

How to Interpret HEDIS[®] and HEDIS[®] Percentiles



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What is HEDIS®?

- HEDIS® stands for Healthcare Effectiveness Data Information Set. Administered by the National Committee of Quality Assurance (NCQA)
- Set of precisely defined measures using standardized methodologies applied to a broad range of health conditions
- Based on data submitted by commercial U. S. health care plans
- DoD does not submit data for inclusion in NCQA public reports
- Reports are presented in percentages and percentiles that are published annually by NCQA

Visit: www.ncqa.org

Why does HEDIS[®] matter?

- Used to measure *performance* on important dimensions of care and service
- Allows for standardized reporting across U.S.
- Reports are used to:
 - Select a health plan (employers & consumers)
 - Conduct competitor analysis
 - Examine and compare quality improvement programs
 - Benchmark healthcare plan performance on a national level

HEDIS[®] Commercial Percentiles

- About 90% of all managed care organizations in the U.S. submit HEDIS[®] data annually for comparison
- Currently 76 HEDIS[®] measures used to report on healthcare plan performance
- HEDIS[®] set specifies how organizations collect, audit, & report:
 - Dimensions of healthcare delivery
 - Customer satisfaction
 - Patient experience
- Relative percentile ranking of any score will change depending on each year's data that is submitted (which plans and how much each plan participates)

Percentiles: Definition

- Best described as a **comparison score**
- It is a measure of relative standing of an observation within a data set
- How many and how frequent the observations appear in the data set
- One of 100 equal parts of a series of measurements are arranged in order of their magnitude



Example: The 90th percentile is the value in the series below which over 89% of the values fall

Percentiles:

- Percentiles split a set of ordered data into hundredths depending on **location** and **frequency** within the data set
- A score that stands in isolation with nothing to compare against, has no real meaning
- If you score a 14 on an exam, what percentage of students scored lower than you?
 - **It all depends on the total number of exam scores, and how they are ranked after they are ordered**



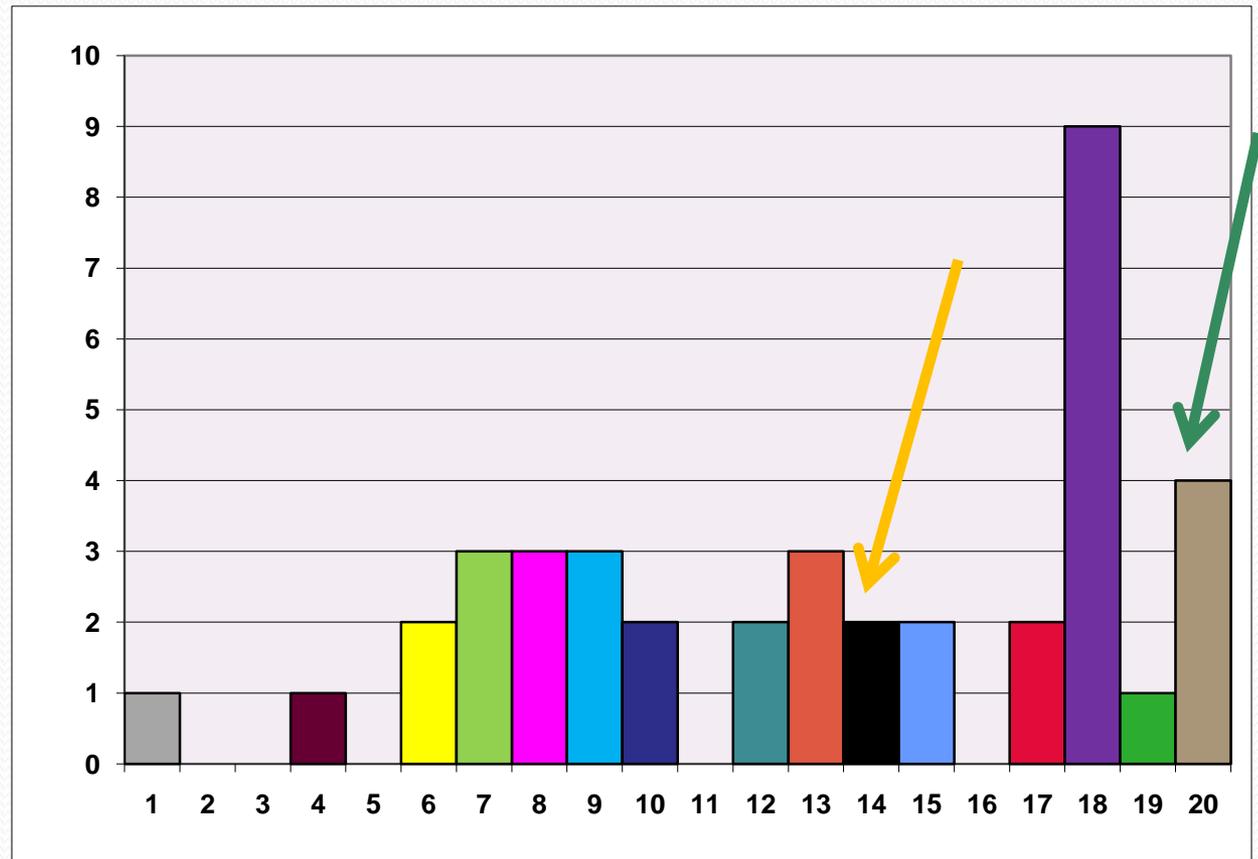
Understanding Percentiles:

“My test score is 14, and so I am ranked at the 50th percentile.
Now, my score has context and meaning!”

Data set = 40 scores

A score of 20 is at
the 90th percentile

A score of 14+ is at
or above the 50th
percentile



Actual test scores are plotted on the X-axis

Percentiles:

Examples of 2009 HEDIS® Benchmarks

- Ranking of scores depends on both the range of values and the frequency of any one value within the data set
 - If most scores are low, a relatively low score may be ranked as a high percentile
 - 90th percentile for Chlamydia Screening = 53.9%
 - If most scores are high, a relatively high score may be ranked as a low percentile
 - 50th percentile for diabetes HgbA1c = 89 %
 - **So, about half of all health plans submitting HEDIS® data had screened 89 % of their patients following the measure definition**

Percentiles as Benchmarks

- **Benchmarks indicate “best practice” in an industry**
- Remember, benchmark percentiles are not averages; they are best in class (an organization’s best rate)
- You cannot perform the same mathematical and statistical operations on percentiles that you can on raw scores. For example, you shouldn't compute means and standard deviations of percentile scores.
- In addition, percentile scores are not normally distributed



Need more information?

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