Use of Data Visualization Tools to Transform Virginia Medicaid Quality Data

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Cardinal Care
Virginia's Medicaid Program

DMAS Overview

The Virginia Department of Medical Assistance Services (DMAS) plays an essential role in the Commonwealth's health care system by offering lifesaving coverage to one in five Virginians. Children are the largest eligibility group served by Virginia Medicaid, with more than 2.1 million members. Other eligible populations include people with disabilities, older and low-income adults, and pregnant individuals.

For more than two decades, the Virginia Medicaid agency has provided health coverage through a successful managed care model that now serves more than 96% of full-benefit Medicaid members, who can choose from six managed care health plans available statewide.

Background

The DMAS Division of Quality and Population Health's (QPH) focus is to improve the quality of care for members. As a result, QPH developed data visualizations focused on the CMS Adult and Child Core Set measures by utilizing The National Committee of Quality Assurance (NCQA) HEDIS® measures demonstrated by Tableau dashboards.

HEDIS® is a national standard that is widely used to present performance measures in the managed care industry, collected and maintained by NCQA. The data in Virginia's Managed Care HEDIS® dashboard are audited for accuracy by specially certified auditors. HEDIS® data for this dashboard is collected through a combination of surveys, medical record audits, and claims data.

To make the quality data more accessible for audiences, Virginia turned to data visualization. Tableau provides insight to QPH data through creating striking and intuitive dashboards that are shared with members, partners, and stakeholders.

These dashboards empower members and stakeholders to make informed decisions, ranging from choice of care to support evidence-based policy decisions to target opportunities for improvement.

Dashboard Purpose

DMAS QPH uses the Managed Care Healthcare Effectiveness Data and Information Set (HEDIS®) dashboards to:

- Demonstrate the quality of care

- Provide transparency to Virginia Medicaid members, regulatory bodies, and stakeholders

- Allow stakeholders to make evidence-based policy decisions

- Demonstrate overall accountability

Quality and Population Health

DMAS has aligned the dashboard benchmark performance requirements to the 2023-2025 DMAS Quality Strategy, which provides a framework of quality improvement in Virginia Medicaid. The 2023-2025 Quality Strategy encompasses the quality performance improvement deliverables which include: (1) monitor access to care, timeliness and quality of care, and operational performance; (2) identify opportunities for improvement that exist throughout the Virginia Medicaid program; (3) implement intervention strategies to improve outcomes and performance; (4) evaluate interventions to determine successfulness; and (5) reassess performance through measurement to identify new opportunities for improvement.

The HEDIS® measures in the dashboard are a part of how DMAS measures performance in these areas for the Quality Strategy. The dashboard has allowed for more nuanced conversations with stakeholders and Managed Care Organizations (MCOs) on how to advance quality in the Commonwealth.

Virginia is committed to working toward continuous quality improvement goals and to working with Virginia MCOs and the External Quality Review Organization (EQRO) to exchange and build upon identified best practices, discuss arising issues, and plan for upcoming projects.

Managed Care HEDIS® Use

DMAS QPH Managed Care Healthcare HEDIS® dashboards have been used in multiple ways since being published. A few notable uses include:

- Members and stakeholders compared MCO performance on multiple presentation models

- MCOs established interventions geared towards improving HEDIS® rates

- Government officials compared national, state, and MCO rates to inform policy and decisions

Managed Care HEDIS® Dashboards

The published Managed Care HEDIS® Dashboard consists of seven categories of HEDIS® measures. The categories utilized by the Virginia Department of Medical Assistance Services are:

- Accessibility and Availability

- Behavioral Health

- Care for Children and Adolescents

- Effectiveness of Care

- Maternal and Perinatal Care

- Preventive Care for Adults

- Substance Use and Monitoring

These are selectable fields that lead to specific measures that are visualized as bar graphs. The images moving forward provide a snapshot of what should be seen once a category and measure are selected.
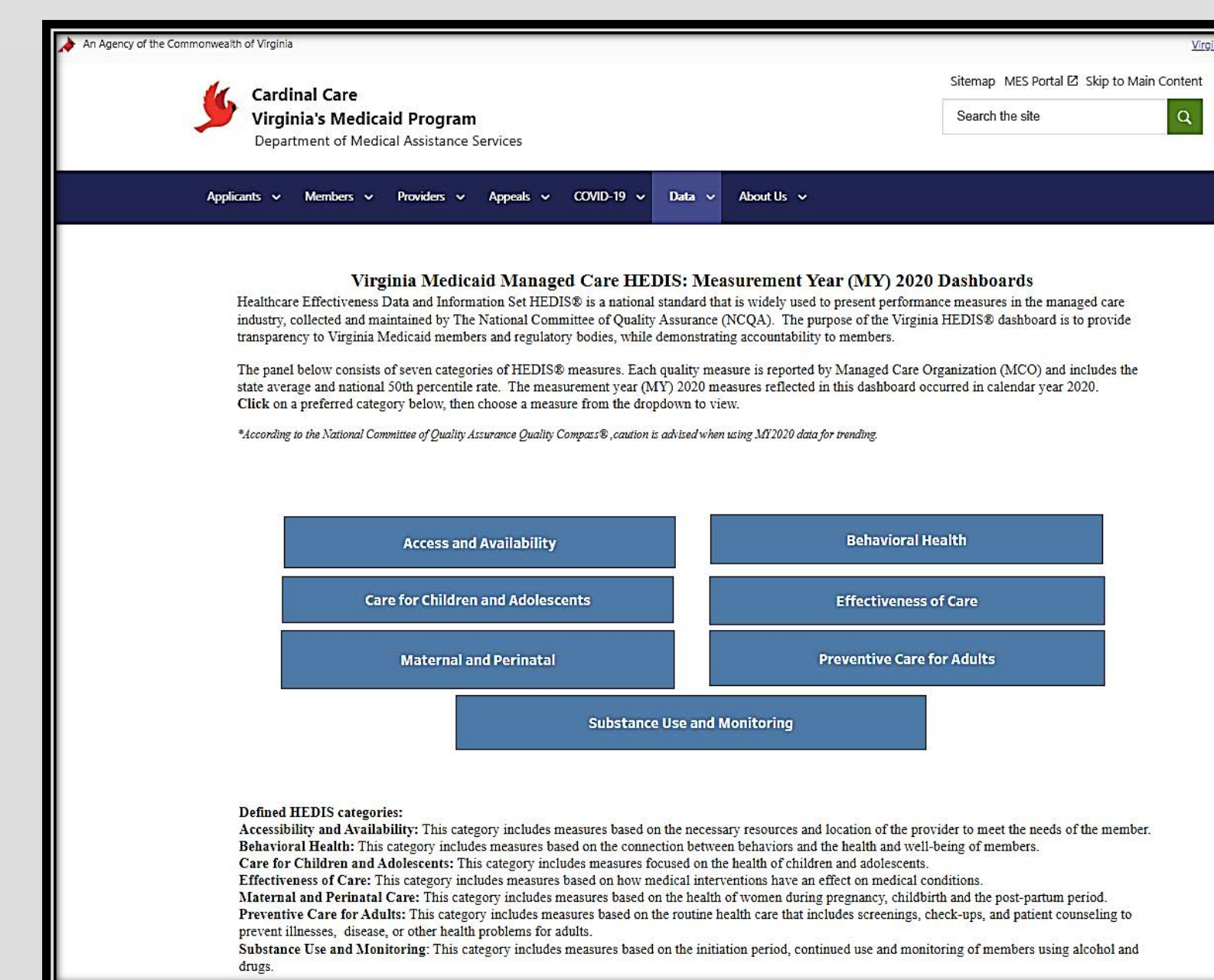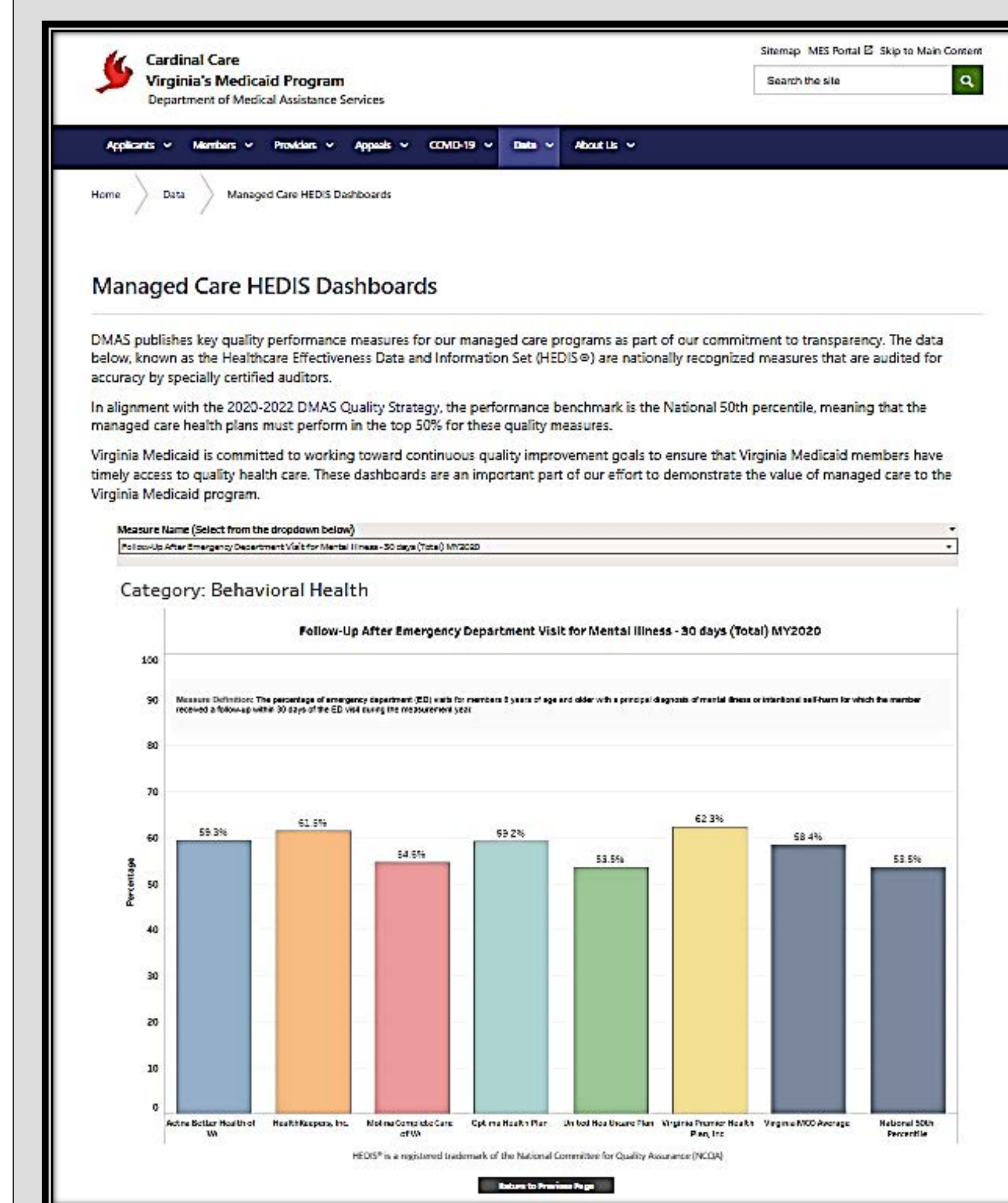

DMAS Managed Care HEDIS® Dashboard: This image shows the seven selectable Virginia Managed Care HEDIS® Categories on the DMAS Managed Care HEDIS® Dashboards website page.

Data Visualization

Each dashboard has a Measure Name expandable drop-down list right above each bar graph. The images illustrated in this poster highlight the Behavioral Health Category and references one of the eight measures within Adherence to Antipsychotic Medications for Individuals with Schizophrenia.

- Antidepressant Medication Management-Effective Acute Phase Treatment

- Antidepressant Medication Management-Effective Continuation Phase Treatment

- Diabetes Screening for Measure: People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications

- Follow-Up After Emergency Department Visit For Mental Illness (7 days)

- Follow-Up After Emergency Department Visit For Mental Illness (30 days)

- Follow-Up After Hospital For Mental Illness (7 days)

- Follow-Up After Hospital For Mental Illness (30 days)

Managed Care HEDIS® Dashboard: This is the view of the Managed Care HEDIS® Dashboard; which explains Virginias' commitment to transparency, that HEDIS® measures are nationally recognized, and the measures are audited for accuracy by a certified auditor. This view also includes the dashboard summary, the drop-down, and the measure graph.

Data Visualization Continued
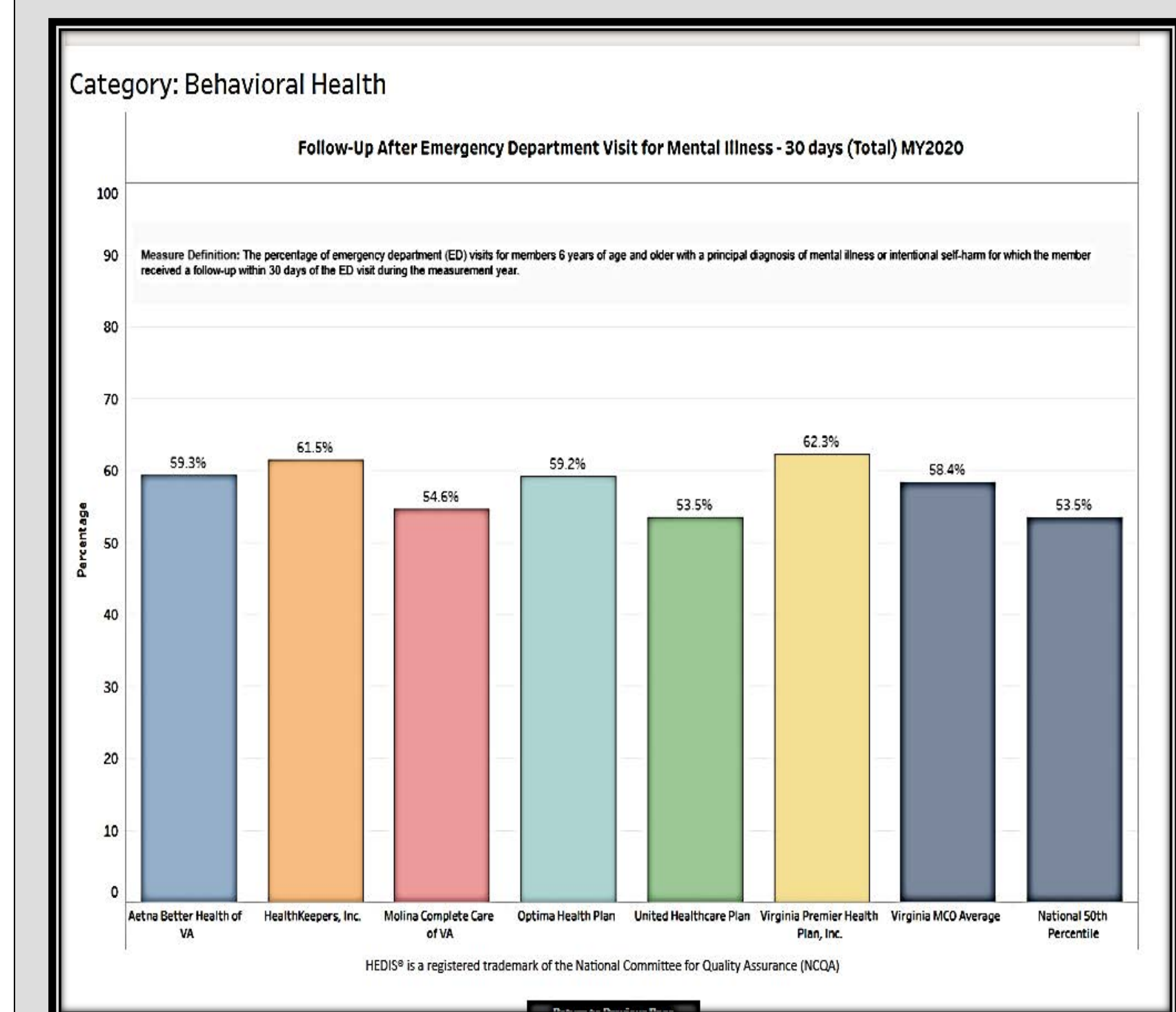
Follow-Up After Emergency Department Visit For Mental Illness- 30 days (total) Measure: This is a bar graph showing the HEDIS® MY2020 rate for the Follow-Up After Emergency Department Visit for Mental Illness (30 days-total) measure for the state of Virginia. Each MCO rate is shown separately, in addition to a combined state rate and is compared to the NCQA National Percentile rate. Virginias' combined state rate is 58.4% compared to the NCQA National Percentile rate 53.5%.

Next Steps

- QPH will update the Managed Care HEDIS® dashboard in the Spring of 2023. The updated dashboard will include trending to show year to year performance

- QPH will create additional dashboards using other quality improvement data sources to support agency goals

- QPH will continue to take member, MCO, and stakeholder feedback on how to improve these dashboards in the future

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