

Summary of Performance Measures

Source/Measure/Outcomes*	Reporting of Measure	Benchmarks	*Private Payers	Current CQI Measures in Idaho for All Payers & All Populations		
				Medicare	Medicaid	Population
Percent of healthy behaviors by Idaho adults as measured by Healthy Behaviors Composite (HBC)	Idaho Department of Health and Welfare (IDHW) strategic plan performance measures	75.40%	* see source and Connect Site		x	*Idaho Department of Health and Welfare/ Divisions of Behavioral Health, Public Health, Division of Family and Community Services, Division of Welfare
Percent of evidenced-based clinical preventive services used by Idahoans as measured by the Clinical Preventive Services Composite (CPSC)	IDHW strategic plan performance measures	67.50%			x	*Idaho Department of Health and Welfare/ Divisions of Behavioral Health, Public Health, Division of Family and Community Services, Division of Welfare
Percent of IDHW clients living independently (non-institutionalized) who may be eligible for institutionalization by the Independent Living Composite (ILC)	IDHW strategic plan performance measures	84.31%			x	*Idaho Department of Health and Welfare/ Divisions of Behavioral Health, Public Health, Division of Family and Community Services, Division of Welfare
Percent of individuals and families who no longer use department services as measured by the No Longer Use Services Composite (NLUSC)	IDHW strategic plan performance measures	50.54%			x	*Idaho Department of Health and Welfare/ Divisions of Behavioral Health, Public Health, Division of Family and Community Services, Division of Welfare
Percent of children who are safe as measured by the Safety Composite (SC)	IDHW strategic plan performance measures	86.45%			x	*Idaho Department of Health and Welfare/ Divisions of Behavioral Health, Public Health, Division of Family and Community Services, Division of Welfare
Geographic areas of Idaho that meet health professional shortage area (HPSA) criteria which have been submitted for HPSA designation	IDHW strategic plan performance measures	100%			x	*Idaho Department of Health and Welfare/ Divisions of Behavioral Health, Public Health, Division of Family and Community Services, Division of Welfare

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Percent of Idahoans with health and dental care coverage	IDHW strategic plan performance measures	78.67%			x	*Idaho Department of Health and Welfare/ Divisions of Behavioral Health, Public Health, Division of Family and Community Services, Division of Welfare
Percentage of clients receiving eligibility determinations for or enrollment in identified programs within department timeliness standards	IDHW strategic plan performance measures	92.75%			x	*Idaho Department of Health and Welfare/ Divisions of Behavioral Health, Public Health, Division of Family and Community Services, Division of Welfare
Accuracy rates of key identified programs	IDHW strategic plan performance measures	84.17%			x	*Idaho Department of Health and Welfare/ Divisions of Behavioral Health, Public Health, Division of Family and Community Services, Division of Welfare
Customer service performance at IDHW based on four key indicators (caring, competency, communication, and convenience)	IDHW strategic plan performance measures	84.57%			x	*Idaho Department of Health and Welfare/ Divisions of Behavioral Health, Public Health, Division of Family and Community Services, Division of Welfare
The size of the network of appropriate providers	Idaho integrated care (IC) for duals: systems performance	NA		x	x	
The number of network providers accepting new Medicaid patients	Idaho IC for duals: systems performance	NA		x	x	
The number of enrolled beneficiaries	Idaho IC for duals: systems performance	NA		x	x	
The provider/beneficiary ratio by specialty	Idaho IC for duals: systems performance	NA		x	x	

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Wait times for appointments	Idaho IC for duals: systems performance	NA		x	x	
Utilization rates	Idaho IC for duals: systems performance	NA		x	x	
Number of hospitalizations	Idaho IC duals: clinical performance	NA		x	x	
Number of re-hospitalizations	Idaho IC duals: clinical performance	NA		x	x	
Number of skilled nursing facility admissions	Idaho IC duals: clinical performance	NA		x	x	
Preventive care (annual check-ups, disease screenings, etc.)	Idaho IC duals: clinical performance	NA		x	x	
Emergency room visits	Idaho IC duals: clinical performance	NA		x	x	
Satisfaction surveys	Idaho duals: administrative performance	NA		x	x	
Timely resolution of complaints/grievances	Idaho duals: administrative performance	NA		x	x	
Timely claims payments	Idaho duals: administrative performance	NA		x	x	
Service denials	Idaho duals: administrative performance	NA		x	x	
Breast cancer screening	Medicare Advantage (MA) Plan Star	NA		x		
Colorectal cancer screening	MA Plan Star	NA		x		
Cardiovascular care – cholesterol screening	MA Plan Star	NA		x		
Diabetes care - cholesterol screening	MA Plan Star			x		
Glaucoma testing	MA Plan Star	NA		x		
Annual flu vaccine	MA Plan Star	NA		x		
Improving or maintaining physical health	MA Plan Star			x		

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Improving or maintaining mental health	MA Plan Star	NA		x		
Monitoring physical activity	MA Plan Star	NA		x		
Pneumonia vaccine	MA Plan Star	NA		x		
Pneumonia vaccine	MA Plan Star	NA		x		
Access to primary care doctor visits	MA Plan Star	NA		x		
Adult BMI assessment	MA Plan Star	NA		x		
Care for older adults – medication review	MA Plan Star	NA		x		
Care for older adults – functional status assessment	MA Plan Star	NA		x		
Care for older adults – pain screening	MA Plan Star	NA		x		
Osteoporosis management in women who had a fracture	MA Plan Star	NA		x		
Diabetes care – eye exam	MA Plan Star	NA		x		
Diabetes care – kidney disease monitoring	MA Plan Star	NA		x		
Diabetes care – blood sugar controlled	MA Plan Star	NA		x		
Diabetes care – cholesterol controlled	MA Plan Star	NA		x		
Controlling blood pressure	MA Plan Star	NA		x		
Rheumatoid arthritis management	MA Plan Star	NA		x		
Improving bladder control	MA Plan Star	NA		x		
Reducing the risk of falling	MA Plan Star	NA		x		
Plan all-cause readmissions	MA Plan Star	NA		x		
Getting needed care	MA Plan Star	NA		x		
Getting appointments and care quickly	MA Plan Star	NA		x		
Customer service	MA Plan Star	NA		x		
Overall rating of health care	MA Plan Star	NA		x		
Overall rating of plan	MA Plan Star	NA		x		
Care coordination	MA Plan Star	NA		x		
Complaints about the health plan	MA Plan Star	NA		x		
Beneficiary access and performance problems	MA Plan Star	NA		x		

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Members choosing to leave the plan	MA Plan Star	NA		x		
Health plan quality improvement	MA Plan Star	NA		x		
Plan makes timely decision about appeals	MA Plan Star	NA		x		
Reviewing appeals decisions	MA Plan Star	NA		x		
Call center – foreign language interpreter and TTY/TDD availability	MA Plan Star	NA		x		
Enrollment timeliness	MA Plan Star	NA		x		
Call center - pharmacy hold time	MA Plan Star	NA		x		
Appeals auto-forward	MA Plan Star	NA		x		
Appeals upheld	MA Plan Star	NA		x		
Complaint about the drug plan	MA Plan Star	NA		x		
Drug plan quality improvement	MA Plan Star	NA		x		
Getting information from the drug plan	MA Plan Star	NA		x		
Getting needed prescription	MA Plan Star	NA		x		
MPF price accuracy	MA Plan Star	NA		x		
High risk medication	MA Plan Star	NA		x		
Diabetes treatment	MA Plan Star	NA		x		
Part D medication adherence for oral diabetes medications	MA Plan Star	NA		x		
Part D medication adherence for hypertension (ACEI or ARB)	MA Plan Star	NA		x		
Part D medication adherence for cholesterol (Statins)	MA Plan Star	NA		x		

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Population and Insured Group	Links and documents available on the Connect site		*Private Payers information related to the Collaborative Multi-Payer Pilot Provider requirements Matrix- <i>(uploaded to Connect site and links for measures cited</i>			<i>*The Idaho Department of Health and Welfare Strategic Plan has a very broad population covered and not necessarily clearly defined within the plan itself.</i>
Children's Health Insurance Program (CHIP)	http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Childrens-Health-Insurance-Program-CHIP/CHIP-Quality-of-Care-and-Performance-Measurement.html		http://imhc.idaho.gov/docs/IMHC_RequirementsMatrix.pdf	http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Quality-of-Care/CHIPRA-Initial-Core-Set-of-Childrens-Health-Care-Quality-		
Children's Health Insurance Program (CHIP)	http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Childrens-Health-Insurance-Program-CHIP/CHIP-State-Program-Information.html		http://www.ncqa.org/HEDISQualityMeasurement.aspx			
Children's Health Insurance Program (CHIP)-Idaho	http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Childrens-Health-Insurance-Program-CHIP/Downloads/Annual-Reports/ID_2011CHIPAnnualReport.pdf		http://www.ncqa.org/Portals/0/HEDIS%202011/SUMMARY_TABLE_OF_MEASURES_for_HEDIS_2012			
National Outcomes Measures (NOMS) Mental health	http://www.samhsa.gov/data/outcomes/urs/2011/Idaho.pdf		http://www.ncqa.org/			
Substance Abuse and Treatment Prevention Block grant measures (Adult Substance Abuse)	http://www.healthandwelfare.idaho.gov/Portals/0/Health/SubstanceUseDisorders/12%20SAPT%20Post.pdf		http://imhc.idaho.gov/BlueCross.aspx			

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MCHB	http://healthandwelfare.idaho.gov/Portals/0/Health/MoreInformation/Appended/PerformanceMeasures.pdf		http://imhc.idaho.gov/Medicaid.aspx			
State Behavioral Health/Community Services/Dept of Welfare populations	http://dfm.idaho.gov/cdFY2014/publications/perfreport/health/PerfRpt_health_welfare.pdf		http://imhc.idaho.gov/PacificSource.aspx			
Duals	http://www.healthandwelfare.idaho.gov/Portals/0/Medical/Managed%20Care/Proposal%20Submission%20to%20OCMS.pdf		http://imhc.idaho.gov/Regence.aspx			
Medicare Advantage	http://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovGenIn/PerformanceData.html					