

Unplanned Acute Events Learning & Action Network (UAE LAN) Recommended Measures

1/1/18-12/31/18

Name	Definition	Notes	Goal
OUTCOME MEASURES			
<p>1. Percent Unplanned Emergency Department visits within 7 days after an alternative intervention.</p>	<p>Numerator: Number of episodes when someone from the POF received the UAE intervention and had an unplanned ED visit as part of the same episode (defined as within 7 days) Denominator: Total number of episodes when someone in the POF had the UAE intervention initiated</p>	<ul style="list-style-type: none"> • Count the number of times that the intervention was executed and the patient had an ED visit within 7 days. Divide that by the total number of patients in the POF who received the intervention. Multiply by 100. For example: 10 people received the intervention and 1 of those ended up in the ED within 7 days: $1/10 * 100 = 10\%$ • This measure tracks ED visits <i>without</i> a hospital admission. • This measure may not initially capture data for those patients who went to ED out of network. When claims data is received, this measure can be adjusted. Teams can also plan to follow up with patients at the end of 7 days to make inquiries. • Judgment regarding ED aversion will be made using clinical expertise on a case-by-case basis. • The denominator for this measure is the same as the denominator for Measures 2, 5 and 6 and the numerator for Measure 4. • Monthly measure 	?

Unplanned Acute Events Learning & Action Network (UAE LAN) Recommended Measures

1/1/18-12/31/18

Name	Definition	Notes	Goal
<p>2. Percent Unplanned Hospital Admissions within 7 days after an alternative intervention.</p>	<p>Numerator: Number of POF who received the UAE intervention and had an unplanned hospital admission as part of the same episode (defined as within 7 days) Denominator: Total number of episodes when someone in the POF had the UAE intervention initiated</p>	<ul style="list-style-type: none"> Count the number of times that the intervention was executed and the patient had a hospital visit within 7 days. Divide that by the total number of patients in the POF who received the intervention. Multiply by 100. For example: 10 people received the intervention and 2 of those ended up in the hospital: $2/10 * 100 = 20\%$ This measure tracks any admission whether through ED or any other pathway. If the patient goes through ED and gets admitted, they are <i>not</i> counted in unplanned ED visits outcome measure #1 above. This measure may not initially capture data for those patients who are admitted to a hospital out of network. When claims data is received, adjust this measure. Teams can also plan to follow up with patients at the end of 7 days to make inquiries. Judgment regarding hospitalization aversion will be made using clinical expertise on a case-by-case basis. The denominator for this measure is the same as the denominator for Measures 1, 5 and 6 and the numerator for Measure 4. Monthly measure 	?

Unplanned Acute Events Learning & Action Network (UAE LAN) Recommended Measures

1/1/18-12/31/18

Name	Definition	Notes	Goal
3. Estimated Episodic Cost Savings	<p>Numerator: Number of averted hospitalizations and averted ED visits multiplied by the payment that would have been received if hospitalized or gone to the ED (per the MS-DRG) minus the Substituted FFS Prospective Payments (if any) and minus the (#FTE * FTE cost) to equal the episode cost/delta and also minus the costs required to set up/maintain the UAE alternative program (e.g. surveillance, outreach, rapid response mechanisms) allocated to each patient</p> <p>Denominator: Number of averted hospitalizations plus the number of averted ED visits (i.e., the total episodes for which the intervention was initiated and a hospitalization or ED visit was averted)</p>	<ul style="list-style-type: none"> For example: $((10 \text{ averted hospitalizations} * \\$10,000 \text{ DRG payment}) - (10 * \\$3000 \text{ substituted FFS prospective payment}) - (2 \text{ FTE} * \\$500 \text{ FTE cost}) - (\text{telemedicine subscription @ } \\$2,000 \text{ alternative program cost}))/10 \text{ averted hospitalizations} = \\$6,700 \text{ per episode}$ $((\\$100,000) - (\\$30,000) - (\\$1,000) - (\\$2,000))/10 = \\$67,000/10 = \\$6,700 \text{ cost per episode}$ Calculate per episode for POF who received the UAE intervention and averted an ED visit or hospitalization and aggregate monthly The denominator for this measure can be created by a formula using data from measures 1 and 2: (Measure 1 denominator – Measure 1 numerator) + (Measure 2 denominator – Measure 2 numerator) 	?
PROCESS MEASURES			
4. Percent Intervention Response Initiated	<p>Numerator: Total number of episodes when someone in the POF had the UAE intervention initiated Denominator: Total number of episodes when the POF experiences a UAE</p>	<ul style="list-style-type: none"> Count the number of times that the alternative intervention was initiated in the month. Divide that by the total number of times that someone in the POF had an UAE in the month. Multiply by 100. For example: 10 people received the alternative intervention out of 50 people in the POF who experienced a UAE $(10/50 * 100 = 20\%)$ This measure may not initially capture denominator data for those patients who receive care for an UAE out of network. When claims data is received, adjust this measure. Monthly measure The numerator for this measure is the same as the denominator for Measures 1, 2, 5 and 6. 	90%

Unplanned Acute Events Learning & Action Network (UAE LAN) Recommended Measures

1/1/18-12/31/18

Name	Definition	Notes	Goal
5. Percent of Intervention Episodes Executed According to Protocol	Numerator: Number of times the UAE intervention was executed according to protocol for POF Denominator: Total number of episodes when someone in the POF had the UAE intervention initiated	<ul style="list-style-type: none"> For example: 10 people received the intervention. The intervention was executed according to current protocol in 6 cases. ($6/10 * 100 = 60\%$) Each ACO will create their own protocols using standard elements required by the LAN. Collect data for each individual element by using a checklist. Calculate the numerator by counting the number of UAEs in which <i>all</i> the protocol elements are met. Each episode will need review initially until sufficient volume justifies sampling. The denominator for this measure is the same as the denominator for Measures 1, 2 and 6 and the numerator for Measure 4. Monthly measure 	95%
6. Percent of Intervention Episodes with Quality Issue	Numerator: Number of times the UAE intervention was initiated and a quality issue was documented Denominator: Total number of episodes when someone in the POF had the UAE intervention initiated	<ul style="list-style-type: none"> For example: 10 people received the intervention and 2 of those 10 had a quality issue ($2/10 * 100 = 20\%$) ACOs will define the quality issue/measure that they want to use for this with guidance from the LAN. (e.g. fall, acquired infection, medication error) Each episode will need review initially until sufficient volume justifies sampling. The denominator for this measure is the same as the denominator for Measures 1, 2 and 5 and the numerator for Measure 4. Monthly measure 	<5%

Unplanned Acute Events Learning & Action Network (UAE LAN) Recommended Measures

1/1/18-12/31/18

Name	Definition	Notes	Goal
BALANCE MEASURE			
7. Patient/Caregiver Experience: Likely to Recommend the UAE Intervention	Numerator: Number of completed surveys indicating strongly agree to the statement "Likely to recommend the UAE program." Denominator: Number of completed returned surveys for the month from the POF patients/caregivers Survey: Please rate your experience with the UAE program by indicating your response to the following statement: "I am likely to recommend the unplanned acute events program." 1 = Strongly Disagree, 2 = Disagree, 3 = Neither Agree nor Disagree, 4 = Agree, 5 = Strongly Agree	Give this survey question to all patients for whom the UAE intervention was initiated and count the number of respondents who respond with a 5. Divide this number by the number of respondents who returned the survey for the month and then multiply by 100 to get a percentage. Goal is to have a minimum response of 10 per week (40 per month) or 100% of patients for whom the UAE intervention was initiated, whichever is greater.	90%