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
Multi-stakeholder Membership

- Health Technology Solutions/Data Analytics/Consulting: 29%
- Universities/Academic Institutions: 17%
- Health Plans/Health Systems/Alliances/Pharmacy Benefits Managers: 14%
- Community Pharmacy: 11%
- Life Sciences Organizations: 6%
- Healthcare Quality & Standards Organizations: 3%
- Government Agencies: 10%
- Associations/Foundations/Research Institutions: 10%
- Life Sciences Organizations: 6%
- Universities/Academic Institutions: 17%
- Health Technology Solutions/Data Analytics/Consulting: 29%

239 members; Revised 1/1/23
## PQAs’s Industry Cross-Cutting Roles

### Quality Measurement

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; align 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
- PQA Annual Meeting
- PQA Leadership Summit

### 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

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**Convener**
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PQA’s Measure Development & Stewardship Lifecycle

- **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**
  - Polypharmacy in Older Adults
  - Opioid Core Measure Set

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

**Abbreviations:**
- INR = International Normalized Ratio
- CMR = Comprehensive Medication Review
- COPD = chronic obstructive pulmonary disease
- RAS = renin-angiotensin system
# Health Plan vs Pharmacy Measures

<table>
<thead>
<tr>
<th>Data Sources</th>
<th>Health Plan Measures</th>
<th>Pharmacy Measures</th>
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<td>Access to standard data sources</td>
<td>Limited access to standard data sources</td>
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<td>Attribution based on enrollment</td>
<td>Complex attribution model based on patient-pharmacy relationship</td>
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<tr>
<td>Intended Use</td>
<td>Standard measures and quality programs</td>
<td>Lack of standard measures and quality programs</td>
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<td>Denominator</td>
<td>Larger target populations</td>
<td>Smaller denominators limit reliability *</td>
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*If minimum the denominator is not met, measure results do not distinguish true differences in performance and will not lead to sound conclusions about the quality of care provided.*
PQA Measure Development Pipeline

**Pharmacy Measures**
- Immunizations (Pilot)
- A1c Control and Improvement (Pilot)
- BP Control and Improvement (Pilot)

**Health Plan Measures**
- Composite Proportion of Days Covered (Health Plan)
- COPD Treatment Ratio
PQA as a Measure Steward

Measure Services

- Implementation
  - NQF endorsement
  - Technical assistance
  - Licensing
  - Comprehensive review, maintenance testing, and update
  - Retirement

Key Implementation Programs

- PQA Measures
  - Medicare Part C & D Star Ratings
  - Medicaid Adult Core Set
  - State & Regional 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 and Technical Assistance**
- PQA has a [standard form](#) to ensure quick responses to questions and technical assistance requests.
Engaging in PQA Quality Measurement

Measure Conceptualization:
- Measure Concept Advisory Groups
- Comment Period
- Stakeholder Advisory Meetings

Measure Specification:
- Technical Expert Panels
- Stakeholder Advisory Meetings

Measure Testing:
- Quality Metrics Expert Panel
- Measure Validity Panel
- Risk Adjustment Advisory Panel
- Stakeholder Advisory Meetings

Measure Endorsement:
- Comment Period
- Membership Vote
- Stakeholder Advisory Meetings

Measure Implementation & Maintenance:
- Measure Update Panel
- Quality Metrics Expert Panel
- Stakeholder Advisory Meetings
Engaging in PQA Quality Measurement

Quality Measurement

- Attend the Stakeholder Advisory Meetings
- Participate in Measure Concept Advisory Groups, Technical Expert Panels, and More
- Comment and cast your vote in Measure Endorsement
- Request a copy of the Measure Manual

Quality Educator

Researcher

Convener
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PQA Education

Level 1
(Free to All)
- Quality Forum Webinar Series
- Quality Essentials Series

Level 2
(Free to Members)
- Stakeholder Advisory Meetings
- Healthcare Quality Webinars
- Leadership Summit Programming

Level 3
(Premium)
- Medication Use Quality Continuing Education
- PQA Workshops
- Annual Meeting Programming
Medication Use Quality Certificate

Core Learning Modules

- Role of Quality Measurement in Healthcare
- 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
Medication Use Quality Electives

Core Modules

Building Expertise in Calculating Quality Measures

Measuring Quality to Improve HIV Medication Use

Mastering the Quality Landscape
Certificate Course Catalog

CERTIFICATE COURSES
Master knowledge or a skill with these in-depth courses to advance your pharmacy practice

Certificate Course Course Finder

<table>
<thead>
<tr>
<th>Title</th>
<th>Date</th>
<th>Course Type</th>
<th>Duration</th>
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PQA SOCIAL DETERMINANTS OF HEALTH RESOURCE GUIDE

for improving medication use quality

Guide: PQAalliance.org/sdoh-resource-guide
Educating the Next Generation

- Executive Fellowship
- Research Fellowship
- Advanced Pharmacy Practice Experiences
- MPH Practicums
- Internships
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

Quality Measurement

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- Comment and cast your vote in Measure Endorsement
- Request a copy of the Measure Manual

Quality Educator

- Attend monthly Quality Forum Webinars
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Researcher

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Research and demonstration projects to:

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*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
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 and innovation projects

- CMR Patient Experience Questionnaire
- Opioid Overprescribing for Surgical Procedures
- Adherence Below the Surface for RASAs
- Pharmacist Provided Care Program
- UNC-Janssen Research Fellowship
- Specialty Pharmacy Turnaround Time
- Dual Antiplatelet Adherence
- Industry Trend Report
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

- Merck
- Pfizer
- UNC
- The University of Arizona College of Pharmacy
- DocStation
- Optum Labs
- National Pharmaceutical Council
- National Quality Forum
- University of Mississippi Center for Pharmaceutical Marketing and Management
PQA shares research insights in a variety of venues

Presentations
- Scientific Posters
- Podium Presentations
- PQA Quality Forums

Select Venues

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

Select White Papers

The Patient Engagement in Quality Measurement Rubric
A Guide to Patient Partnership in the Quality Healthcare System

Access to Care:
Development of a Medication Access Framework for Quality Measurement

Journal of Managed Care & Specialty Pharmacy
JAPhA
Journal of Clinical Lipidology
AJMC
Journal of the American Heart Association
American Heart Association
American Stroke Association
Engaging in PQA Research

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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)

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PQA-Convened National Meetings

- Delivered via engaging online format
- Audience of >500 healthcare executives, quality professionals
- More than 15 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

### Quality Measurement
- Attend the **Stakeholder Advisory Meetings**
- Participate in **Measure Concept Advisory Groups, Technical Expert Panels, and More**
- Comment and 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
- Explore opportunities to **Collaborate & Partner**
- Partner as a **Study Sponsor**
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- Attend the next PQA Meeting (PQA Annual Meeting or PQA Leadership Summit)
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Questions?

Chris Kotschevar
Associate Director of Stakeholder Engagement
CKotschevar@PQAalliace.org

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

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<tr>
<td>Measure Development</td>
<td><a href="mailto:MeasureDev@PQAalliance.org">MeasureDev@PQAalliance.org</a></td>
</tr>
<tr>
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<td><a href="mailto:Engagement@PQAalliance.org">Engagement@PQAalliance.org</a> or <a href="mailto:LKirk@PQAalliance.org">LKirk@PQAalliance.org</a></td>
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<td><a href="mailto:Academics@PQAalliance.org">Academics@PQAalliance.org</a></td>
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# 2022 Board of Directors

## Executive Committee

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<th>Role</th>
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<tbody>
<tr>
<td>Chair</td>
<td>Michael Duteau</td>
<td>Noble Health Services</td>
</tr>
<tr>
<td>Past Chair</td>
<td>Jerry Penso</td>
<td>American Medical Group Association</td>
</tr>
<tr>
<td>Vice-Chair</td>
<td>Mike Taday</td>
<td>Humana</td>
</tr>
<tr>
<td>Secretary</td>
<td>Vikki Ahern</td>
<td>Magellan Rx Management</td>
</tr>
<tr>
<td>Member at-large</td>
<td>Rick Gates</td>
<td>Walgreens</td>
</tr>
<tr>
<td>Treasurer</td>
<td>Susan Cantrell</td>
<td>AMCP</td>
</tr>
<tr>
<td>CEO</td>
<td>Micah Cost</td>
<td>PQA, Inc.</td>
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<td>Amina Abubakar</td>
<td>Avant Pharmacy &amp; Wellness Center (representing CPESN USA)</td>
</tr>
<tr>
<td>Shantanu Agrawal</td>
<td>Anthem, Inc.</td>
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<tr>
<td>Ilisa Bernstein</td>
<td>American Pharmacists Association</td>
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<td>Christie Boutte</td>
<td>National Association of Chain Drug Stores</td>
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<td>Ceci Connolly</td>
<td>Alliance of Community Health Plans</td>
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<td>Lou Dallago</td>
<td>Pfizer, Inc.</td>
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<td>Laurin Dixon</td>
<td>Arkansas Blue Cross and Blue Shield</td>
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<td>Linda Garrelts MacLean</td>
<td>Community Pharmacy Foundation; Washington State University</td>
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<td>National Council for Prescription Drug Programs</td>
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<td>SCAN Health Plan</td>
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<td>Jim Kirby</td>
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<td>Tricia Lee Rolle</td>
<td>Office of the National Coordinator for Health Information Technology (ONC)</td>
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<tr>
<td>Bhavesh Modi</td>
<td>Healthfirst</td>
</tr>
<tr>
<td>Brian Nightengale</td>
<td>Good Neighbor Pharmacy, Amerisource Bergen</td>
</tr>
<tr>
<td>Matt Osterhaus</td>
<td>Osterhaus Pharmacy (representing NCPA)</td>
</tr>
<tr>
<td>Jason Spangler</td>
<td>Amgen Inc.</td>
</tr>
<tr>
<td>Harry Travis</td>
<td>CVS Health</td>
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</tbody>
</table>

## Board Liaisons

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alan Balch</td>
<td>Patient Advocate Foundation</td>
</tr>
<tr>
<td>Michelle Ketcham</td>
<td>CMS</td>
</tr>
<tr>
<td>Jeff Rochon</td>
<td>Pace Alliance</td>
</tr>
</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 (OHDMP)
- 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)
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.
Our Services

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

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

<table>
<thead>
<tr>
<th>Program</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Advanced Pharmacy Practice Experience</strong></td>
<td>- A 4-6 week program for final year pharmacy students to gain practical experience at a national quality organization</td>
</tr>
<tr>
<td><strong>Summer Internships</strong></td>
<td>- 8-12 week programs designed to provide exposure in specific focus areas at PQA, including non-profit association management, performance measurement, or research.</td>
</tr>
<tr>
<td><strong>Graduate Student Internship</strong></td>
<td>- Field experience for graduate students in public health, business and other relevant programs</td>
</tr>
</tbody>
</table>
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.
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 member organizations to provide feedback and recommendations on PQA’s educational programs