plan within 30 calendar days from the date of the review.

The nine (9) Critical Element Deficiencies are:

| Critical Element        | Deficiencies   |
|-------------------------|--|
| Access/Safety           | 1. Exit doors and aisles are unobstructed and egress (escape) accessible.  |
|                         | 2. Airway management: oxygen delivery system, oral airways, nasal cannula or mask, Ambu bag.   |
| Personnel               | 3. Only qualified/trained personnel retrieve, prepare or administer medications.   |
| Office Management       | 4. Physician review and follow-up of referral/consultation reports and diagnostic test results.  |
| Pharmaceutical Services | 5. Only lawfully authorized persons dispense drugs to patients.  |
| Infection Control       | 6. Personal protective equipment is readily available for staff use.   |
|                         | 7. Needle-stick safety precautions are practiced on site.  |
|                         | 8. Blood, other potentially infectious materials and Regulated Wastes are placed in appropriate <i>leak proof, labeled</i> containers for collection, handling, processing, storage, transport, or shipping. |
|                         | 9. Spore testing of autoclave/steam sterilizer with documented results (at least monthly)  |

Typically, a facility site review takes 3-4 hours to complete. Your site can operate as usual during the review. An office representative that is highly knowledgeable in the site's daily operations and policy/procedures is needed during the review. This person will be called upon to answer questions from the reviewer, demonstrate knowledge of how to use certain types of medical equipment and provide evidence of policies and procedures in place at the facility. The reviewer may also ask additional personnel (i.e. MA/LVN/Receptionist) questions regarding their area of expertise.

***What is a Medical Record Review?*** A Medical Record Review is conducted at primary care provider sites, 3-6 months after an Initial Site Review has been completed, and at least every three years thereafter. The DHCS approved tool and guidelines used by the DHCS-certified nurse reviewer are sent to the site at the time the review is scheduled. A list of patients whose records will be reviewed is provided 1-2 weeks before the review. The records for this type of review are not collected, they are reviewed onsite or through a WebEx meeting.

The specific areas being reviewed are:

- Format
- Documentation
- Continuity of Care
- Pediatric Preventive Care (comparable to HEDIS, QIP, UDS)
- Adult Preventive Care (comparable to HEDIS, QIP, UDS)
- OB/CPSP Preventive Care (comparable to HEDIS, QIP, UDS)

All of the areas are assessed for each record based on the age of the member and age appropriateness of member screenings.

Benchmarks:

|  |  |                               |
|--|--|-------------------------------|
| <b>Exempted Pass</b><br>90% or above:<br>(Total score is $\geq$ 90% and<br>all section scores are 80%<br>or above) | <b>Conditional Pass</b><br>80-89%:<br>(Total MRR is 80-89% OR<br>any section(s) score is <<br>80%) | <b>Not Pass:</b><br>Below 80% |
|--|--|-------------------------------|

*Note: Any section score of < 80% requires a Corrective Action Plan (CAP) for the entire MRR, regardless of the Total MRR score. There are no critical elements in this portion of the review. An MRR CAP must be submitted within 30 calendar days.*

Typically, a medical record review can take up to 5 hours for 10 medical records. The number of providers working at the site determines the number of records to be reviewed which ranges from 10-40 records. Your site can operate as usual during the review. A staff person will be needed to help acquaint the reviewer with the electronic health record layout. PHC recommends conducting the medical record review virtually whenever possible to optimize the review process and impact on staff time.

***What is a Physical Accessibility Review Survey (PARS)?*** This review is unique among the programs included in this overall tool. While an important part of the site review process, there are no corresponding criteria among the other programs covered in this tool.

Physical Accessibility Review Survey (PARS) are conducted for all contracted Primary Care Provider sites, as well as High Volume Ancillary and Specialty Provider (HVASP) sites. The PARS tool was developed by a collaborative coalition made up of staff from the DHCS and Medi-Cal Managed Care Health Plans to address the accessibility of providers' offices, clinics, and other health care providers that provide medical care to seniors and people with disabilities.

Our provider directories are updated with the areas met by each site. The PARS assessment is for informational purposes only and sites are not required to make additional updates based on the PARS review. The reviewer will evaluate accessibility related to the following indicators:

|                                      |                                 |                                      |
|--------------------------------------|---------------------------------|--------------------------------------|
| • <b>P</b> = Parking                 | • <b>EB</b> = Exterior Building | • <b>R</b> = Restroom                |
| • <b>IB</b> = Interior Building      | • <b>E</b> = Exam Room          | • <b>T</b> = Exam Table/Scale        |
| • ME = Medical Equipment (PCP only): | • Height adjustable exam table  | • Wheelchair Accessible Weight scale |

### Level of Access

- Basic Access means the facility demonstrates access in regards to all of the mentioned features.
- Limited access means one or more of the features are missing or incomplete.

**Reporting Period:** Every three years.

**DUE each year** on January 31<sup>st</sup> and July 31<sup>st</sup>. PHC must submit the results of our Facility Site Reviews and Medical Record Reviews to DHCS.