



THE 4<sup>TH</sup> ANNUAL RISE QUALITY LEADERSHIP SUMMIT

# QUALIPALOOZA

Orlando, FL  
June 27-28th 2019

## DAY 1

8:00 *Registration and Networking Breakfast*

8:45 **Chairperson's Welcome Remarks**

9:00 **Keynote Address: 2019-2020 CMS Quality Measures Update**

- An in-depth analysis of the overall CMS expectations for quality ratings in 2019/20
- Examine the new Stars measures that will be introduced by CMS
- Understand operational changes needed due to new measures
- Explore the Stars measures that have been removed and understand if you are required to collect and report data

9:45 **Keynote Address: 2019-2020 NCQA Quality Measures Update**

- Hear a first-hand HEDIS update from NCQA representatives
- Examine the potential changes that will be implemented in 2020
- Recognize operational practices that must be altered in preparation for the changes

*Paul Cotton, Director, Federal Affairs*  
NATIONAL COMMITTEE FOR QUALITY ASSURANCE (NCQA)

10:30 *Networking Break [in Exhibit Hall]*

11:00 **Keynote Panel: 5\* Can't be Achieved Alone**

- Get key strategic input to formulate a Star's plan across all touch point teams
- Hear best practices to ensure cohesive and patient-centric quality of care
- Obtain buy in from all teams to achieve stars quality and HEDIS scores
  - \*Panel with representatives from stars team, research team and clinical quality team

*Dave Meyer, Vice President, Stars*  
CIGNA

*Michael Cliff, Director of Stars Strategy and Analytics*  
CIGNA

11:45 *Networking Lunch*

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**TRACK A: STARS QUALITY MEASURES**

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**TRACK B: HEDIS**

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**1:00 Expert Panel: Strategies to Achieve and Maintain a 4-Star+ Rating- Improvement Strategies**

- How to establish areas of your current quality program that can be improved in a changing landscape, regardless of plan size
- Maximize the financial loss data to increase awareness and support from higher up administration and quality team
- Strategies to establish an advanced workflow that gets the best out of your team

*Jim Techtmann, SVP - Rewards & Incentive Solutions*

**ENTERTAINMENT CMS**

*Colleen Gianatasio, Risk Adjustment Quality and Education Program Manager*  
**CDPHP**

**1:45 Enhancing Member and Provider Engagement Strategies to Bridge the Gaps in Care**

- Pinpoint which members are consistently falling through the gaps in quality of care
- Identify strategies to bridge key gaps in care
- Understand how to implement and streamline new objectives to minimize missed appointments
- Hear the benefits of utilizing an evaluation tool to examine progress

**Patient Engagement and Member Communication to Improve HEDIS Quality Measure Performance**

- Recognize how a culturally centric approach considering ethnicity, race, and language can increase HEDIS performance
- Examine different levels and types of communication to engage with each member to obtain patriation in a health plan
- Hear how to implement tools to create member ownership of their own health outcomes

*Elaine Rosenblatt, Director of Quality and Care Management*

**UW MEDICAL FOUNDATION**

**2:30 *Networking Break [in Exhibit Hall]***

**Update on Proposed Retirement for HEDIS® 2020**

- Summarize the latest update on proposed retirement of ambulatory care in outpatient visits and emergency department visits
- Interpret the latest update on proposed retirement of acute inpatient care and services in maternity, surgery, medicine and total inpatient
- Understand the impact these retirements would have on all three product lines reported

**3:00 Updates on Measures to Transition of Care and Opioid Addiction**

- Hear from the experts of your current budget and staff allocations will support the changes in these measures
- Classify which operational changes may be needed in advance of the introduction of the measures
- Identify technology solutions that can advance your current operation

**3:45 Effective Practices to improve Incremental Measures for Medicare Part C and Part D-5 points**

- Calculate the impact of incremental measures on your plan
- Creating a culture of excellence within your quality measures team
- Implement strategies from successful competitor plans

**4:30 Closing Panel: Best Practices to Ensure a Patient-Centric Approach**

- Strategies to reinforce quality of care for the patient throughout all touchpoints
- Maximize patient education, understanding, communication & engagement as the key driver of success
- Identify techniques to avoid the gap between great healthcare and great data

**5:15 *Networking Cocktail Reception [in Exhibit Hall]***

**Total Care: Manage Patients Mental and Behavioral Health in Addition to Primary Care**

- Understand the impact of mental health and behavioral health on overall quality of care
- Calculate key approaches needed for members dealing with substance abuse
- Identify ways that Social Determinants of Health can impact the quality of care for members

*Jeffrey Ring, Clinical Professor of Family Medicine*  
UNIVERSITY OF SOUTHERN CALIFORNIA

**What Role Should Physician Incentives Play to Improve Patient Outcomes and HEDIS Quality Measure Performance?**

- Strategies to align physician incentives with health plan efforts to improve patient outcomes
- Recognize how the role of physician incentives can improve HEDIS quality measure performance
- Identify incentive-based contracts that can be used to reinforce the desired outcome

*Colleen Gianatasio, Risk Adjustment Quality and Education Program Manager*  
CDPHP

## DAY 2

8:00 *Networking Breakfast*

8:45 **Opening Remarks**

9:00 **Keynote Address: Strategies to Enhance HEDIS Electronic Clinical Data System (ECDS) Reporting and Data Submission**

- Comprehend the complexities associated with ECDS
- Identify training programs or techniques to increase efficiency with data submission
- Evaluate the vendors that can improve efficiency in your clinical data submission operation

9:45 **Keynote Address: Examining the Impact of the National Coordinator for Health Information Technology (ONC) Proposed Rule**

- Evaluate the standardized application programming interfaces (APIs) which will need to be adopted
- Prepare to educate members the benefits and how to securely access electronic health information (EHI)
- Examine the changes to the ONC Health IT Certification Program

10:30 *Networking Break [in Exhibit Hall]*

### TRACK A: CAHPS/HOS

11:00 **Case Study: Best practices From a Plan with Consistently High CAHPS and HOS Scores**

- Executing controllable factor to enhance and maintain your CAHPS and HOS
- Identify tools and strategies can you use to improve and maintain consumer satisfaction even with limited resources
- Overcome the challenge of translating member perceptions of care and operations into actual CAHPS and HOS results

*Kevin Park, Chief Medical Officer,  
CARE WISCONSIN*

11:45 *Networking Lunch*

### TRACK B: PHARMACY-RELATED MEASURES

**Optimal Outcomes for Medication Adherence**

- Analyze the difference in medication adherence between the three measures: Diabetes, Hypertension, and Staten
- Identify strategies to improve medication adherence outcomes
- Case study: Interview with three top plans to identify progression techniques

*David Larsen, Director, Quality Improvement  
SELECTHEALTH*

**1:00 Panel: Strategies for Improving Hard-To-Move Measures**

- Hear best in show strategies to improve hard to move measures such as access
- Benchmark where your peers hard-to-move measures are, and learn from other best practices
- Create a multi-year strategy for continuous outreach is crucial to your measures

**1:45 Case Study: Innovations in CAHPS and HOS Tools and Approaches**

- Examine techniques and approaches being used by those who have attained consistently high scores
- Tools to connect communications and customer services at every member touchpoint within your plan
- How to leverage data to gain insights into how plan decisions impact customer experience and develop action plans

**Proven Methods to Encourage Patient Adherence**

- Understand why and when non-adherence is likely to occur, to overcome challenges
- How adherence can be assessed and improved within the context of usual clinical care
- Ways in which trust, motivation and patient-centric collaborative care can be built quickly during consultations

**Optimal Outcomes from Medication Therapy Management (MTM)**

- Identify the correct balance with a Hybrid approach in-house and vendor
- Maximize member savings and medication adherence with the use of a formulary list of medications
- Collaborate with providers to identify the best financial options for members pharmaceutical needs

*Gary Melis, Clinical Pharmacist*  
**NETWORK HEALTH**

**2:30 Conference Closing Panel: Interactive Q & A Panel with Quality Measure Leaders**

An amazing opportunity ask our leading speakers anything that you haven't had an answer to over the past two days across stars strategy, HEDIS scores, CAHPS/HOS surveys and pharmacy-related measures.

*Dave Meyer, Vice President, Stars*  
**CIGNA**

Due to our commitment to bring you the best program possible, our agenda is constantly evolving. To access the most up-to-date version, please visit our website <https://risehealth.org/qualipalooza>.