

# North Dakota Medicaid Quality Report



## **Interim Human Services Committee**

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Human Services

**Strategic Overview  
for the North Dakota Medicaid  
Quality Strategy**

# North Dakota Medicaid Quality Strategy

The Quality Strategy framework drives **data-driven decision making** that guides strategic business decisions by communicating the vision, goals, and initiatives that reflect the **six dimension of healthcare quality**.

The Quality Strategy is intended **to guide** the North Dakota Medicaid program by establishing clear aims, goals, and objectives to drive quality improvements in care delivery by measuring progress using quality performance metrics.

The Quality Strategy sets a **clear direction for priority interventions** and details the standards and mechanism for holding accountability for desired quality performance and health outcomes.

The Quality Strategy is a **roadmap** through which Medical Services will use the care management infrastructure to facilitate improving care delivery and outcomes through programmatic innovations, whole-person centered care, health equity, provider engagement, and to address health related unmet resource needs.

The vision is refined by using the Quadruple Aim to **optimize performance** by establishing clear aims and goals to drive quality improvements.

## Six Dimensions of Healthcare Quality



**Safe:** avoiding injuries to patients from the care that is intended to help them



**Timely:** reducing waits and sometimes harmful delays for patients and providers



**Effective:** providing the appropriate level of services based on scientific knowledge



**Efficient:** avoiding waste, including waste of equipment, supplies, ideas, and energy



**Equitable:** providing care that does not vary in quality because of personal characteristics



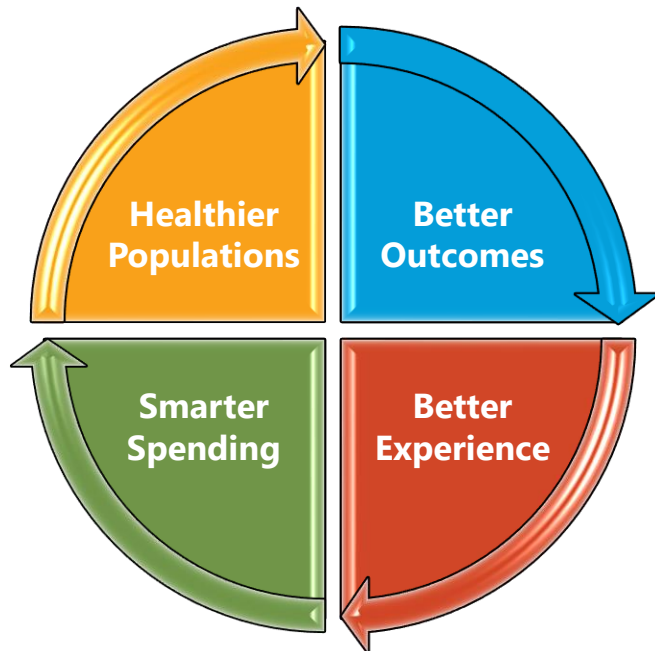
**Patient-Centered:** providing care that is respectful of and responsive to individual patients

# North Dakota's Quadruple Aim

Included within each of these four aims is a series of goals, intended to highlight key areas of expected progress and quality focus.

Together, these aims create a framework through which North Dakota defines and drives the overall vision for advancing the quality of care provided to Medicaid members.

These aims and goals were designed to align closely with CMS's Quality Strategy, adapted to address North Dakota's local priorities, challenges, and opportunities for its Medicaid program.



**Healthier Populations:** improve the health status of North Dakotans by promoting healthy lifestyles, preventive care, disease management, and disparity elimination.



**Better Outcomes:** improve access to quality healthcare at an affordable price to improve outcomes.



**Better Experience:** enhance member and provider experience.



**Smarter Spending:** increase effectiveness and efficiency in the delivery of healthcare programs and ensure value in healthcare contracts.

# Quality Strategy Aims and Goals

Included within each of these four aims is a series of goals, intended to highlight key areas of expected progress and quality focus. This creates a framework through which North Dakota defines and drives the overall vision for advancing the quality of care provided to Medicaid members.

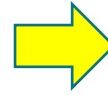
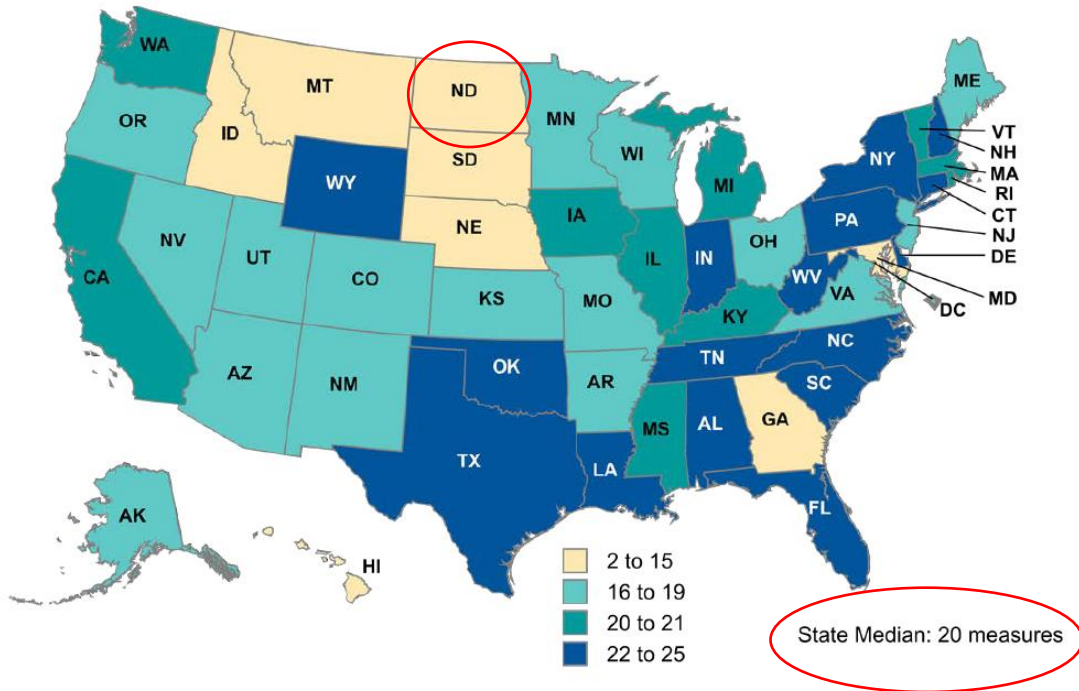
Aims	Goals	Metrics
<b>Aim 1:</b> Healthier Populations	<b>Goal 1.1:</b> Improve Behavioral Health for Members <b>Goal 1.2:</b> Improve Outcomes for Members with Substance Use Disorder <b>Goal 1.3:</b> Improve Health for Members with Chronic Conditions	FUA-AD, FUH-AD, FUM-AD IET-AD CBP-AD, HBD-AD, PQI01-AD, PQI05-AD
<b>Aim 2:</b> Better Outcomes	<b>Goal 2.1:</b> Enhance Provider Support <b>Goal 2.2:</b> Ensure Access to Care	CPA-AD CPA-AD
<b>Aim 3:</b> Better Experience	<b>Goal 3.1:</b> Enhance Member Experience	CPA-AD
<b>Aim 4:</b> Smarter Spending	<b>Goal 4.1:</b> Focus on Paying for Value	PCR-AD

*\*Each goal has targeted metrics to measure progress, as well as outlined interventions to advance the goals. This approach provides a **data-driven decision making** to drive interventions, inform priority setting, and facilitate efficient and effective distribution of resources.*

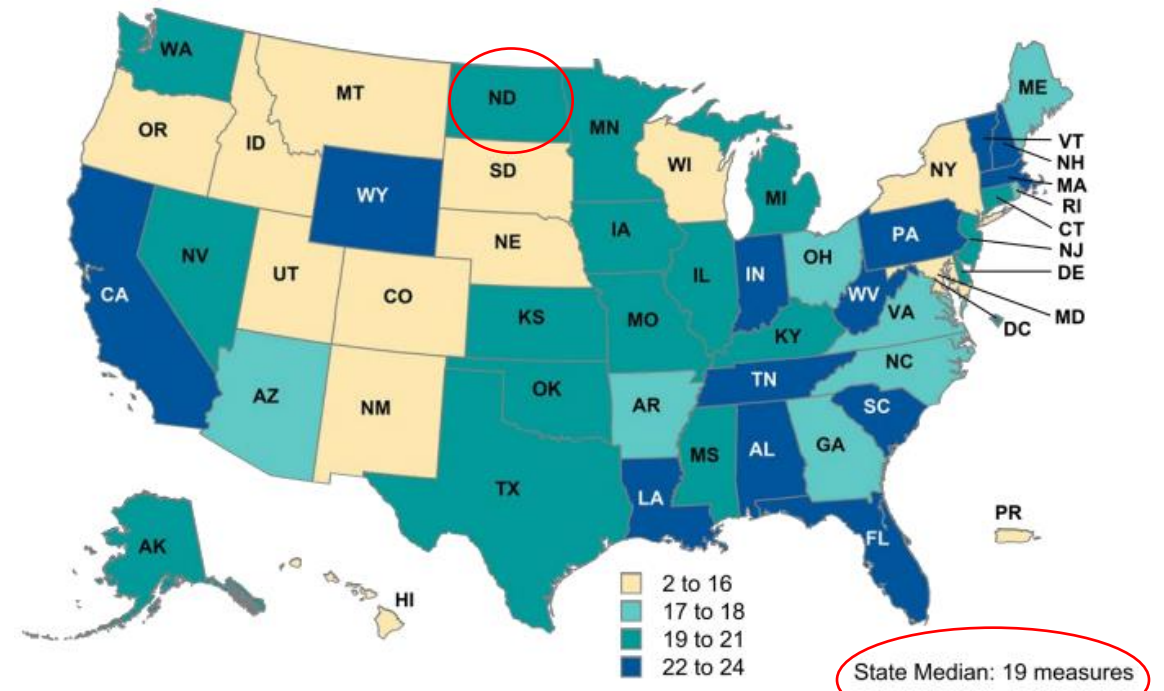
# Quality Performance Measures

# Number of Child Core Set Measures Reported by North Dakota

Geographic Variation in the Number of Child Core Set Measures Reported by States, **FFY 2019**



Geographic Variation in the Number of Child Core Set Measures Reported by States, **FFY 2020**



Sources: Mathematica analysis of MACPro reports for the FFY 2019 reporting cycle as of May 31, 2020; Form CMS-416 reports for the FFY 2019 reporting cycle as of July 1, 2020; and Centers for Disease Control and Prevention Wide-ranging ONline Data for Epidemiologic Research (CDC WONDER) for calendar year 2018.

Notes: The term "states" includes the 50 states and the District of Columbia. The 2019 Child Core Set includes 26 measures. This chart excludes the CLABSI measure, which is obtained from CDC's National Healthcare Safety Network.

Sources: Mathematica analysis of MACPro reports for the FFY 2020 reporting cycle as of June 18, 2021; Form CMS-416 reports for the FFY 2020 reporting cycle as of July 2, 2021; and Centers for Disease Control and Prevention Wide-ranging Online Data for Epidemiologic Research (CDC WONDER) data for calendar year 2019.

Notes: The term "states" includes the 50 states, the District of Columbia, and Puerto Rico. The 2020 Child Core Set includes 24 measures.

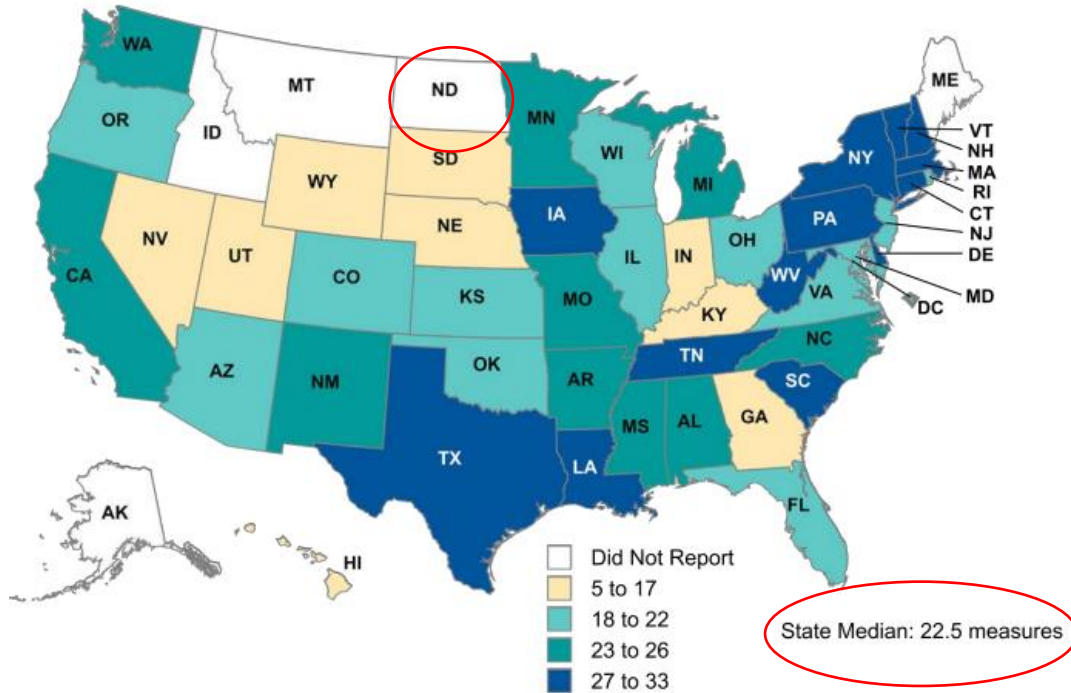
\*Data retrieved from Medicaid.gov

Child Chart Pack [Quality of Care for Children in Medicaid: Findings from the 2019 Child Core Set Chart Pack](#)

Child Chart Pack [Quality of Care for Children in Medicaid and CHIP: Findings from the 2020 Child Core Set Chart Pack](#)

# Number of Adult Core Set Measures Reported by North Dakota

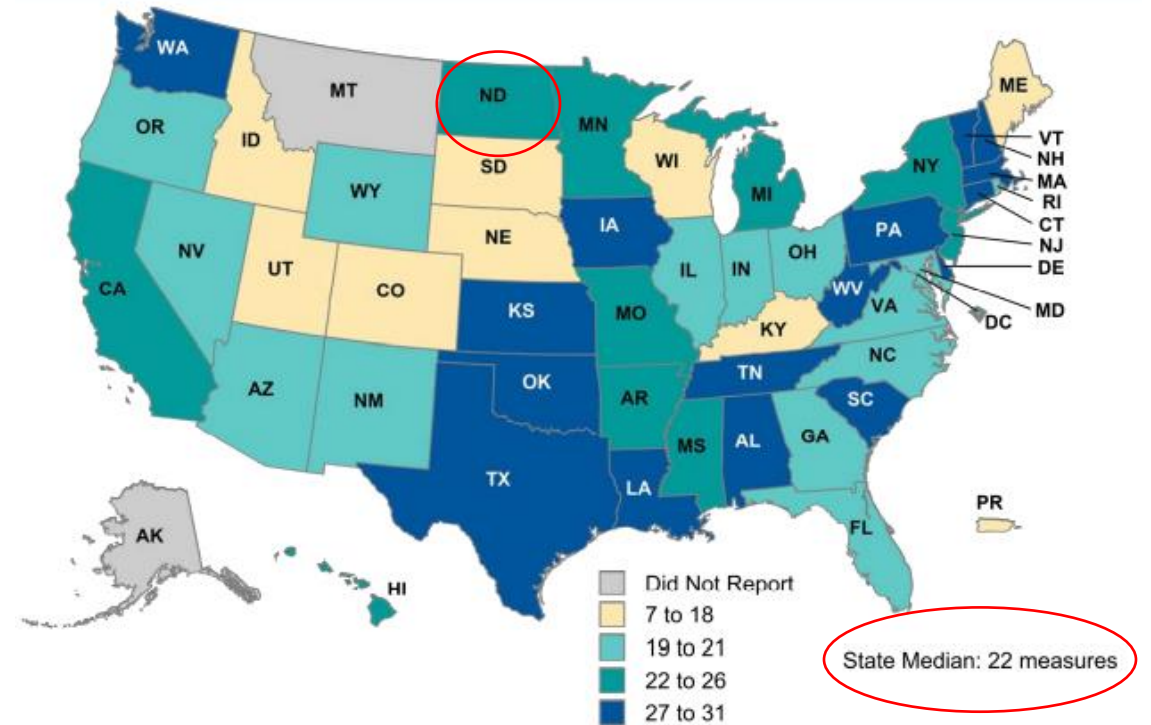
Geographic Variation in the Number of Adult Core Set Measures Reported by States, **FFY 2019**



Source: Mathematica analysis of MACPro reports for the FFY 2019 reporting cycle as of May 31, 2020.  
 Notes: The term "states" includes the 50 states and the District of Columbia.  
 The 2019 Adult Core Set includes 33 measures.



Geographic Variation in the Number of Adult Core Set Measures Reported by States, **FFY 2020**



Sources: Mathematica analysis of MACPro reports for the FFY 2020 reporting cycle as of June 18, 2021 and National Core Indicators (NCI) data submitted by states to the NCI National Team for the July 1, 2019 to June 30, 2020 data collection period.  
 Notes: The term "states" includes the 50 states, the District of Columbia, and Puerto Rico. The 2020 Adult Core Set includes 33 measures. For FFY 2020, Adult Core Set reporting includes Idaho, Maine, North Dakota, and Puerto Rico for the first time.

\*Data retrieved from [Medicaid.gov](https://www.Medicaid.gov)  
 Adult Chart Pack [Quality of Care for Adults in Medicaid: Findings from the 2019 Adult Core Set Chart Pack](#)  
 Adult Chart Pack [Quality of Care for Adults in Medicaid: Findings from the 2020 Adult Core Set Chart Pack](#)



# How Quality is Measured

## Health Care Quality Measures for Medicaid:

**Child Core Set** is a set of measures encompassing preventative health, maternal health, behavioral health, dental health, and experience of care.

*\*Mandatory State Reporting for all Child Core Set Measures by 2024*

[2022 Core Set of Children’s Health Care Quality Measure for Medicaid and CHIP \(Child Core Set\)](#)

**Adult Core Set** is a set of measures encompassing preventative health, maternal health, behavioral health, and experience of care.

*\*Mandatory State Reporting for all Adult Core Behavioral Health Measures by 2024*

[2022 Core Set of Adult Health Care Quality Measures for Medicaid \(Adult Core Set\)](#)

**Number of Child Core Set Measures Reported by ND Medicaid**

Measurement Year	Total Measures	Total Reported	Total Not Reported
2018	26	1	25
2019	26	13	13
2020	24	19	5
2021	23	22	1

**Number of Adult Core Set Measures Reported by ND Medicaid**

Measurement Year	Total Measures	Total Reported	Total Not Reported
2018	33	0	33
2019	33	0	33
2020	33	26	7
2021	32	28	4

*\*Adult Core Set Data includes both Medicaid and Medicaid Expansion*

# Communication and Collaboration

**Posted the Following Documents to the ND Medicaid website**

- ND Medicaid Quality Strategy
- Adult and Child 2020 Performance Measures Charts
- Quality PowerPoint Presentation

**Collaborative Meetings**

Stakeholders/Agencies

Purpose of Meeting

Medicaid Medical Advisory Committee	Quality Presentation
Foster Care, Children & Family Services, and Medical Services	Performance Measures for Medicaid Children and Foster Care
Community HealthCare Association of the Dakotas & BCBS	Care Coordination: Health Homes, Patient Centered Medical Homes
North Dakota Hospital Association and Hospitals	Value-Based Purchasing Program
CMS Oral Health Affinity Group	Technical Assistance from CMS to improve Fluoride Varnish application rates for children enrolled in Medicaid and CHIP ages 0-20
North Dakota Oral Health Coalition	Medical-Dental Integration: Topical Fluoride Varnish during Well-Visit
Department of Public Instruction	Outreach materials for school staff, administration, and families
Early Childhood	Preventive and Developmental Screenings and eligible children being connected to early intervention services
Aging Services and Developmental Disabilities	Administer National Core Indicator Survey
DoH Healthy & Safe Communities	Standing meeting to collaborate in areas of overlap between Title V, Health Tracks, Maternal Health, and NDHIN
Special Health Services	State Level Care Coordination: Patient Centered Medical Home
NDDHHS Quality Workgroup: <b>Integration Leadership Team</b> Operations & Customer Experience Program Integration <b>DHS – DoH Leads</b> Medical Services Field Services DoH Systems & Performance DoH Special Projects & Health Analytics	Leadership Readiness Assessment for Organizational Culture of Quality Propose Quality Governance Structure

## Next Steps

- **Quality Improvement Resources**
  - Day to day needs: access to resources and tools
- **Procurement of a *new* EQRO contract**
  - Scope of work for both MCO and FFS
  - Administration of Quality-of-Care Surveys for FFS
  - Focus Studies & PIPs
    - Maternal Focus Study- aligns with DoH-PRAMS project for Maternal-Infant Health & Postpartum Care Coverage Extension to 12 months
  - Drafting a comprehensive Medicaid Quality Strategy aligning Medicaid FFS and Medicaid Expansion programs
- **VBP – Health Systems**
  - Reports-Scorecards-Dashboards
  - Quality Committee to recommend measures
  - Outreach and Support to provider groups
- **Improving Healthcare Quality and Reducing Cost**
  - Workgroups
    - State Level Care Coordination – better coordinating care and linking people to needed services
    - Health Tracks Redesign – PCMH
    - Maternal Health – Postpartum Care coverage extension to 12 months
  - Child and Adolescent Wellness
    - Data- Gap in Care Reports for Well-Visits and Dental Visits
    - Oral Health – Primary Care Integration Model – incorporating Fluoride Varnish Application during Well-Visits
    - Partnership with BCBS and SHP Quality
  - ND Oral Health Coalition
    - Member of Steering Committee
    - Present Medicaid Oral Health Data to Stakeholders
    - Partnership with CHAD, BCBS, and SHP
- **Administer the Leadership Readiness Assessment for Organizational Culture of Quality**
  - Propose a Centralized Quality Structure
  - Propose a State Quality Strategy that aligns agencies' Quality Plans

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