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 care. 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
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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**

<table>
<thead>
<tr>
<th>Year</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td></td>
</tr>
<tr>
<td>2019</td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 2. URAC Quality Domains**

1. **Access & Affordable Care**
   - Measuring organizational success in making healthcare more affordable

2. **Communication & Care Coordination**
   - Measuring effectiveness of communication

3. **Engagement & Experience of Care**
   - Measuring patient & family engagement as well as experience with organization

4. **Healthy Living**
   - Measuring the provision of preventive services and adoption of evidence based behavioral interventions to improve health

5. **Prevention & Treatment**
   - Measuring success in disease prevention & treatment

6. **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.

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
- COMPREHENSIVE WELLNESS
- DISEASE MANAGEMENT
- DRUG THERAPY MANAGEMENT
- HEALTH PLAN
- HEALTH PLAN W/ HEALTH INSURANCE MARKETPLACE
- MAIL SERVICE PHARMACY
- PHARMACY BENEFIT MANAGEMENT
- SPECIALTY PHARMACY
- 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
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LEADERS IN PERFORMANCE MEASUREMENT

• 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