

RAISING THE
BAR ON
QUALITY



RECOGNIZING
LEADERS IN
**performance
measurement**

URAC recognizes leaders who demonstrate commitment to improving healthcare quality through performance measurement

MEASURING WHAT MATTERS TO PATIENTS, CONSUMERS, AND FAMILIES IS FUNDAMENTAL TO URAC ACCREDITATION PROGRAMS

INTRODUCTION

Throughout URAC's 30-year history, improving healthcare for patients, consumers, and families has been central to our accreditation programs. Measuring what matters provides information on current and past performance that assists with future improvement efforts. Demonstrating your commitment to quality means participating in continuous improvement efforts.

Our focus on consumer protection and empowerment drives our measurement efforts on outcome measures, composite measures, and flexible measures collection. Stakeholders can monitor, raise the bar, and close gaps in the quality and accessibility of their care across the nation and the population they serve. URAC's measure collection process strengthens and encourages growth in accredited organizations by **ensuring higher organizational quality through performance measurement.**

Measures are aligned and harmonized with national priorities for healthcare quality and delivery improvement to provide better care, healthy communities, and affordable care¹. URAC selects a broad set of meaningful and relevant measures to stakeholders for inclusion to provide a comprehensive view of quality for each respective accreditation program. **We believe that including performance measures in our programs demonstrates an impact beyond accreditation.**

¹ <https://www.ahrq.gov/workingforquality/about/index.html>



HONORING THE URAC-ACCREDITED
CLIENTS WHO ARE AT THE
FOREFRONT OF HEALTHCARE



OUR AIM

We include performance measurement in URAC-accreditation programs to highlight quality and ensure that the focus on savings from cost cutting efforts is not at the expense of the quality of care patients receive. With the introduction of our Leaders in Performance Measurement program, we want to highlight and recognize the commitment of URAC-accredited organizations to demonstrating their continuous improvement and **promoting trust in the quality of care being delivered.**

These organizations have proven they are raising the bar on the quality of healthcare and leading the charge in the advancement of measurement. We aim to improve the measurement landscape and patient outcomes by actively partnering with industry organizations that are at the forefront of healthcare.

RAISING THE BAR ON QUALITY

Since our inception in 1990, URAC has remained committed to raising the bar on healthcare quality. To that end, we introduced performance measure reporting requirements into our accreditation programs – allowing organizations to demonstrate their commitment to continuous quality improvement. Through this annual measurement process, we have seen growth in the number of organizations demonstrating their commitment to improving healthcare practice (Figure 1) and have found that **URAC-accredited organizations submitting measures annually have demonstrated higher performance levels.** We believe in measuring areas that can be used to improve the health and well-being of the population (Figure 2) and select measures that are reflective of what matters most to clients within each program.

Figure 1. Number of organizations reporting

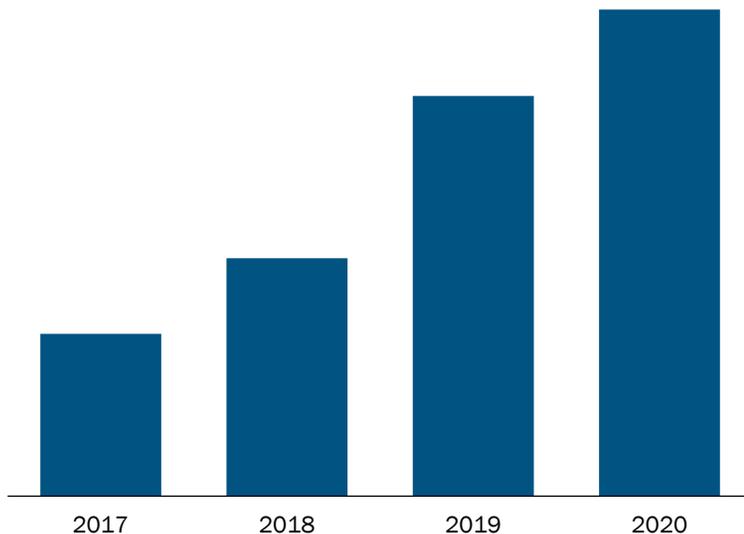


Figure 2. URAC Quality Domains

Access & Affordable Care

Measuring organizational success in making healthcare more affordable

Communication & Care Coordination

Measuring effectiveness of communication

Engagement & Experience of Care

Measuring patient & family engagement as well as experience with organization

Healthy Living

Measuring the provision of preventive services and adoption of evidence based behavioral interventions to improve health

Prevention & Treatment

Measuring success in disease prevention & treatment

Safe Care

Measuring errors that account for a significant amount of harm or death

TWO WAYS TO BECOME A LEADER IN PERFORMANCE MEASUREMENT

01

Achieve top overall performance in submitted measures

02

Make key contributions to advance performance measurement for URAC accreditation programs

TOP PERFORMERS

Each year, URAC will **honor organizations with high performance in submitted measures**. Receiving the Award of Measurement Excellence for Top Performers signifies an organization's excellent work and demonstration of quality.

OUR PHARMACIES

URAC assesses performance of pharmacies of all types and sizes. From small and independently owned pharmacies to regional organizations with a large presence – we have learned that no two pharmacies are alike.



-  GROCERY STORE
-  HEALTH PLAN/ PBM OWNED
-  HOSPITAL/ HEALTH SYSTEM

-  INDEPENDENTLY OWNED
-  LARGE CHAIN
-  SMALL CHAIN



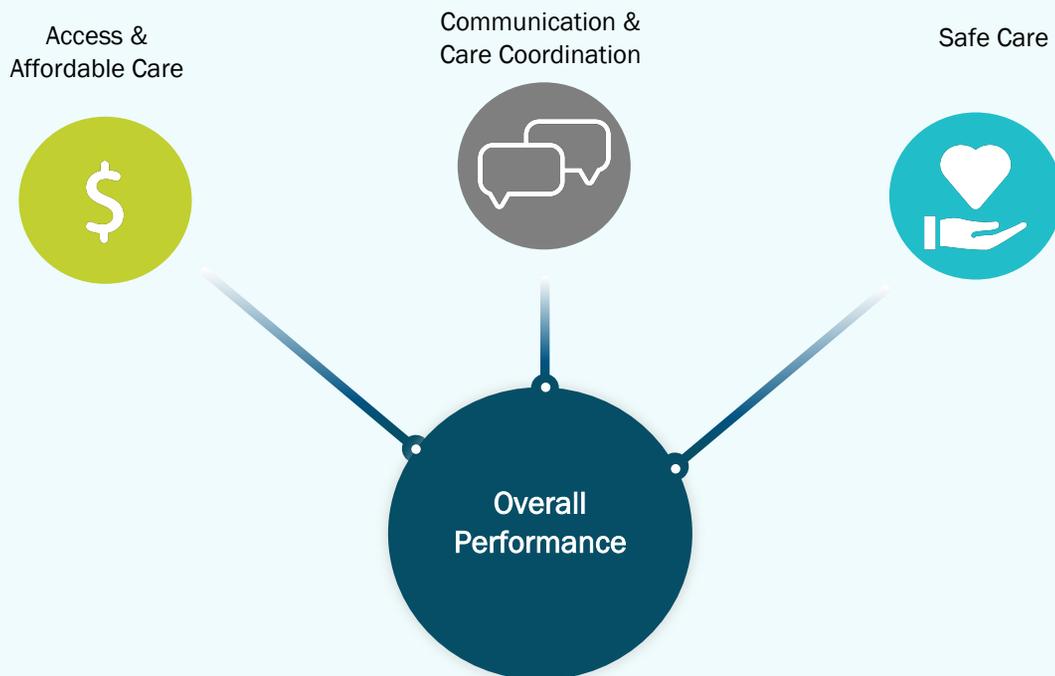
CRITERIA FOR INCLUSION

-  URAC-accredited organization in Specialty Pharmacy or Mail Service Pharmacy program
-  Accreditation must be in "Full Accreditation" status
-  All mandatory measures must be submitted by September 30th of the reporting period
-  Submitted rates must be validated by a URAC-approved data validation vendor

TOP PERFORMERS

Each year, all submitted rates are benchmarked and published in an aggregate report. Eligible organizations will be ranked based on weighted performance in each quality domain, with greater weight attached to high priority domains. URAC-accredited clients with high levels of performance are recognized with an Award of Measurement Excellence. Additionally, organizations who perform highly within each of their segments will also receive the Top Performer award for their category.

CALCULATING OVERALL PERFORMANCE



Steps to Determine Performance

- 01** All materially accurate rates are benchmarked
- 02** Organizations achieve percentage of total possible points based on performance in each domain
- 03** Total number of points assessed
- 04** Organizations ranked on total points achieved

PIONEERS

URAC highlights organizations that make key contributions to advance performance measurement within accreditation programs. Through participation in activities beyond the mandatory reporting requirements, such as submission of exploratory measures, organizations can provide insight into cutting edge measurement concepts.

URAC-ACCREDITED ORGANIZATIONS ARE ADVANCING PERFORMANCE MEASUREMENT IN SEVERAL PROGRAMS



10 PROGRAMS ELIGIBLE

- | | |
|---|--|
|  CASE MANAGEMENT |  HEALTH PLAN W/ HEALTH INSURANCE MARKETPLACE |
|  COMPREHENSIVE WELLNESS |  MAIL SERVICE PHARMACY |
|  DISEASE MANAGEMENT |  PHARMACY BENEFIT MANAGEMENT |
|  DRUG THERAPY MANAGEMENT |  SPECIALTY PHARMACY |
|  HEALTH PLAN |  TELEHEALTH |

CRITERIA FOR INCLUSION

-  URAC-accredited organizations
-  Accreditation must be in “Full Accreditation” status
-  Measures submitted by 9/30
-  Participate in key activities beyond mandatory measure requirements

HOW WE RECOGNIZE OUR WINNERS

Organizations awarded as Top Performers or Pioneers for their measurement year will each receive:



Congratulatory letter

from URAC's President & CEO

Certificate of Achievement

For display in organization

Recognition on URAC's Website

Recognition as a Leader in Performance Measurement on URAC's Leaderboard

Press Release

Highlighting achievement and social media call out

FREQUENTLY ASKED QUESTIONS

**What does it mean to be a Leader in Performance Measurement?**

Leaders in Performance Measurement are recognized by URAC for promoting and demonstrating high quality care.

**When are award recipients announced?**

URAC will publish award winners in Q1 of the year following the measurement period being assessed.

**Where can I find the list of organizations who have been awarded?**

You can find the list of awardees on URAC's leaderboard found [here](#).

**What if I don't want my organization's name to be recognized publicly?**

All publicly released names are published after receiving consent from the awarded organization. Organizations have 15 days to provide consent if they would like to be included on our leaderboard.

**What happens if I received a materially inaccurate or unable to report designation from my data validation vendor?**

A materially inaccurate designation from your data validation vendor will result in zero total points assessed for the measure category.

**Can I receive more than one award?**

Yes, organizations may be eligible to receive a Top Performer and/or Pioneer award for programs in which they are accredited.

HAVE A QUESTION? EMAIL US AT RESEARCHMEASUREMENT@URAC.ORG



- **HONORING ORGANIZATIONS** WORKING TO ADVANCE MEASUREMENT
- **PROMOTING TRUST** IN THE QUALITY OF CARE DELIVERED
- **DEMONSTRATING IMPACT** BEYOND ACCREDITATION

RECOGNIZING THE COMMITMENT OF
URAC-ACCREDITED ORGANIZATIONS TO
CONTINUOUS QUALITY IMPROVEMENT

