



Value-based Care Chronicle: Guide to Improving Performance

April 2024

Welcome to Your Monthly Guide to Elevating Performance in VBC Contracts!

In the dynamic landscape of healthcare, the pursuit of quality care is crucial. This newsletter is designed to be your trusted companion on this journey, offering valuable insights, strategies, and updates to empower you in enhancing quality measure performance within the realm of value-based contracts.

Whether you're a healthcare professional, administrator, or industry stakeholder, our goal is to provide you with actionable information that propels your organization towards improved quality outcomes.

For Providers

The HPV vaccination provides safe, effective, and long-lasting protection against cancers caused by HPV.

The American Cancer Society recommends children get the HPV vaccine between the ages of 9 and 12. Two doses of the HPV vaccine are required for full immunity among this age group. The HPV vaccine is easily accessible at annual wellness visits and is a critical step in fighting preventable diseases.

HPV is estimated to cause nearly 36,500 cases of cancer every year. HPV vaccination can prevent 33,700 of these cancers.



In 2022, 58.6% of adolescents aged 13-15 years had received 2 or 3 doses of the HPV vaccine.

38.6% of 9-17 year olds had received one or more doses of the HPV vaccine.



HPV vaccination was higher in children covered by private health insurance than those covered by Medicaid, other government programs, and those without insurance.



<https://www.cdc.gov/hpv/parents/vaccine/six-reasons.html>
https://progressreport.cancer.gov/prevention/hpv_immunization
<https://www.cdc.gov/nchs/data/databriefs/db495.pdf>

For BCBS Commercial contracts, **Immunizations for Adolescents (IMA)**, is an important quality measure. It is a composite measure, meaning all components must meet measure compliance to be considered compliant. In other words, it is an "all or none" measure. Of patients failing the measure, **90% are failing exclusively due to the HPV vaccination.**

HEDIS Quality Measure	Clinical Goal	Criteria to Meet Goal
IMA - immunizations for Adolescents Hybrid Measure The percentage of adolescents 13 years of age who had the vaccinations listed under the Clinical Goal Column.	By the 13th birthday, members will have received <ul style="list-style-type: none"> 1 meningococcal vaccine on or between 11th and 13th birthdays. 1 Tdap vaccine on or between 10th and 13th birthdays 2 or 3 HPV vaccines with different dates of service on or between the member's 9th and 13th birthdays. If reporting only 2 vaccines, there must be at least 146 days between the first and second dose of the HPV vaccine. Combo 1 = numerator compliant for both meningococcal and Tdap. Combo 2 = numerator compliant for all.	Claims: <ul style="list-style-type: none"> Submit a claim for all vaccinations members received. Report all Immunizations to the North Carolina Immunization Registry. Required Exclusion: members in hospice or using hospice services anytime during the measurement year. Documentation: <ul style="list-style-type: none"> A visit note indicating the name of the specific antigen and the date of the immunization. A certificate of immunization prepared by an authorized health care provider or agency, including the specific dates and types of immunizations administered.

Patient-Facing HPV Vaccine Flyer

The HPV Vaccine Prevents Cancer

Discussing HPV Vaccine Adherence in Your Practice

Patient Experience



In value-based care, where patient outcomes and satisfaction are paramount, focusing on patient experience is not just beneficial -- it's crucial for success.

What is Patient Experience?

Patient experience (PEX) encompasses all patient interactions with a healthcare system, including care from health plans and from doctors, nurses, hospital staff, physician practices, and other healthcare facilities.

How is Patient Experience Measured?

CMS uses Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys to measure patient experience. In addition to CAHPS®, the Health Outcomes Survey (HOS) gathers patient experience data in Medicare Advantage programs.

Why Does Patient Experience Matter?

Improving patient experience improves health. Patients who feel heard and experience positive care have better health outcomes and are more likely to adhere to treatment plans. CMS recognizes the importance of patient-centric care and over time has altered Medicare Advantage (MA) Star Rating calculations to emphasize patient voice as a critical input for the Star Rating System.

Best Practices to Improve PEX

- Identify PEX champion(s) in your organization
- Establish and prioritize PEX goals
- Consistently measure, monitor, and communicate PEX performance

- Conduct service excellence training for new hires and on a routine basis for all personnel
- Establish PEX workgroups to review data and quality improvement initiatives
- Conduct PDSAs on lower performing measures
- Use available resources from (CAHPS®) and HOS developers, quality reference guides, and tools from payers
- Implement strategies that address patient experience during office visits with a focus on workflows

THE PATIENT EXPERIENCE AND VALUE-BASED CARE



Most value-based insurance plan designs focus on quality, cost, and utilization. But improving the patient's experience has been more difficult to quantify.

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CLOSING THE QUALITY GAP: PATIENT EXPERIENCE



Understanding the patient's experience is a key step in moving towards patient-centric care and must be a top priority for providers.

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What Is Patient Experience & How Is It Measured?

Transforming the Patient Experience: Gloria's Story

Consumer Assessment of Healthcare Providers & Systems

Additional Resources

- [2024 PCP Chronic Conditions Desk Reference PDF](#)
- [Understanding the Difference Between Palliative Care and Hospice](#)
- [Enhancing Healthcare Through Voluntary Alignment in ACO REACH](#)

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