IPRO Improving Healthcare for the Common Good®

Introduction

MACRA, the Medicare payment reform system designed to help lower healthcare costs while still delivering better quality and improving health outcomes, creates a value-based structure for payment and forges previously separate Medicare quality programs and quality-based measures into one system. Merit-based Incentive Payment System (MIPS) and Alternative Payment Models (APMs) are two payment tracks under the Quality Payment Program (QPP). MIPS combines the Physician Quality Reporting System (PQRS), the Value Modifier (VM or Value-based Payment Modifier), and the Electronic Health Record (EHR) Incentive Program into one program in which eligible clinicians (ECs) will be measured on quality, resource use, clinical practice improvement activities (CPIA), and advancing care information (ACI).

CMS recognizes the challenges associated with educating and providing outreach to the more than one million MIPS-eligible clinicians. With the MIPS Mobile Challenge, the Centers for Medicare & Medicaid Services (CMS) seeks a mechanism to provide users with real-time information and access to assistance so they can successfully report to MIPS/APM programs. In response, IPRO presents our plan to create a mobile app that will provide key information and access to MIPS clinicians and their supporting entities.

As Dr. Mandy Cohen, CMS Chief Operating Officer and Chief of Staff spoke on the Merit-Based Incentive Payment System (MIPS) at the IPRO Annual Conference, she proposed a trade-off for her audience. "We tried to find a sweet-spot between flexibility and simplicity", she said. Appropriately, that spot would become the primary goal in constructing the MIPS Mobile Application.

With 962 pages of legislation for content, proper synthesis of the most important aspects would be essential to the outline of a successful program. Furthermore, with potential users encompassing wide ranges of background knowledge and expertise, navigation would need to be extremely flexible; the app should be used for small fact checks and comprehensive learning alike. In short, the MIPS Mobile App must be dynamic – both in content and audience.

IPRO Summary

IPRO is a national organization providing a full spectrum of healthcare assessment and improvement services that foster more efficient use of resources and enhance healthcare quality to achieve better patient outcomes. For more than 30 years, IPRO has been highly regarded for the independence of its approach, the depth of its knowledge and experience, and the integrity of its programs. IPRO holds contracts with federal, state and local government agencies and corporate clients, in more than 33 states and the District of Columbia. A not-for-profit organization, IPRO is headquartered in Lake Success, NY.

IPRO has engaged in significant mobile work in the past, including a Management of Anticoagulation in the Peri-Procedural Period App launched in 2014. Creators of this unique app, known as "MAPPP", believe this is the first time evidence-based guidance on this critical topic has been made available in an easy-to-use smart phone application. IPRO routinely makes output 508 compliant.

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Structure

Our layout begins with a four-area home page, including “Eligibility”, “Scoring”, “Reporting”, and “Schedule”. Each area is independent and may be completed in any desired sequence.

The “Eligibility” section features a straight-forward questionnaire of four questions, amounting to three potential results. Based on APM participation, eligibility, and patient/cost volume, users can determine if they are MIPS-eligible, MIPS-eligible with APM favorability, or MIPS-exempt. This section also features pop-up definitions for important terms (e.g. low-volume threshold, eligible APMs) and an external link to the Centers for Medicare & Medicaid Services resources.

The “Scoring” section features three windows of information for each performance category. Users can swipe between the windows to learn exactly how each category will be evaluated by CMS.

“Reporting” offers a complete list of all accepted methods of data submission for individual and group reporting. The user will first select either “Individual” or “Group”, and can swipe through four windows for each performance category’s acceptable methods.

The app also features an interactive schedule, equipped with pop-up explanations of all three schedules involved in MIPS – Fee, MIPS, and APMs. Users can easily view proposed MIPS regulations until 2023 through this feature, an excellent tool for future planning.

In an attempt to foster collaboration within the community, we have included a “Share-to-Social Media” feature. We also offer a “Get Help” section, where users can find links to important external resources (CMS homepage, QIN-QIO, and technical assistance). The “Get Help” section will also feature links to a MIPS Summary for users with no prior exposure to the new payment system.

User Testing Sessions

Towards the end of the Phase I work, IPRO conducted comprehensive user testing with three clinicians of varying practice sizes and demographics. Our first participant, Dr. Kelly Kyanko, is an Assistant Professor of Population Health and Medicine at NYU-Langone School of Medicine. She suggested acronym clarification, specifically changing “EPs” to “eligible professionals” in the Schedule section. Additionally, Dr. Kyanko recommended we add links to an executive summary of the Merit-Based Incentive Payment System, should the user have no prior knowledge of the new program.

Our next participant was Dr. Taison Bell, a critical care medical doctor located in the Boston, MA area. Dr. Bell suggested we integrate the performance categories, enabling navigation between the Scoring, Reporting, and Schedule sections all within a single category. He agreed with Dr. Kyanko with acronym clarification, and also indicated that simplifying the MIPS Schedule pop-up in “Schedule” would be effective.

Lastly, we received feedback from Dr. Baran Sumer, an otolaryngologist located in Dallas, TX. Dr. Sumer recommended a “MIPS Introduction” be added to the application, as reiterated that the text in the Schedule information pop-ups should be consolidated.

We found professions insight to be very helpful in creating the application. IPRO has integrated many of these improvements, while more complex updates were kept aside for the future.

MIPS

Merit-based Incentive Payment System APP.

Platform : I-Phone 6

Font : Arial, Roman, Bold

Black Text # **000000**

White graphics # **ffffff**

Green graphics # **70cfb1**

Red graphics # **f2947f**

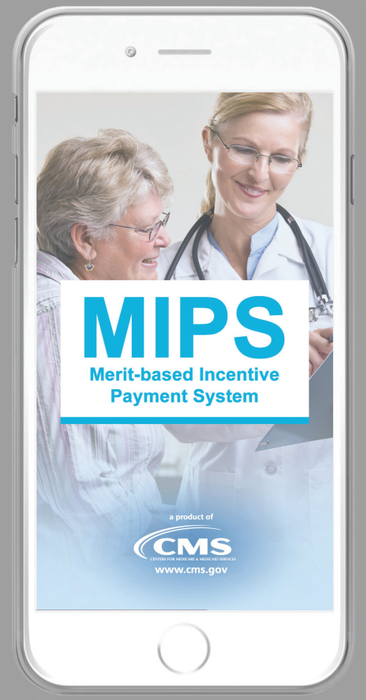
Yellow graphics # **ffb03b**

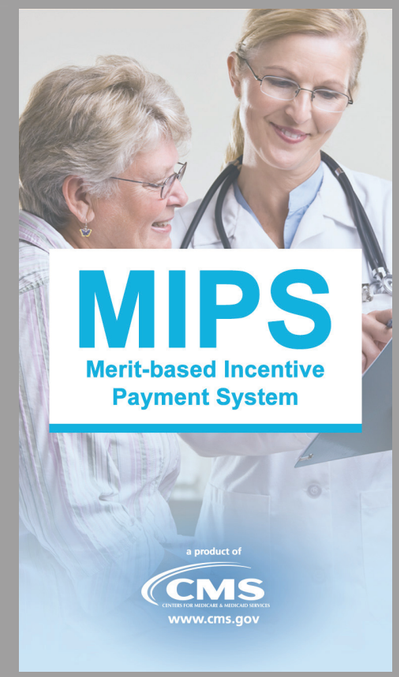
Light Blue graphics # **e1f1fd**

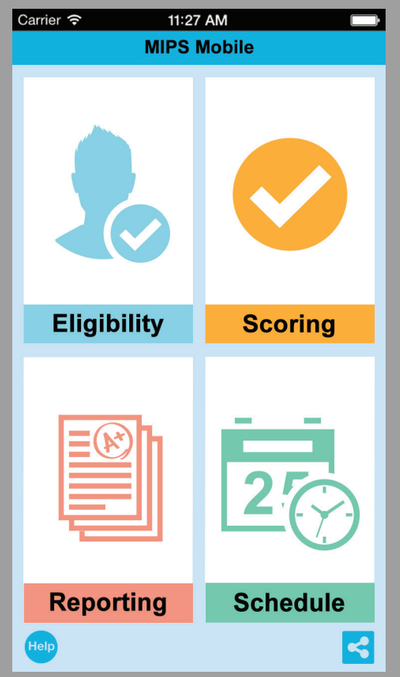
Blue graphics # **89d0e3**

Dark Blue graphics # **00b1de**

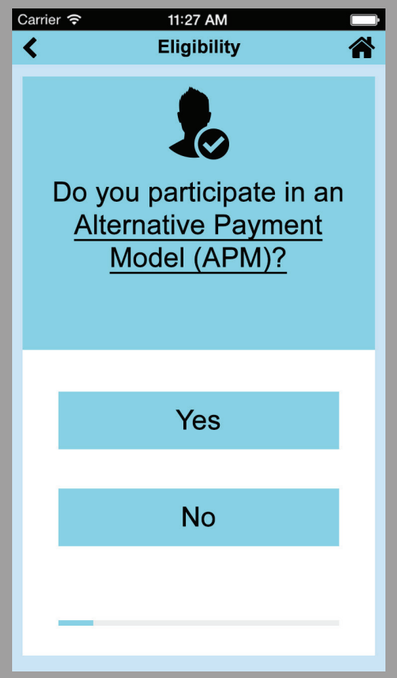
Purple graphics # **917fc3**

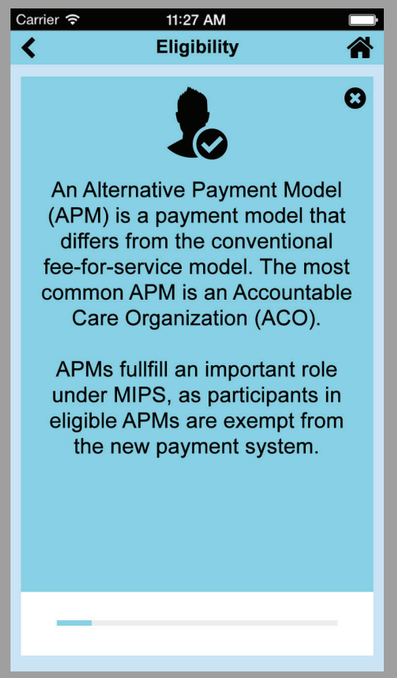


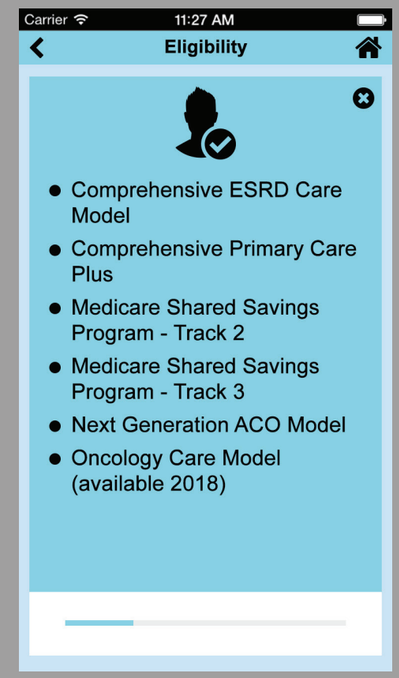


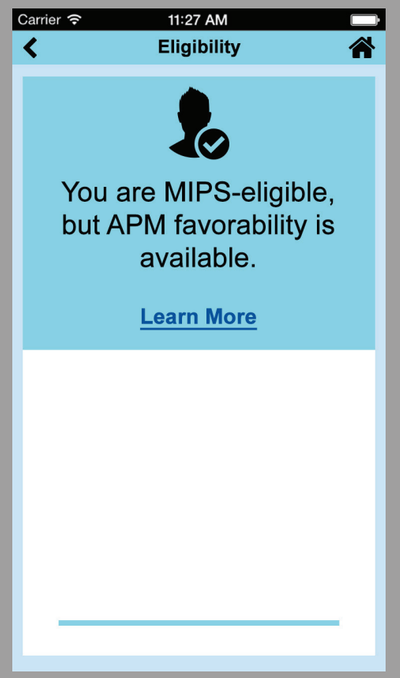


General layouts for the four different pages visible in the **“Eligibility”** section of the app

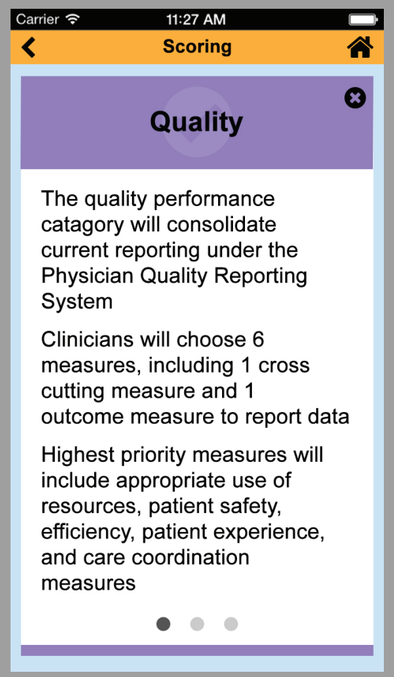


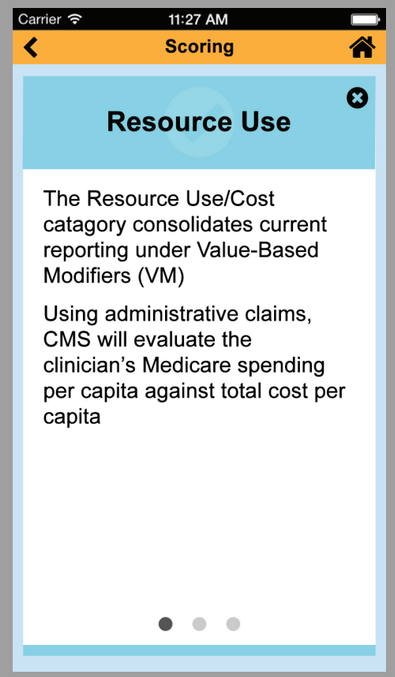


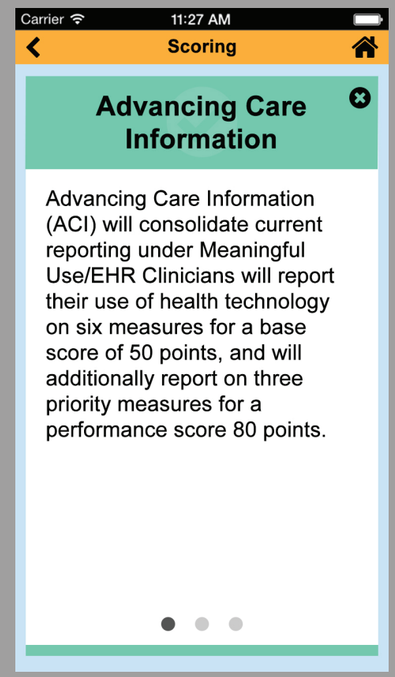


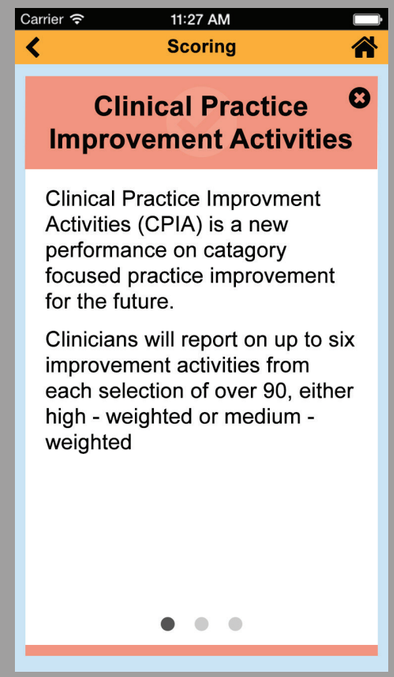


General layouts for the five different pages visible in the **“Scoring”** section of the app

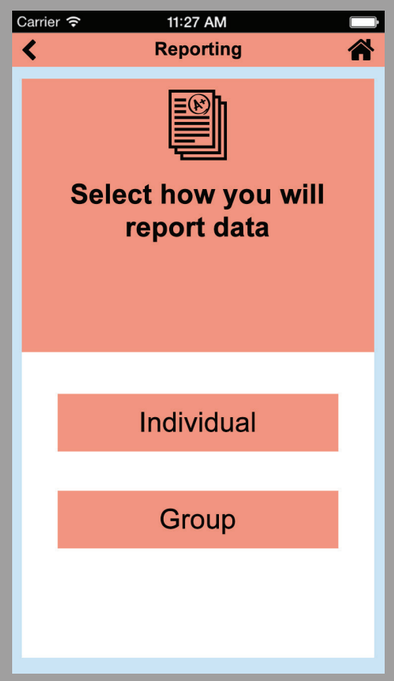


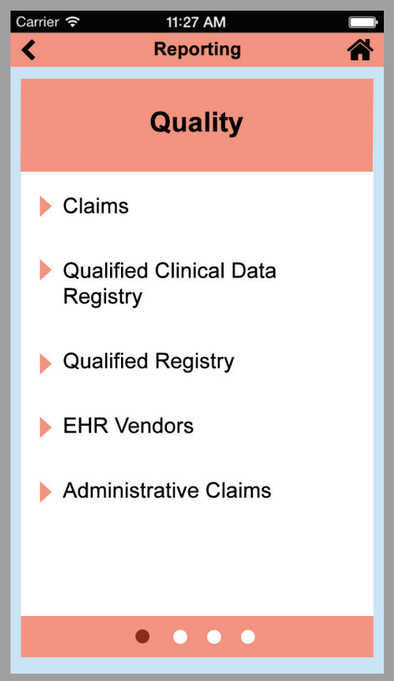




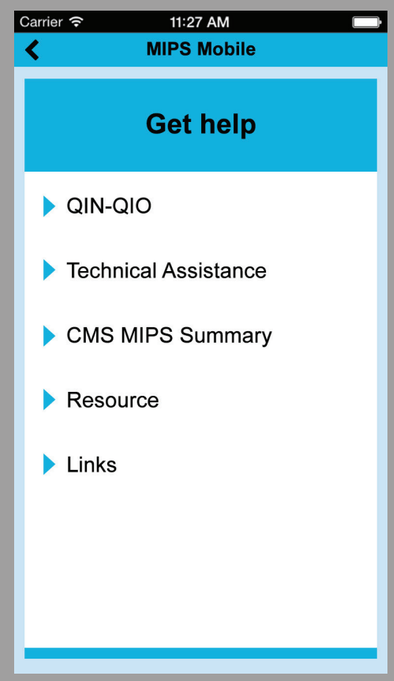
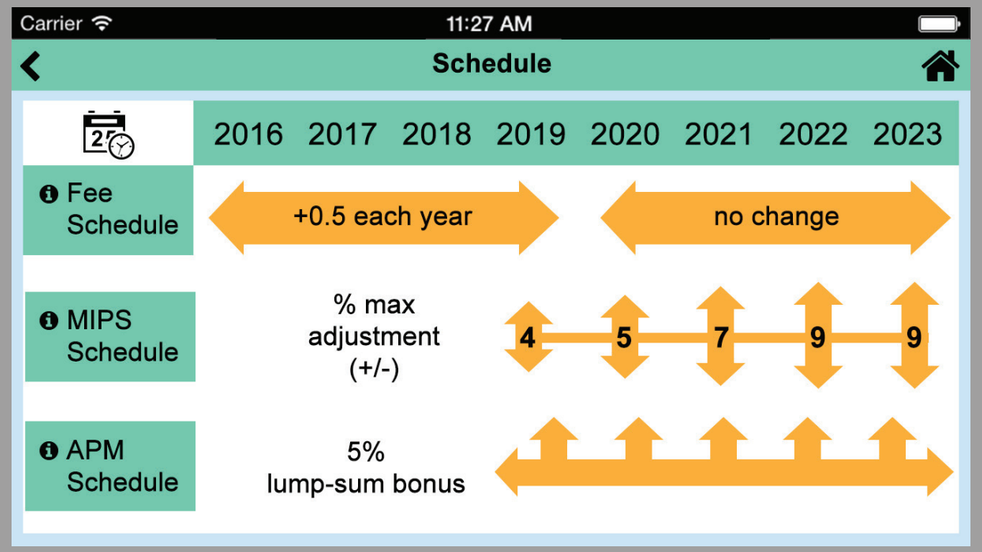
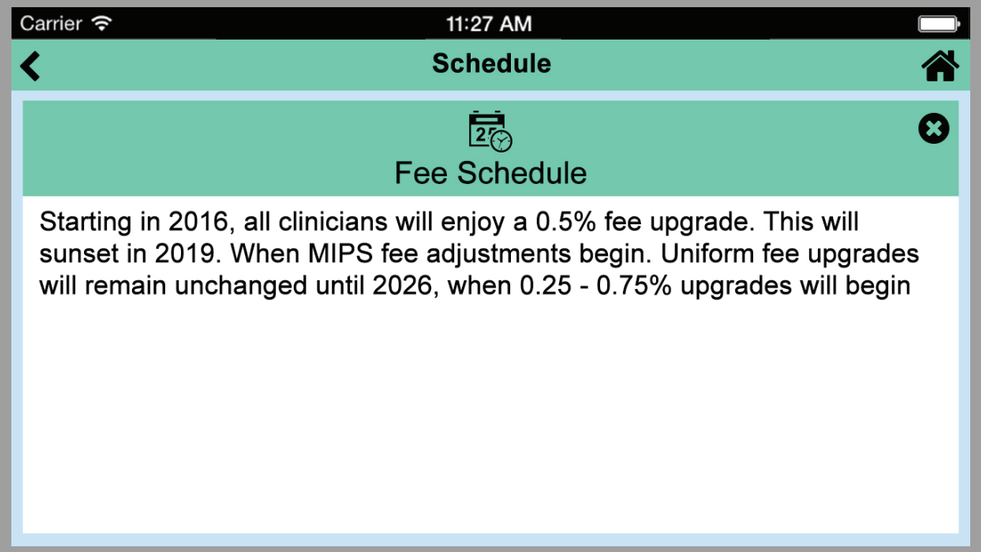
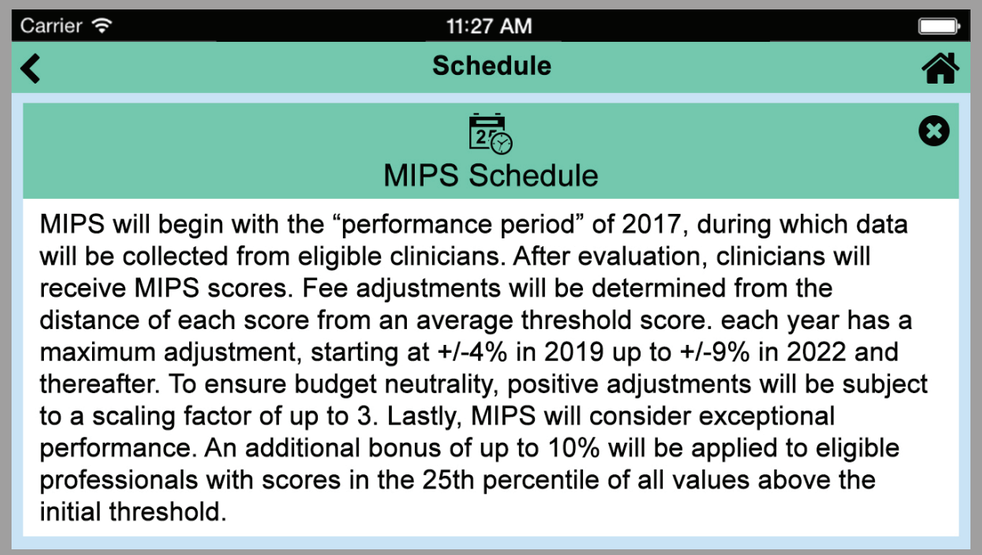
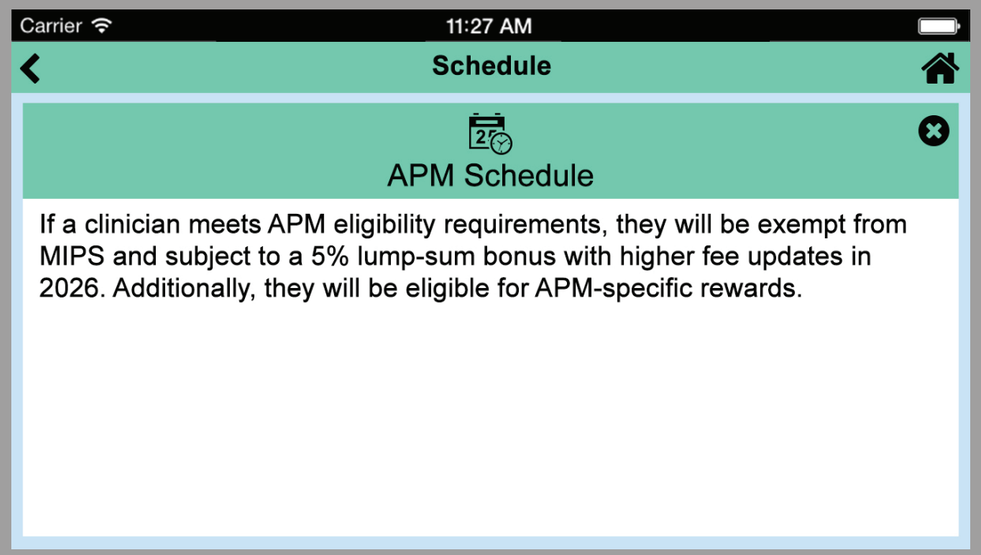


General layouts for the two different pages visible in the **“Reporting”** section of the app





layouts for the two pages visible in the **“Sharing”** and **“Get help”** section of the app



General layouts for the four different pages visible in the **“Schedule”** section of the app.
(Schedule section is displayed in landscape view due to the amount of information