Pharmacy Quality Alliance

Mission Statement
Optimizing health by advancing the quality of medication use

Public-Private Partnership 2006
Non-profit Quality Measure Organization
Multi-stakeholder Membership
Consensus-based
Transparent

Optimizing health by advancing the quality of medication use
Multi-stakeholder Membership

- Health Plans/Health Systems/Alliances/Pharmacy Benefits Managers: 13%
- Health Technology Solutions/Data Analytics/Consulting: 23%
- Universities/Academic Institutions: 23%
- Associations/Foundations/Research Institutions: 8%
- Government Agencies: 8%
- Life Sciences Organizations: 9%
- Healthcare Quality & Standards Organizations: 3%
- Community Pharmacy: 13%
- Life Sciences Organizations: 9%
- Universities/Academic Institutions: 23%
- Associations/Foundations/Research Institutions: 8%
- Government Agencies: 8%
PQA’s Industry Cross-Cutting Roles

**Measure Developer**
- Developer and steward of medication use measures for medication safety, adherence, appropriate use
- Transparent, consensus-based process to draft, test, refine, & endorse measures
- Measures fill gaps in high-priority areas; aligning with the National Quality Strategy

**Quality Educator**
- Education for members, academics, & patients
- Promoting the use and impact of PQA measures, other healthcare quality topics
- Quality Webinars & Workshops

**Researcher**
- Research and demonstration projects to:
  - Inform and evaluate quality measurement
  - Explore and promote novel solutions
  - Close gaps in medication use quality

**Convener**
- Fostering relationships with diverse stakeholders
- Networking at the PQA Annual Meeting

PQA Leadership Summit
- Task Forces
- Roundtables
- Collaborations
# Engaging with PQA

<table>
<thead>
<tr>
<th>Measure Development</th>
<th>Education</th>
<th>Research</th>
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</table>
| **Stage 1**
**Crawl**
- Provide Input during the Stakeholder Advisory Meetings
- Measure Endorsement Voting

| **Stage 2**
**Walk**
- Measure Concept Advisory Groups
- Provide Comments during Comment Period
- Test Draft Measures

| **Stage 3**
**Run**
- Quality Metrics Expert Panel (QMEP)
- Measure Validity Panel (MVP)
- Measure Update Panel (MUP)

- Attend Quality Forum Webinars
- Schedule a Healthcare Quality Webinar
- Participate at the PQA Annual Meeting

- Submit Your Idea

- Present at the PQA Annual Meeting Poster Session

- Attend the PQA Annual Meeting; May

- Network during PQA-Convened Meetings

- Attend the PQA Leadership Summit; November

- Coordinate Your Team for a PQA Orientation

- Participate on the Research Coordinating Committee (RCC)

- Partner with PQA to Convene Members and Stakeholders

- Attend Technical Education Webinars
- Earn the Medication Use Quality Certificate
- Participate in PQA Roundtables

- Partner as a Study Sponsor or Co-Investigator

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PQA as a Measure Developer

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- Task Forces Roundtables Collaborations
PQA’s Measure Development & Stewardship Process

Measure Conceptualization
- Identify and prioritize concepts to be developed

Measure Specification
- Draft measure specifications
- Conduct initial feasibility testing

Measure Testing
- Develop and execute comprehensive measure testing plan
- Evaluate testing results and measure criteria

Measure Endorsement
- Seek PQA member endorsement

Measure Implementation & Maintenance
- Ongoing implementation opportunities
- Ensure measure remains current and relevant
PQA Measure Domains

**Adherence**
- Diabetes
- Renin Angiotensin System Antagonists
- Statins

**Appropriate Use**
- Statin Use in Persons with Diabetes
- INR Monitoring for Individuals on Warfarin

**Safety**
- Drug-Drug Interactions
- Polypharmacy in Older Adults
- Opioid Core Measure Set

**Medication Management Services**
- Completion Rate for Comprehensive Medication Review
- Medication Therapy Problem Resolution

INR = International Normalized Ratio  CMR = Comprehensive Medication Review  COPD = chronic obstructive pulmonary disease; RAS = renin-angiotensin system
PQA Measure Development Pipeline

- Migraine Preventive Therapy
- Composite Proportion of Days Covered (Pharmacy)
- BP/A1c Reporting (Pharmacy)
- Antidepressant Medication Management (Pharmacy)
- Specialty Pharmacy Turnaround Time (Pharmacy)
PQA as a Measure Steward

Measure Services

Implementation
NQF Endorsement
Technical assistance
Licensing
Comprehensive Review, Maintenance
Testing, and Update
Retirement

Key Implementation Programs

- Medicare Part C & D Star Ratings
- Medicaid Adult Core Set
- State-Level Quality Programs
- Commercial Use
- Quality Rating System
Licensing PQA Measures:  
All use of PQA Measures requires a license agreement

Licensing
- A license is required to receive the PQA Measure Manual and Value Sets, including NDC lists (see PQA Measure Use and License Policy)
- Submit the License Request Form
- For use in research: Research License Request Form

PQA Members Only
- Discounted license royalty fee (except for research)
- May request a royalty-free license for the PQA Measure Manual for noncommercial purposes: Member Measure Manual License Request Form

Questions
- E-mail MeasureUse@PQAalliance.org
Engaging in PQA Measure Development

1. Measure Conceptualization
   - Measure Concept Advisory Groups
   - Comment Period
   - Stakeholder Advisory Meetings
   - Data & Interoperability Advisory Group

2. Measure Specification
   - Technical Expert Panels
   - Stakeholder Advisory Meetings
   - Data & Interoperability Advisory Group

3. Measure Testing
   - Quality Metrics Expert Panel
   - Measure Validity Panel
   - Risk Adjustment Advisory Panel
   - Stakeholder Advisory Meetings
   - Data & Interoperability Advisory Group

4. Measure Endorsement
   - Comment Period
   - Membership Vote
   - Stakeholder Advisory Meetings

5. Measure Implementation & Maintenance
   - Measure Update Panel
   - Quality Metrics Expert Panel
   - Stakeholder Advisory Meetings
Engaging in PQA Measure Development

**Measure Developer**
- Attend the Stakeholder Advisory Meetings
- Participate in Measure Concept Advisory Groups, Technical Expert Panels
- Cast your vote in Measure Endorsement
- Request a copy of the Measure Manual

**Quality Educator**

**Researcher**

**Convener**
PQA’s Industry Cross-Cutting Roles

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PQA Education

Level 1
(Free to All)
• Quality Forum Webinar Series

Level 2
(Free to Members)
• Technical Education Webinars
• Healthcare Quality Webinars
• Leadership Summit Programming

Level 3
(Premium)
• Medication Use Quality Certificate
• Grand Rounds
• Annual Meeting Continuing Education Units
Medication Use Quality Certificate

Core Learning Modules

- Role of Quality Measurement in Healthcare
  - Quality Measurement Professionals: From Development to Implementation

- What Makes a Good Measure?
  - Measurement Programs
  - Medicare Part D Star Ratings

- Health Information Technology
  - Social Determinants of Health
  - Navigating the Quality Regulatory Environment

- Creating a Quality Improvement Plan
  - Interventions to Improve Care
  - Measures in Practice: Informing the Delivery and Evaluation of Care
Educating the Next Generation

Executive Fellowship

Advanced Pharmacy Practice Experiences

Internships (Summer, Graduate, Research)

Healthcare Quality Innovation Challenge (HQIC)
PQA’s Website and Members Only Portal
PQAAAlliance.org

Your personalized experience awaits!

New ways to engage and access PQA Member Benefits!

Group forums, Online Communities & Discussions, Education
Engaging in PQA Education

Measure Developer
- Attend the Stakeholder Advisory Meetings
- Participate in Measure Advisory Groups, Technical Expert Panels
- Cast your vote in Measure Endorsement
- Request a copy of the Measure Manual

Quality Educator
- Attend monthly Quality Forum Webinars
- Earn the Medication Use Quality Certificate
- Schedule your Healthcare Quality Webinar or Grand Rounds
- Participate in the next PQA Meeting (PQA Annual Meeting or PQA Leadership Summit)

Researcher

Convener
PQA as a Researcher

Developer and steward of medication use measures for medication safety, adherence, appropriate use
- Transparent, consensus-based process to draft, test, refine, & endorse measures
- Measures fill gaps in high-priority areas; aligning with the National Quality Strategy

Researcher
- Research and demonstration projects generate evidence by:
  - Informing and evaluating quality measurement
  - Exploring and promoting novel solutions in the marketplace
  - Addressing gaps in medication use quality

Convener
- Fostering relationships with diverse stakeholders
  - Networking at the PQA Annual Meeting
  - PQA Leadership Summit
- Task Forces
- Roundtables
- Collaborations
PQA generates medication use quality evidence

Objectives

- Inform and evaluate quality measurement
- Explore and promote novel solutions
- Address gaps in medication use quality

Focus Areas

- Medication Adherence & Safety
- Medication Access & SDoH
- Pharmacy Services
- Patient Engagement
PQA is executing multiple research projects

- Characterizing the state of the CMR industry
- Med Synch and COPD Outcomes
- Opioids for Surgical Procedures
- Improving Immunization Rates through MTM
- Pharmacy Accessibility
- Adherence Below the Surface for RASAs
- RFP Medication Access
- COPD Treatment Ratio Validation
- UNC-Janssen Research Fellowship
PQA collaborates on diverse, innovative projects

Methodologies
- Program implementation & evaluation
- Secondary data analysis
- Environmental scans & literature reviews
- Qualitative analysis & survey research
- Expert roundtables
- Measurement science evaluations

Research Partners
PQA shares research insights in a variety of venues

Presentations

Scientific Posters
Podium Presentations
PQA Quality Forums

Award Winning Research

Medication synchronization was associated with higher adherence, lower inpatient use, and lower healthcare costs.
PQA contributes to the quality research literature

Publications
- Peer-reviewed Manuscripts
- Editorials
- White Papers

Select Journals
- JACoP
- JAPhA
- Journal of Clinical Lipidology
- AJMC
- Journal of the American Heart Association

Select White Papers
- The Patient Engagement in Quality Measurement Rubric
- Access to Care: Development of a Medication Access Framework for Quality Measurement
Engaging in PQA Research

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Quality Educator
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- Schedule your Healthcare Quality Webinar or Grand Rounds
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Researcher
- Explore opportunities to Collaborate & Partner
- Partner as a Study Sponsor
- Collaborate as a co-investigator as part of PQA's Affiliated Research Network
- Join a Research Committee (RCC & ERAC)

Convener
PQA-Convened National Meetings

- Delivered via engaging online format
- Anticipated audience of >600 healthcare executives, quality professionals
- More than 12 general and continuing education sessions
- Brand exposure, business development opportunities

- Invitation only event for key leaders of PQA’s member organizations
- Preceded by one-day workshop
  - 2019: Caring for the Whole Patient
  - 2018: Social Determinants of Health Research
  - 2017: Team-Based Care
  - 2016: Basics of Quality Measurement
Engaging in PQA Convening

**Measure Developer**
- Attend the Stakeholder Advisory Meetings
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- Cast your vote in Measure Endorsement
- Request a copy of the Measure Manual

**Quality Educator**
- Attend monthly Quality Forum Webinars
- Earn the Medication Use Quality Certificate
- Schedule your Healthcare Quality Webinar or Grand Rounds
- Participate in the next PQA Meeting (PQA Annual Meeting or PQA Leadership Summit)

**Researcher**
- Submit your Project Idea
- Participate in the PQA Poster Session
- Partner as a Study Sponsor or Co-Investigator
- Participate in PQA Multi-stakeholder Roundtables

**Convener**
- Attend the next PQA Meeting (PQA Annual Meeting or PQA Leadership Summit)
- Network during PQA-Convened Meetings
- Partner with PQA to Convene Members and Stakeholders
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| | Provide Comments during Comment Period | Earn the Medication Use Quality Certificate | Participate in PQA Roundtables | Coordinate Your Team for a PQA Orientation |
| | Test Draft Measures | | | |

| **Stage 3**<br> **Run** | Quality Metrics Expert Panel (QMEP) | Schedule Your Grand Rounds | Participate on the Research Coordinating Committee (RCC) | Partner with PQA to Convene Members and Stakeholders |
| | Measure Validity Panel (MVP) | | | |
| | Measure Update Panel (MUP) | | | |
Questions?

Loren Kirk
Director, Stakeholder Engagement
LKirk@PQAalliance.org

See additional informational about PQA programs following this slide
## Connect with PQA

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<thead>
<tr>
<th>For Questions or Information about...</th>
<th>E-mail...</th>
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<tbody>
<tr>
<td>Measure Use and Licensing</td>
<td><a href="mailto:MeasureUse@PQAalliance.org">MeasureUse@PQAalliance.org</a></td>
</tr>
<tr>
<td>Technical Assistance</td>
<td><a href="mailto:MeasureUse@PQAalliance.org">MeasureUse@PQAalliance.org</a></td>
</tr>
<tr>
<td>Measure Development</td>
<td><a href="mailto:MeasureDev@PQAalliance.org">MeasureDev@PQAalliance.org</a></td>
</tr>
<tr>
<td>How to participate and get engaged</td>
<td><a href="mailto:Engagement@PQAalliance.org">Engagement@PQAalliance.org</a> or <a href="mailto:LKirk@PQAalliance.org">LKirk@PQAalliance.org</a></td>
</tr>
<tr>
<td>Meeting or program sponsorship</td>
<td><a href="mailto:Sponsorship@PQAalliance.org">Sponsorship@PQAalliance.org</a> or <a href="mailto:LKirk@PQAalliance.org">LKirk@PQAalliance.org</a></td>
</tr>
<tr>
<td>Education</td>
<td><a href="mailto:Education@PQAalliance.org">Education@PQAalliance.org</a> or <a href="mailto:ARyan@pqaalliance.org">ARyan@pqaalliance.org</a></td>
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<tr>
<td>Academic Programming</td>
<td><a href="mailto:Academics@PQAalliance.org">Academics@PQAalliance.org</a></td>
</tr>
<tr>
<td>General Information</td>
<td><a href="mailto:Info@PQAalliance.org">Info@PQAalliance.org</a></td>
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# 2021 Board of Directors

## Executive Committee

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chair</td>
<td>Jerry Penso</td>
<td>American Medical Group Association</td>
</tr>
<tr>
<td>Past Chair</td>
<td>David Medvedeff</td>
<td>AspenRxHealth</td>
</tr>
<tr>
<td>Vice-Chair</td>
<td>Michael Duteau</td>
<td>Noble Health Services</td>
</tr>
<tr>
<td>Secretary</td>
<td>Vikki Ahern</td>
<td>Magellan Rx Management</td>
</tr>
<tr>
<td>Member at-large</td>
<td>Mike Taday</td>
<td>Humana</td>
</tr>
<tr>
<td>Treasurer</td>
<td>Anne Burns</td>
<td>American Pharmacists Association</td>
</tr>
<tr>
<td>CEO</td>
<td>Micah Cost</td>
<td>PQA, Inc.</td>
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</table>

## Board Members

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<tr>
<td>Mike Anderson</td>
<td>UnitedHealthcare</td>
</tr>
<tr>
<td>Christie Boutte</td>
<td>National Association of Chain Drug Stores</td>
</tr>
<tr>
<td>Susan Cantrell</td>
<td>Academy of Managed Care Pharmacy</td>
</tr>
<tr>
<td>Lou Dallago</td>
<td>Pfizer, Inc.</td>
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<tr>
<td>Linda Garrelts-Maclean</td>
<td>Community Pharmacy Foundation; Washington State University</td>
</tr>
<tr>
<td>Rick Gates</td>
<td>Walgreens</td>
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<tr>
<td>Ronna Hauser</td>
<td>National Community Pharmacists Association</td>
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<tr>
<td>Jamie Chan</td>
<td>Blue Shield of California</td>
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<tr>
<td>Sharon Jhawar</td>
<td>SCAN Health Plan</td>
</tr>
<tr>
<td>Jeffrey Kelman</td>
<td>Centers for Medicare &amp; Medicaid Services</td>
</tr>
<tr>
<td>Bhavesh Modi</td>
<td>Healthfirst</td>
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<tr>
<td>Cynthia Pigg</td>
<td>Aon</td>
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<tr>
<td>Jason Spangler</td>
<td>Amgen</td>
</tr>
<tr>
<td>Troy Trygstad</td>
<td>Community Care of North Carolina; CPESN USA</td>
</tr>
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## Board Liaisons

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<tr>
<td>Alan Balch</td>
<td>Patient Advocate Foundation</td>
</tr>
<tr>
<td>Michelle Ketcham</td>
<td>Centers for Medicare &amp; Medicaid Services</td>
</tr>
<tr>
<td>Tripp Logan</td>
<td>ESPhA, MedHere Today Consulting</td>
</tr>
<tr>
<td>Jeff Rochon</td>
<td>Pace Alliance</td>
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</tbody>
</table>
PQA Specialty Measure Set

- Treatment of Chronic Hepatitis C: Completion of Therapy (HCV)
- Adherence to Non-Infused Disease Modifying Agents Used to Treat Multiple Sclerosis (PDC-MS)
- Proportion of Days Covered: Antiretroviral Medications (PDC-ARV)
- Adherence to Non-Infused Biologic Medications Used to Treat Rheumatoid Arthritis (PDC-RA)
PQA Opioid Measure Set

- Use of Opioids at High Dosage in Persons Without Cancer (OHD)
- Use of Opioids from Multiple Providers in Persons Without Cancer (OMP)
- Use of Opioids at High Dosage and from Multiple Providers in Persons Without Cancer (OHDMMP)
- Concurrent Use of Opioids and Benzodiazepines (COB)
- Initial Opioid Prescribing at High Dosage (IOP-HD)
- Initial Opioid Prescribing for Long Duration (IOP-LD)
- Initial Opioid Prescribing for Long-Acting or Extended-Release Opioids (IOP-LA)
- Annual Monitoring for Persons on Long-Term Opioid Therapy (AMO) (pending NQF-endorsement)
PQA Pharmacy Measure Set

- Proportion of Days Covered: Renin Angiotensin System Antagonists (Pharmacy) (PDC-RASA-PH)
- Proportion of Days Covered: Statins (Pharmacy) (PDC-STA-PH)
- Proportion of Days Covered: Antiretroviral Medications (Pharmacy) (PDC-ARV-PH)
- Primary Medication Nonadherence (PMN)

- Medication Synchronization: Program Acceptance and Initial Synchronization (QII)
- Medication Synchronization: Patient Contact Rate (QII)
- Medication Synchronization: Completeness (QII)
- Medication Synchronization: Continuation: 2 Rates (QII)
PQA Awards Programs

Community Pharmacy Innovation in Quality Award

Recognizes high performance for a pioneering individual practitioner and an innovative community pharmacy practice that result in improvements in quality of care, medication optimization and patient outcomes.

PQA Quality Awards

PQA Laura Cranston Excellence in Quality Award recognizes the highest level of combined achievement in overall performance and medication-use quality.
PQA Laura Cranston Quality Improvement Award recognizes the highest improvement in medication safety and appropriate use.
Driving value in healthcare through standardized performance measurement for payers and practitioners
Our Services

PQS is committed to quality patient care and providing the tools and services necessary for plans and pharmacies to identify improvement opportunities.
**EQuIPP™ Core Application**

- Manage medication-related performance measures
- Track performance across value-based contracts
- Guide performance improvement strategies
- Identify improvement opportunities
- Benchmark organization performance
Education Offerings Comparison

Healthcare Quality Webinar

- 60-minute presentation
  - PQA 101
  - Healthcare Quality 101
- Provided annually to members as a member benefit

Grand Rounds

- 4-hour in-person workshop
  - Didactic, classroom style learning
  - Hands-on, small group learning
  - Strategy with C-Suite
- Content is developed with input from hosting organization
  - Healthcare Quality
  - Social Determinants of Health
## Experiential Education

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<tr>
<td>Advanced Pharmacy Practice Experience</td>
<td>A 4-6 week program for final year pharmacy students to gain practical experience at a national quality organization</td>
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<tr>
<td>Summer Research Internship</td>
<td>An 8-12 week program designed to exposure to qualitative and quantitative research methods, quality metric design and implementation, and facilitation of diverse stakeholder groups</td>
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<tr>
<td>Graduate Student Internship</td>
<td>Field experience for graduate students in public health, business and other relevant programs</td>
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• Unique Extra-curricular Student Program
• Team-based, student competition to propose a tech-driven solution to solve a hot topic in healthcare; presented at PQA Annual Meeting
• Sponsored by Pharmacy Quality Solutions
Post-Grad Opportunities & Member Engagement

Executive Fellowship

- Full-time, post-graduate program to develop core skillsets in association management, project management, quality metric design & implementation, & healthcare quality research

Education Advisory Council

- Serves as a forum for PQA members organizations to provide feedback and recommendations on PQA's educational programs
Research Education Opportunities

PQA-UNC-Janssen Post-Doctoral Fellowship

- Two-year Post-Doctoral fellowship in Real World Evidence, Population Health, and Quality Research. The fellow spends 12 months at University of North Carolina at Chapel Hill, 6 months at PQA, and 6 months at Janssen.

MPH Practicum Experience

- A supervised experience allowing Public Health students to integrate, synthesize, and apply their skills and competencies to ongoing research initiatives spanning Medication Adherence & Safety, Medication Access & SDOH, Pharmacy Services, and Patient Engagement.
## Research Education Opportunities

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