

Script for VideoScribe: "Introduction to MQIS"

Questions: What should I call Users? "Users"

Every day we are surrounded by data. We need data we need to take action

What temperature is it outside...so that I know what to wear

How much gas is in my car...so that can I get to work

How did I do on that quiz...so I know whether I'm understanding the subject and where to put more effort

It would be great if all the data we needed was easy to find.

While some numbers can stand alone and be well understood,

like the temperature outside,

Other numbers needs some additional information before they can be used

how much gas to you need to get to work?

How did you do on the test before this quiz?

And must be important to user

If you're all done with school, you don't have to think about tests any more (graduate throwing a mortar board cap)

The NH DHHS wants to make Medicaid program and other data useful

Easy to find

Easy to understand

And helpful to a great variety of users

So with a grant from the Center for Medicare and Medicaid Services, NH built the Medicaid Quality Information System to be

Transparent

Understandable

Customizable and user driven

We started out with aggregate data aka as aggregated measures. That's important because aggregate measures protect Personal Health Information

Definition: **Personal health information (PHI)**, also referred to as **protected health information**, generally refers to demographic **information**, medical history, test and laboratory results, insurance **information** and other data that a healthcare professional collects to identify an individual and determine appropriate care.

The NH Medicaid program works with a lot of data and that data comes from many different places in many different forms. We wanted to include data from our multiple sources and continually update the data for users.

Examples: paid claims, enrollment data, surveys, and encounter data from MCOs

What summary measures can be submitted?

- CAHPS
- BRFSS
- Adult Core Set
- Child Core Set
- Claims
- HEDIS
- Customer Service
- Financial
- ANY summary measures can be submitted

Who can submit data/measures?

- State of New Hampshire
- MCO
- ACO
- EQRO
- Public Health
- Providers
- ANY one can submit data

The Medicaid Quality Information Systems then harnesses METADATA

Metadata: met·a·da·ta, 'medə,dādə,'medə,dadə/

noun: **metadata**; noun: **meta-data**

Metadata is data that describes and gives information about other data.

By...

Defining a lot of detail, or **granularity**, for each aggregate measure

Having the aggregate measures be highly configurable

Robust aggregate measure tagging

Continuous aggregate measure surveillance

Let's talk a bit more about all of those ideas.

Think about granularity as a detective's questions – who, what, where, when and how? (image of a detective, notepad, magnifying glass)

Granularity defined

- Metadata on **What** data is collected and for **what** populations and subpopulations
- Metadata on **Why** the data is collected, e.g.; measure relevance
- Metadata on **How** the data is collected, e.g., CMS protocol, HEDIS protocol, etc.
- Metadata on **Who** is required to submit, e.g., DHHS, Medicaid managed care, etc
- Metadata on **When** the data is submitted, e.g., weekly, monthly, yearly?

MQIS is highly configurable

- MQIS is sustainable through local DHHS management
- As data changes and/or as DHHS' needs change, MQIS will adapted and changed to maintain core functions
- MQIS can capture and report hundreds or even thousands of measures

MQIS uses robust tagging

- Measures are assigned multiple tags to allow infinite search and reporting
- DHHS can add an unlimited number of tags to the measures
- As new subpopulation or measure tags are needed, local Medicaid staff will add additional tags

MQIS provides continuous measure surveillance

- Each measure has an associated benchmarks or thresholds generates alerts for outlier data
- MQIS alerts trigger further evaluation by the DHHS Quality program staff
- MQIS allows for sustainable management of a very large volume of measures (some image associated with BIG DATA)

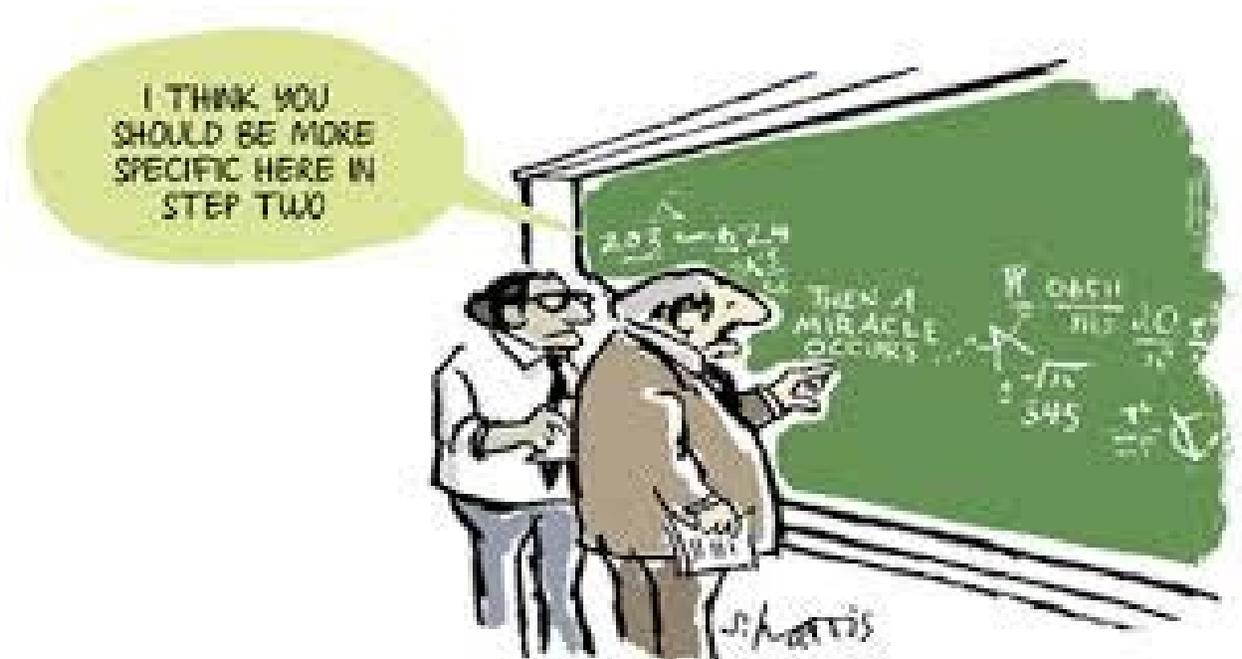
When all of this is put together, MQIS creates

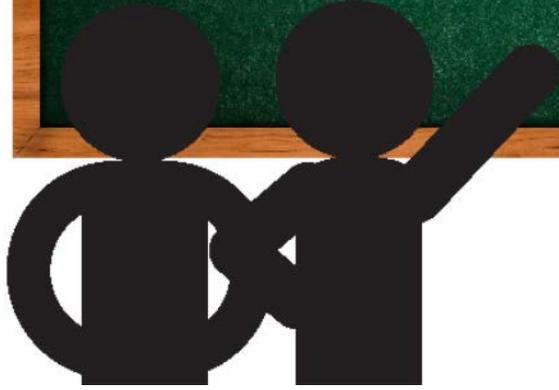
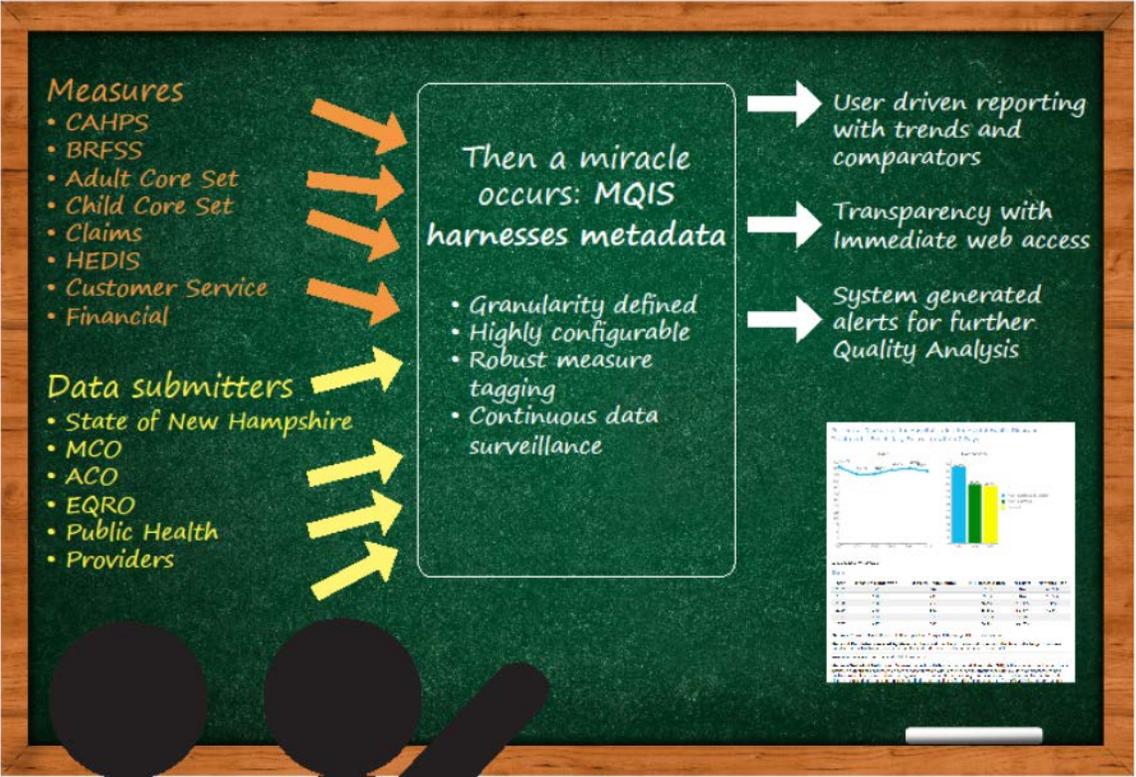
- User driven customs reports with trends and comparators
- Transparency and immediate web access to Medicaid and other DHHS program data
- System alerts so that DHHS can provide constant surveillance for big data and further quality program analysis

Are you ready to get started?

New Hampshire Medicaid Quality

Potential images for use:





Measures

- CAHPS
- BRFSS
- Adult Core Set
- Child Core Set
- Claims
- HEDIS
- Customer Service
- Financial

Data submitters

- State of New Hampshire
- MCO
- ACO
- EQRO
- Public Health
- Providers

Then a miracle occurs: MQIS harnesses metadata

- Granularity defined
- Highly configurable
- Robust measure tagging
- Continuous data surveillance

- User driven reporting with trends and comparators
- Transparency with Immediate web access
- System generated alerts for further Quality Analysis

