



Q METRICS

SEPTEMBER NEWSLETTER

2021

Table of Contents

A Message from the CEO.....Page 2
QMetrics Selected as Lead Validator.....Pages 3-4
Welcome New QM Team Members.....Page 5





A Message from Suzan Mora Dalen

The Summer was HOT and QMetrics is sizzling with new programs and additional team members!

 June marked our annual retreat where our mantra was Welcome, Work, and Wellness.

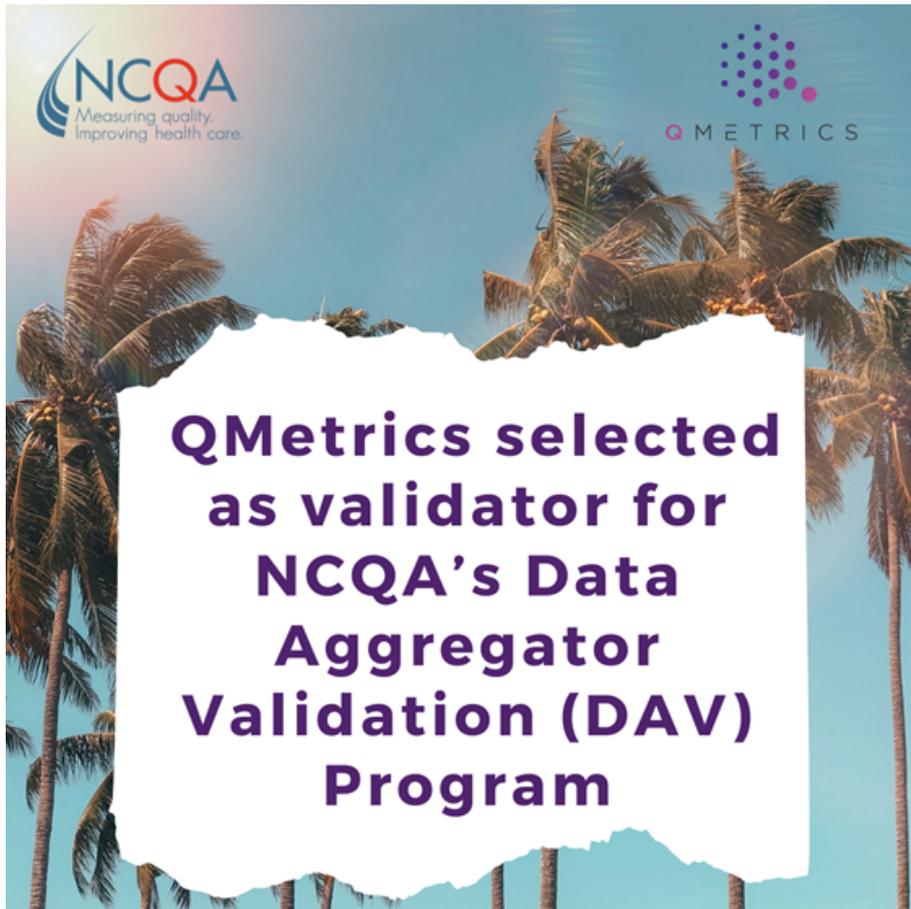
We welcomed the team to our headquarters home in San Diego and worked on planning process improvements and strategic planning for 2022. We also focused on wellness by spending a morning yoga session at the beach focused on renewing our sense of gratitude and joy for the opportunities

we have to make a difference in the work we do. We closed our retreat time at a good old baseball game at the beautiful Padres stadium.

July was marked with the official launch of NCQA's new Data Aggregator Program for which we are the only validator in the country. We were selected to assist NCQA with developing the program back in 2019. Take a look at the press release below.

August was a warm 'official' welcome of Jasmine Norris, Thuy-Tien Hoang, and Liz Subia – the newest QMetrics' superstars that will help further our work in surveys, project management, and Data Aggregator Validation.

Enjoy this issue as we say farewell to summer 2021.



QMetrics was selected as the validator for the Data Aggregator Validation (DAV) program by the National Committee for Quality Assurance (NCQA). DAV is the first program in the country to validate data streams shared between Electronic Health Records (EHRs), data aggregators, and third-party recipients (e.g., health plans). The two-fold goal of the DAV program is to increase interoperability in quality reporting and decrease the provider burden of manual data collection.

Healthcare organizations now have access to validated data for closing gaps in care and enhanced quality of care reporting for HEDIS® and other quality programs.

Providers can anticipate lessened administrative burden with reduced disruption of operational processes to meet data collection requests.

QMetrics has worked closely with NCQA over the past two years to develop the program protocols, standards, and primary source verification (PSV) methodology to review and evaluate all primary data sources used in data outputs. The pilot program included three Health Information Exchanges (HIEs) based in New York, followed by an early adopter phase including a large California HIE. The program now includes 15 organizations located in various states across the country.

“Our Data Aggregator Validation program was formed to address what payers were telling us, that HEDIS audits of clinical data from aggregator vendors could prove too burdensome,” said Rick Moore, NCQA Chief Information Officer.

“Now NCQA can validate an aggregator’s data sources prior to a HEDIS reporting year, and then health plans may use the approved sources as standard supplemental data without requiring more audits at the plan level.”

“We are grateful to be part of this journey and use our extensive HEDIS audit expertise to help build the DAV program in collaboration with NCQA,” said Suzan Mora Dalen, CEO and founder of QMetrics. “This is a transformative time, and the DAV program is the evidence of the digital transformation taking place.”

The second Cohort of the DAV program will begin in October 2021.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

[Read the Press Release](#)



The QMetrics team had not met in person since 2019 and we were very excited to be back together!

The threefold purpose of the Retreat was to:

- 1) Welcome back existing team members and meet the three new employees who had recently joined the team;
- 2) Spend time in intensive planning sessions to discuss process improvements and action planning for client work while cultivating internal team building; and
- 3) Practice selfcare by infusing wellness into the weekend which included a morning yoga session on Coronado Beach.

QMetrics Founder and CEO Suzan Mora Dalen has increased her focus on employee wellness since the start of the Pandemic, as she realizes the pivotal role which work and life balance contribute to her finely tuned and high performing team. We hope you follow us on our trajectory towards health and find inspiration to join our team wherever you are!



THUY-TIEN HOANG, MPH

SENIOR PRODUCT DIRECTOR, DATA AGGREGATOR VALIDATION PROGRAM



JASMINE NORRIS

PROJECT MANAGER, PROCESS EXCELLENCE

ELIZABETH "LIZ" SUBIA, MBA

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