



2014

## *Partners in Excellence*

Executive Summary for Pharmacy

# HealthPartners Partners in Excellence 2014 Pharmacy Executive Summary

## Purpose

The Partners in Excellence Program forms the basis for HealthPartners' financial and public recognition for pharmacies achieving high levels of performance in clinical quality, patient experience, and affordability targets. HealthPartners Pharmacy Administration is focused on affordability, improving health, reducing costs, increasing accessibility and providing a great member experience.

## Goals

- ✓ Promote safe, effective, timely, patient centered, equitable and efficient care.
- ✓ Provide financial and public recognition to pharmacies for excellent performance, designated as gold and silver recognitions.
- ✓ Reinforce:
  - Prevention
  - Evidence based care
  - Efficient care
  - Population based care
  - Continuous improvement

## Principles

- ✓ Payment methodologies will be easily communicated and understood.
- ✓ Measurement system will be valid and reliable.
- ✓ Reward so that there is true motivation for, and recognition of, improved performance.
- ✓ Program will continuously evolve.

## Data Communication

- ✓ Comparative performance results will be provided to each pharmacy group annually.
- ✓ Final results will be available following the end of year in review.

## Program Eligibility

- ✓ Eligible Pharmacies that dispensed at least 4,000 prescriptions for HealthPartners members in 1<sup>st</sup> and 2nd quarter 2014.

## Inclusion for Applicable Measures

- ✓ Pharmacy groups will not be eligible for the Medication Adherence and Potentially Inappropriate Medications measures if there are less than 30 eligible members in the measure.

## HealthPartners Pharmacy Partners in Excellence Targets, 2014

2014 Criteria	Gold will pay 100% of bonus pool percentage for each target. Silver will pay 25% of bonus pool percentage for each target.	Gold Target	Silver Target	% of Bonus
	Generic Dispensing Rate		91%	89%
Potentially Inappropriate Medications		<7%	<9%	25%
Medication Adherence (Asthma/COPD)		63%	50%	25%
Medication Adherence (Diabetes)		89%	85%	25%

Criteria	Description	Who (denominator)	What (numerator)
<b>Generic Dispensing Rate</b>	The percentage of overall prescriptions filled with generic drugs for HealthPartners members with a drug benefit.	The number of prescriptions for members with a drug benefit filled within the measurement period.	The number of prescriptions filled with a generic drug. Generic drugs are defined by a flag on the claim. Measurement timeframe is January-June 2014.
<b>Potentially inappropriate Medications (PIMs) in patients &gt;=65 in age</b>	Reducing drug-related problems and adverse drug events (ADEs) in older adults by monitoring the percentage of PIMs dispensed.	HealthPartners members 65 and older at the beginning of the measurement period.	HealthPartners members 65 and older at the beginning of the measurement period who are taking more than one contraindicated medication as defined by PQA.
<b>Medication Adherence (Asthma/COPD)</b>	Percentage of people meeting an 80% medication possession ratio (MPR) for asthma/COPD controllers.	Members with a diagnosis of asthma or COPD with 2 or more prescriptions of a controller medication in the measurement period of July 2013 – June 2014.	Members meeting an 80% medication possession ratio (MPR) of controller medications during the measurement period of July 2013 - June 2014 as measured by days' supply: days in period.
<b>Medication Adherence (Diabetes)</b>	Percentage of people meeting an 80% medication possession ratio (MPR) for oral hypoglycemic.	Members with a diagnosis of diabetes filling 2 or more prescriptions of an oral hypoglycemic in the measurement period of July 2013 – June 2014.	Members meeting an 80% medication possession ratio (MPR) of oral hypoglycemic during the measurement period of July 2013 - June 2014 as measured by days' supply: days in period.

# HealthPartners Innovation Award

## Description

To recognize health care organizations (including pharmacies) that design and implement innovations which transform care delivery process in total or for a condition.

The following criteria will be used to evaluate each submitted innovation:

- The problem or issue that prompted this work represented a significant opportunity to improve the health, experience, and/or affordability of care for patients.
- Prior to implementation of the innovation, comprehensive design work was undertaken which included:
  - 1.) A goal or vision of the solution to the problem or issue,
  - 2.) Pilot project – if appropriate,
  - 3.) Measures of projected benefits,
  - 4.) Review of relevant evidence or theory when applicable,
  - 5.) Definition of a “successful” outcome,
  - 6.) Plan for ongoing measurement.
- The organization was the first to implement this innovation in this market
- This innovation represents a major change in the present care delivery process, thereby creating a new paradigm of care and changing business as usual in the market place.
- The ongoing success of the innovation is being measured and is documented including an evaluation of opportunities for improvement.
- The innovation reflects the Institute of Medicine’s (IOM) *Six Aims of Quality Health Care* by positively influencing the value equation aligned within the Institute for Health Care Improvement’s (IHI) *Triple Aims* of improving :
  - Health (safe, effective, equitable care),
  - Experience (timely, patient-centered)
  - Affordability (efficient)

## Performance Measurement Period

Ongoing

## Methodology

Self Report. Organizations will submit an Innovation Award Submission Document to HealthPartners in the expected format. Send to [quality@HealthPartners.com](mailto:quality@HealthPartners.com) by 5 p.m. on July 1<sup>st</sup> of the measurement year.

All submitted documents will be reviewed by the Innovation Review Panel. The review panel will consist of metro area employers, health plan members, academics and HealthPartners corporate staff. The panel shall rate each innovation against the above mentioned criteria. The number of awards will be determined at the discretion of the review panel.

Submitted innovations should have measurable results to report and, as such, pilot projects would be considered preliminary and not applicable until fully implemented.

Examples of previous innovations can be found online under [Innovations in Health Care Awards](#) and forms and more information can be found at [healthpartners.com/quality](http://healthpartners.com/quality).

All innovation submissions will be presented at HealthPartners annual Partners in Excellence awards dinner in the fall. Final winners will be announced at the dinner.

Organizations winning this award will agree to share their ideas, learnings and methodology with other organizations at no cost.