Who We Are

Public-Private Partnership 2006

Non-profit Quality Measure Organization

- Multi-stakeholder Membership
- Consensus-based
- Transparent

PHARMACY QUALITY ALLIANCE
Multi Stakeholder Membership

- Health Technology Solutions/Data Analytics/Consulting: 25%
- Universities/Academic Institutions: 16%
- Health Plans/Pharmacy Benefits Managers: 13%
- Community Pharmacy: 11%
- Associations/Alliances/Foundations/Research Institutions: 12%
- Government Agencies: 10%
- Health Systems/Specialty Pharmacies: 4%
- Life Sciences Organizations: 7%
- Healthcare Quality & Standards Organizations: 2%
- Universities/Academic Institutions: 16%
- Associations/Alliances/Foundations/Research Institutions: 12%
- Health Systems/Specialty Pharmacies: 4%

Who we represent

225 members; Revised 8/8/23
How stakeholders Engage: PQA’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

**Educate**
- 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

**Research**
- Developing evidence to support meaningful measures, demonstrate the value of medication use and address barriers to quality medication use
- Pre-Measure Development
- Post-Measure Development
- Non-Measure, Quality Focused

**Convene**
- Fostering relationships with diverse stakeholders
- Networking at the PQA Annual Meeting
- PQA Leadership Summit
- Task Forces, Roundtables, Collaborations
## Engaging with PQA

### Quality Measurement
- Attend Stakeholder Advisory Meetings
- Participate in Measure Endorsement Voting
- Provide comments on Draft Measures

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

### Research
- Present at the PQA Annual Meeting Poster Session
- Submit Project Ideas

### Convene
- Attend the PQA Annual Meeting; November
- Network during PQA-Convened Meetings

### Stage 1
**Crawl**
- Measure Concept Advisory Group
- Serve on a Technical Expert Panel
- Test Draft Measures

### Stage 2
**Walk**
- Attend Quality Essentials Webinars
- Earn the Medication Use Quality Certificate
- Participate at the PQA Leadership Summit

### Stage 3
**Run**
- Quality Metrics Expert Panel
- Schedule Your Quality Workshop
- Partner as a PQA Education Sponsor

- Measure Update Panel
- Partner as a Study Sponsor or Co-Investigator
- Partner with PQA to Convene Members and Stakeholders

- Earn the Medication Use Quality Certificate
- Participate in a proof-of-concept or demonstration project
- Provide expertise during PQA Convenes events

### Additional Activities
- Attend the PQA Leadership Summit; May
- Coordinate a PQA 101 for Your Team
- Attend the PQA Annual Meeting; May
Member Resource Library

- Event Announcements
- Webinars and Slides
- Comment Opportunities

PQA.Memberclicks.net/library
How stakeholders Engage: PQA’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

Educate

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

Research

Developing evidence to support meaningful measures, demonstrate the value of medication use and address barriers to quality medication use

Pre-Measure Development
Post-Measure Development
Non-Measure, Quality Focused

Convene

Fostering relationships with diverse stakeholders

Networking at the
PQA Annual Meeting
PQA Leadership Summit

Task Forces, Roundtables, Collaborations
PQA’s Measure Life Cycle

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

<table>
<thead>
<tr>
<th>Domain</th>
<th>Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adherence</td>
<td>• Diabetes&lt;br&gt;• Renin Angiotensin System Antagonists&lt;br&gt;• Statins</td>
</tr>
<tr>
<td>Appropriate Use</td>
<td>• Statin Use in Persons with Diabetes&lt;br&gt;• INR Monitoring for Individuals on Warfarin</td>
</tr>
<tr>
<td>Safety</td>
<td>• Polypharmacy in Older Adults&lt;br&gt;• Concurrent Use of Opioids and Benzodiazepines</td>
</tr>
<tr>
<td>Medication Management Services</td>
<td>• Completion Rate for Comprehensive Medication Review&lt;br&gt;• Medication Therapy Problem Resolution</td>
</tr>
</tbody>
</table>

INR = International Normalized Ratio
# Health Plan vs Pharmacy Measures

<table>
<thead>
<tr>
<th>Data Sources</th>
<th>Health Plan Measures</th>
<th>Pharmacy Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to standard data sources</td>
<td>Limited access to standard data sources</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Attribution</th>
<th>Health Plan Measures</th>
<th>Pharmacy Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attribution based on enrollment</td>
<td>Complex attribution model based on patient-pharmacy relationship</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Intended Use</th>
<th>Health Plan Measures</th>
<th>Pharmacy Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard measures and quality programs</td>
<td>Lack of standard measures and quality programs</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Denominator</th>
<th>Health Plan Measures</th>
<th>Pharmacy Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Larger target populations</td>
<td>Smaller denominators limit reliability *</td>
<td></td>
</tr>
</tbody>
</table>

* 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

- Immunizations (Pilot)
- A1C Improvement and Control (Pilot)
- BP Improvement and Control (Pilot)
- Specialty Pharmacy Turnaround Time Implementation Project
- Specialty Pharmacy Prescription Abandonment Rate
PQA Measure Development Pipeline – Health Plan

- COPD Treatment Ratio
- Health Equity Technical Expert Panel
- (Pre-Development): Oral Anticancer Medications
PQA as a Measure Steward

**Measure Maintenance**

**Implementation**
- Consensus-based entity (CBE) 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 & Regional Quality Programs
- Commercial Use
- Quality Rating System

*Quality Measurement*
Licensing of PQA Measures

All use of PQA Measures requires a license agreement

<table>
<thead>
<tr>
<th>Licensing</th>
</tr>
</thead>
<tbody>
<tr>
<td>• A license is required to receive the PQA Measure Manual and Value Sets, including NDC lists (see PQA Measure Use and License Policy)</td>
</tr>
<tr>
<td>• Submit the License Request Form</td>
</tr>
<tr>
<td>• For use in research: Research License Request Form</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PQA Members Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Discounted license royalty fee (except for research)</td>
</tr>
<tr>
<td>• May request a royalty-free license for the PQA Measure Manual for noncommercial purposes: Member Measure Manual License Request Form</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Questions and Technical Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>• PQA has a standard form to ensure quick responses to questions and technical assistance requests</td>
</tr>
</tbody>
</table>
Engaging in the Measurement Process

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 with 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

Educate

Research

Convene
### 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

### Educate

**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

### Research

**Developing evidence** to support meaningful measures, demonstrate the **value of medication use** and address barriers to **quality medication use**

- Pre-Measure Development
- Post-Measure Development
- Non-Measure, Quality Focused

### Convene

**Fostering relationships with diverse stakeholders**

- Networking at the PQA Annual Meeting
- PQA Leadership Summit
- Task Forces, Roundtables, Collaborations
Educate

**Level 1**
(Free to All)
- Quality Forum Webinar Series
- Quality Essentials Series
- SDOH Resource Guide

**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
PQAalliance.org/sdoh-resource-guide
Medication Use Quality CE Program

- **Certificate (15 Hours On Demand)**
  - +2 Foundational Core Courses
  - +3 Additional Core Courses
  - +Mastering Today's Quality Landscape
  - + Live Session and Final Exam

- **Foundational Core Courses:**

- **3 Elective Options**

- **3 Additional Core Courses**

- **Gain Specific Expertise**

- **Deepen Knowledge Base**

- **New to Quality: Start Here**

Can take as a certificate or as individual courses
Diverse Quality Leaders Program

More information

Diversity in Quality Scholarship

• For minority health care professional students to attend PQA Annual Meeting and participate in the pre-meeting workshop

Diversity in Quality Scholarships

• For minority healthcare professionals and students to take MUQ online CE program

Quality Shadowing Program

• Individuals from diverse groups invited to observe select nomination-based panels

Diverse Voices in Quality

• Education Series showcasing the successful career paths and experiences of medication use quality professionals from diverse groups
Educating the Next Generation

- Executive Fellowship
- Advanced Pharmacy Practice Experiences
- Healthcare Quality IQ (HQIQ)
- MPH Practicums
- Internships
### Engaging with PQA Education

#### 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**

#### Educate
- Attend monthly **Quality Forum Webinars**
- Earn the **Medication Use Quality Certificate**
- Schedule a **Healthcare Quality Webinar**
- Participate in the next PQA Meeting (**PQA Annual Meeting or PQA Leadership Summit**)
How stakeholders Engage: PQA’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

Research

Developing evidence to support meaningful measures, demonstrate the value of medication use and address barriers to quality medication use

Pre-Measure Development
Post-Measure Development
Non-Measure, Quality Focused

Educate

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

Convene

Fostering relationships with diverse stakeholders

Networking at the
PQA Annual Meeting
PQA Leadership Summit

Task Forces, Roundtables, Collaborations
# Three Focus Areas

## Pre-Measure Development
- Exploratory and Feasibility Assessments
  - Examples:
    - Insulin persistence
    - COPD Treatment Ratio
    - Oral anticancer medication adherence or persistence*

## Post-Measure Development
- Implementation and Impact Assessments
  - Examples:
    - CMR Experience Questionnaire
    - Specialty Pharmacy Turnaround Time
    - Insulin price cap impact on insulin persistence*

## Non-Measure Quality Focused
- Patient Access and Experience
  - Examples:
    - Pharmacy Deserts*
    - SDOH Intervention Roadmap*
    - Medication Access Patient Journey
    - Patient Engagement Rubric

---

*In development; partnerships and support sought
PQA Research Capabilities and Assets

**Design**
- Qualitative & Quantitative
- Program Evaluation
- Implementation Science

**Data Collection**
- Primary
  - Patient, provider, payer interviews and surveys
  - Pilot projects
- Secondary
  - Administrative claims
  - Public data sets

**Data Access**
- Medicare research sample
- Medicaid data
- Others in collaboration
Research Project Considerations

- PQA Blueprint Alignment
- Product agnostic
- Alignment with PQA research focus area(s)
- PQA capabilities and expertise enhance project success

Project Concept Prioritized

Research Project Concept Consideration
National Impact and Reach

Presentations
- Podium Presentations
- Expert Panels
- National Webinars
- Scientific Posters

Publications
- Peer-reviewed Publications
- National Reports
- Editorials & Blogs
- Perspective Pieces
Collaborative Partners

Pre-Measure Development

Post-Measure Development

Non-Measure Quality Related

THE UNIVERSITY OF ARIZONA College of Pharmacy

THE UNIVERSITY of MISSISSIPPI Center for Pharmaceutical Marketing and Management

THE UNIVERSITY OF UTAH

MERCK

UNC

PAF Patient Advocate Foundation

UNIVERSITY OF HOUSTON Texas Center for Health Outcomes Research & Education
Engaging with PQA Research

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

Educate

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

Research

Explore opportunities to Collaborate & Partner
Partner as a Study Sponsor
Keep up with the latest from the Quality Innovation Research Center (QuIRC)

Convene
How stakeholders Engage: PQA’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

**Educate**

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

**Research**

**Developing evidence** to support meaningful measures, demonstrate the value of medication use and address barriers to quality medication use

Pre-Measure Development
Post-Measure Development
Non-Measure, Quality Focused

**Convene**

Fostering relationships with diverse stakeholders

Networking at the
PQA Annual Meeting
PQA Leadership Summit

Task Forces, Roundtables, Collaborations
National Meetings

- 400+ attendees
- Typical Attendee: Managers through C-suite
- Thought leading general sessions
- Quality improvement focused breakouts
- Key networking between sessions
- Brand exposure and business development opportunities

- Invitation only event for PQA members and meeting sponsors
- Typical attendee: Directors through C-suite
- 150-200 influencers and decision makers attending
- Active attendee engagement throughout meeting
- Key networking opportunities throughout meeting
PQA Convenes

PQA Convenes is designed to:

• Explore how medication use quality and pharmacist-provided care can improve care delivery, patient and provider experiences, and patient outcomes

• Clarify unmet market needs, gaps in care, or interventions that can be realized through research, education, and collaboration

• Provide a collective call to action

Previous PQA Convenes:

• Oncology
• Pharmacy Measures
• Medication Therapy Management
How stakeholders Engage: PQA’s Industry Cross-Cutting Roles

**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

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

**Research**
- Explore opportunities to Collaborate & Partner
- Partner as a Study Sponsor
- Keep up with the latest from the Quality Innovation Research Center (QuIRC)

**Convene**
- 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
## Engaging with PQA

<table>
<thead>
<tr>
<th>Quality Measurement</th>
<th>Educate</th>
<th>Research</th>
<th>Convene</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attend Stakeholder Advisory Meetings</td>
<td>Attend Quality Forum Webinars</td>
<td>Present at the PQA Annual Meeting Poster Session</td>
<td>Attend the PQA Annual Meeting; May</td>
</tr>
<tr>
<td>Participate in Measure Endorsement Voting</td>
<td>Schedule a Healthcare Quality Webinar</td>
<td></td>
<td>Network during PQA-Convened Meetings</td>
</tr>
<tr>
<td>Provide comments on Draft Measures</td>
<td>Participate at the PQA Annual Meeting</td>
<td>Submit Project Ideas</td>
<td></td>
</tr>
</tbody>
</table>

### Stage 1 Crawl
- Measure Concept Advisory Group
- Attend Quality Essentials Webinars
- Participate in PQA Convenes
- Attend the PQA Leadership Summit; November

### Stage 2 Walk
- Serve on a Technical Expert Panel
- Earn the Medication Use Quality Certificate
- Participate in a proof-of-concept or demonstration project
- Coordinate a PQA 101 for Your Team

### Stage 3 Run
- Quality Metrics Expert Panel (QMEP)
- Schedule Your Quality Workshop
- Serve as a poster evaluator at PQA Annual Meeting
- Provide expertise during PQA Convenes events
- Measure Update Panel
- Partner as a PQA Education Sponsor
- Partner as a Study Sponsor or Co-Investigator
- Partner with PQA to Convene Members and Stakeholders
Questions

Chris Kotschevar
Director of Stakeholder Engagement
CKotschevar@PQAalliance.org