

DRAFT MINUTES

State Consumer Health Information and Policy Advisory Council Meeting

Date: Thursday, June 28, 2018

Time: 1:00pm –3:00pm

Location: Agency for Health Care Administration, Florida Center Conference Room and GoToMeeting Webinar

Advisory Council Members: Justin M. Senior, Secretary; Kim Streit, Chair; Dr. Karen van Caulil, PhD, Vice Chair; Dorene P. Barker; Pamela Gilman; Rachic Glover (proxy for Chris Struk); Diane Godfrey; Jeff Feller, Dr. David Shapiro, MD; Dr. Jill Sumfest, MD; Sonya Smith (“proxy for Mary Beth Vickers”); Dr. Michael Wasyluk, MD; **Members Absent:** Tom Herring; Wences Troncoso, JD

Agency for Health Care Administration Staff: Molly McKinstry, Deputy Secretary for Health Quality Assurance; Nikole Helvey, Bureau Chief for the Florida Center for Health Information and Transparency; Cruz Conrad; Heidi Fox; Carrie Gaudio; Adrienne Henderson; Pamela King; Sean Massey; Leigh Meadows; Jennifer Miller; Nancy Tamariz; Trish Vidal; **Health Care Cost Institute:** Carol Bashaw; Niall Brennan; **ISF:** Duane Daunt; Scott Jecko

Interested Parties Present: Haynes Atchison; Lecia Behenna; Christy Buchanan; Rebecca Entress; Jarrod Fowler; Cassandra Garza; Jennifer Hinson; Laura Kolkman; Brian Logan; Louisa McQueeney; Stephanie Miley; Trent Milner; Christine Sexton; Kenney Shipley; Katie Shuey; Joni Silvestri; Ashley Tait-Dinger; Melissa Thomas

Call to Order, Roll Call, Review and Approve Meeting Minutes: Ms. Kim Streit, Chair, called the State Consumer Health Information and Policy Advisory Council (“Advisory Council”) meeting to order, welcomed members including new member Jeff Feller, welcomed attendees and called roll. Dr. David Shapiro made a motion to accept the minutes from the March 28th and April 25th, with corrections. Dr. Karen van Caulil seconded the motion.

Agency and Legislative Update: Deputy Secretary Molly McKinstry informed the Advisory Council of activities surrounding mandates from the 2018 legislative session, and noted that the requirement for emergency power plans and onsite generators at nursing homes and assisted living facilities during power outages was effective June 1. Extensions for those facilities that experience delays of certain circumstances are allowed until January 2019. She said the Agency established an Emergency Preparedness website to allow visitors to see facility compliance and the FloridaHealthFinder (“FHF”) website was updated so that consumers can see the status of registered emergency power plans for their assisted living facility.

Ms. McKinstry continued to present that the Agency had released a series of press releases on long-term care quality in Florida, related to nursing home quality improvements. She noted that key quality measures showed a decline in the use of anti-psychotic medications, high staffing levels in Florida nursing homes, and positive customer satisfaction of long-term care residents. She concluded by stating the Agency will announce the results of procurement for Medicaid Managed Care and Medicaid Dental program contracts later that day. Future procurements will come as the Agency continues to work on a strategic plan for data and technology enterprise infrastructure that better addresses Agency needs.

Florida Center Update: Trish Vidal provided an update for the Data Dissemination and Communications unit by noting that FHF had 1,156,876 visits to date and that the outreach coordinator had completed 45 webinars for 838 attendees. The FloridaHealthPriceFinder (“FHPF”) website saw 21,196 visits. The Pediatric Cardiology Technical Advisory Panel continues to meet and information on the meetings is available on the Agency’s website at:

<http://www.ahca.myflorida.com/SCHS/PCTAP/index.shtml> .

Ms. Heidi Fox updated the Advisory Council on the Health Information Exchange unit (“HIE”) and noted that Encounter Notification Service (“ENS”) covered 95% of Acute Care Beds in Florida and 55 subscribers receive alerts on over 6.8 million patients with 10 new Federally Qualified Health Care Centers- 777 alerts were sent in May. She continued that the HIE Unit continues outreach efforts and are working with Long-term and Post-acute Care community to share how ENS improves patient care coordination. Additionally, HIE is collaborating with the Florida Department of Health on Prescription Drug Monitoring Program (“PDMP”) changes, facilitating registry reporting, and supporting Emergency Preparedness efforts which include supporting Medicaid data in the Health and Human Services’ EmPower System that tracks electricity dependent Medicaid beneficiaries.

Ms. Fox added that the results of the Health Information Exchange Study are currently being reviewed by stakeholders, Electronic Health Record (“EHR”) Incentive Program staff continue to work on processing program applications from 2017, and the program recently changed its name to *Promoting Interoperability*. She concluded by noting the Business Analytics Team was involved with foundational work on the Agency’s Emergency Response Visualization Tool, completed work on the Annual Florida Health Care Expenditure Report, and is working to complete analysis of the Health Plan Member Satisfaction Survey.

Sean Massey, Manager of the Risk Management and Patient Safety unit reported that the Agency’s Annual Reporting System went live on May 23 and was a part of a multi-phase project. The first phase- Adverse Incident Reporting system, went live a year ago and that over 400 reports had been successfully submitted. Phase 3 is in preliminary stages and will implement claims liability reporting for assisted living facilities. Ms. McKinstry clarified that although the adverse incidents reporting system has previously been in place, the most recent implementation supports annual reporting requirements for hospitals and ambulatory surgical centers.

Ms. Nancy Tamariz gave an update for the Data Collection and Quality Assurance unit reporting that certification for 4th quarter closed on May 31, and the unit has officially completed certifying all of 2017 submissions with 5 delinquent facilities. She noted that beginning with the first quarter of 2018, new elements from 2017 Rules 59B-9 and 59E-7, F.A.C., will be included- inpatient Comprehensive Rehab revenue element and an Emergency Department Service Location element to identify services performed at off-site locations.

Ms. Tamariz told the Advisory council that the Agency released a Request for Quotes (“RFQ”) to solicit consultation that would assist in planning for modernization of the Agency’s data collection system, and the resulting contract was awarded to ISF. She introduced Duane Daunt and Scott Jecko, consultants with ISF, who presented the Advisory Council with the project goal: creation of a modernization plan to guide future development and procurement. She explained the project objectives, which include timely data contribution and availability, and an efficient streamlined process. Mr. Jecko explained that the modernization plan will provide the Agency with a report on discharge data collection processes in comparable states and a review of the Agency’s current collection processes - which was burdensome on providers and Agency staff due to the level of manual handling of data files. The modernization plan will provide a description of an ideal solution for discharge data collection which would maintain current data quality levels, improve timeliness and availability of data, reduce costs and hours spent by facilities and AHCA staff, improve communications, and make statewide data sharing easier. He noted three options to achieve the ideal state- outsourcing data collection, a custom in-house built system, and a combination of the two.

Ms. Kim Streit inquired about the time frame for receiving the final report, and the steps for evaluating the best solution. Additionally, she asked if there were plans to attain feedback from user groups. Ms. Helvey replied that the final report will be completed in the next few months and that next steps include internally assessing the options and considering other agency enterprise solutions. Ms. Helvey confirmed that a survey of providers and data submitters had been completed. Ms. McKinstry noted that to move at a pace that allowed issues to be timely addressed would require creation of a user group for feedback within the next few weeks. Ms. Streit and Diane Godfrey responded that they

were willing to help create a user group and asked that the responses to the survey of providers and data submitters be shared.

FloridaHealthFinder Update: Ms. Trish Vidal provided the FHF update and introduced a new Banner and email badge for FHF and FHPF. She noted that some quality measures presented on FHF had not been updated in some time, particularly the pediatric measures and that notification had been received from CMS that the July update had been cancelled. Additionally, she said AHRQ has delayed updates of their measures due to issues regarding the transition from ICD-9 to ICD-10. She asked if the Advisory Council was interested in convening the Data Standards Workgroup to discuss additional measures to present on FHF. Ms. Streit asked why the Pediatric measures are not being updated, and Ms. Helvey and Adrienne Henderson replied that it might be related to ICD-10 coding.

Ms. Streit noted that because CMS has adopted a goal of meaningful measures they have reduced the amount of data hospitals are reporting. She agreed that it would help to convene the Data Standards Workgroup to look at what is available and how it might enhance existing measures on FHF. Dr. Karen van Caulil noted that Florida Health Care Coalition, who are the regional leader for the Leap Frog hospital survey would be interested in participating in the discussion.

Trish Vidal spoke about Hospice Quality Measures, stating that the quality measures needed to be published on FHF no later than December 31, 2019, and asked the Advisory Council for recommendations on how to present the Hospice Measures. Ms. Vidal also told the Advisory Council about the inclusion of the Emergency Power Plan Summary on facility profile pages and the option to include the Emergency Power Plan Summary in downloadable excel format. After noting that the Emergency Power Plan Summary is populated only if the facility provides the data, Dr. Sumfest said it would be important for consumers to know that facilities had not completed an emergency power Plan. Ms. Molly McKinstry explained that the Agency's goal is to get every facility into compliance and inform consumers of facilities meeting the requirements. Consumers may view the status of facilities that complied with the requirement on the Agency Emergency Preparedness website or the consumer summary shown on FHF. She said the Agency will continue to follow-up with facilities that are not in compliance.

Ms. Leigh Meadows presented the Advisory Council with a review of current Florida Hospice Measures and explained Florida must soon adopt its hospice quality reporting process to match Federal outcomes gathered through the federal survey instrument. Ms. Meadows clarified that pursuant to 58A-2.005, F.A.C., hospices annually report on outcome measures regarding pain management and conducts the National Hospice and Palliative Care Organization Patient Family Satisfaction Survey with its patients and families. A 2018 Florida Senate Bill 474 amending section 400.60501, Florida Statutes, requires the Agency and the Department of Elder Affairs adopt national hospice outcome measures and survey data and make the outcome measures and survey data available to the public in a format that allows consumers comparisons no later than December 31, 2019.

Dr. Jill Sumfest inquired if there will be definitions or explanations of the wording used in the measures to make it easier for laypersons to understand. Ms. Molly McKinstry said the Agency is looking for ideas from the Advisory Council regarding how the measures are translated to FHF. Ms. Kim Streit noted that the source of the information should be included. The group agreed that there should be discussion with the Data Standards and Transparency Workgroup, on how information should be presented and what information may be linked to the hospice measures. Dr. Sumfest said it would be a good opportunity to discuss end-of-life and advanced directives and to include someone from the hospice community familiar with their regulations.

FloridaHealthPriceFinder Update: Ms. Trish Vidal provided an update on the FHPF website, noting the changes that had been made in response to the previous Advisory Council meetings on March 28 and April 25th, and notably presented the below changes to the Advisory Council:

- language changes that provide further context for the price description shown on the websites Cost Overview and the Care Bundle Details page;
- language referring consumers to their health plans and providers for additional information and calculation tools;
- an explanation of why costs shown on website might differ from the consumers actual costs;
- changes to the explanation on the use of “N/A” to distinguish facilities without the required data thickness or that don’t provide the search for services; and
- the addition of language that explains to consumers which plans are currently contributing claims data to the cost displays.

Ms. Streit noted the use of “N/A” to indicate facilities that either did not provide service or had inadequate data to display a price, stated that the use of the phrase “inadequate data” might cause misperception and suggested using the wording “insufficient data” in its place. The Advisory Council suggested that consumers should be made aware that the data is from three payers and discussed further modifications to language used on the website. Ms. Helvey confirmed that we cannot distinguish between services the facility does not offer or if there is limited data. Ms. Streit noted the Florida discharge data might help with determining volume that would allow the Agency to identify if the facility provided a service or not. Ms. McKinstry replied that though it was a good suggestion, it would take some time and work to validate the claims data against the discharge data.

Ms. Trish Vidal showed modifications to the website’s “Frequently Asked Questions” and Dr. Sumfest asked if there is an explanation of what constitutes “total price”. Dr. David Shapiro added that the information presented on FHPF will differ for every patient based on varying factors and that it would be difficult to elaborate on all of them. Though he is fearful of the confusion that some of the material may cause, the solution may be to proceed with the website and disclaimers to help in explaining to the patient that the bill they receive may not be what is presented on the website. Ms. Kim Streit believed it would be helpful to educate patients that they may get separate bills from the facility and from the provider, and that the “facility”, rather than the “lead provider”, may be the best language choice, as the website does not provide details by specific provider.

When asked when the new release of FHPF would go-live, Ms. Molly McKinstry stated that there was not currently a scheduled go-live date.

Meeting Follow-up:

1. Convene the Data Standards Workgroup to review potential quality measures.
2. Look to include someone from the Hospice Community in the discussion of Hospice Quality Measures.
3. The next Advisory Council meeting is scheduled for September 26, 2018.
4. Share survey responses on Discharge Data Modernization Planning: Current State
5. Share Agency Hospital expenditure’s report demo

There were no public comments and the meeting was adjourned at 2:50 pm.