

ONCOLOGY CARE MODEL

OCM PATIENT EXPERIENCE QUALITY MEASURE BENCHMARKS

June 22, 17

Prepared by:

RTI International
3040 E. Cornwallis Road
Research Triangle Park, NC 27709

Actuarial Research Corporation
6928 Little River Turnpike, Suite E
Annandale, VA



OCM Benchmarks for the Patient Experience Quality Measure

Summary of Methodology

One patient experience quality measure will be used in the determination of performance-based payments for OCM participating practices, OCM-6: patient-reported experience of care. This measure is based on a multi-item survey that assesses patient experience with chemotherapy care. The survey is administered by a CMS contractor to a sample of patients at each practice on a quarterly basis. For more information on the survey and the components that contribute to the calculation of OCM-6, see the [OCM Performance-Based Payment \(PBP\) Methodology](#) paper, available on the CMS OCM website.

Beginning with performance period 3, which will include episodes initiating between July 2, 2017 and December 31, 2017, practices will receive points for OCM-6 based on their performance against a set of benchmarks. Because there are currently no external equivalent data available for the OCM patient experience of care measure, data from the surveys fielded prior to and during the early months of the model among all participants were used to calculate benchmarks for this measure. These surveys were administered between November 2016 and March of 2017, covering a sample of beneficiaries who received care at the practices between January and September of 2016. In order to be included in the dataset that was used to determine the benchmarks, practices were required to have a minimum of 20 surveys in which at least half of all of the survey questions used in the calculation of OCM-6 were answered.

For each OCM practice with a minimum of 20 survey respondents, an aggregate patient experience of care score was calculated according to the methodology stated in the [OCM PBP Methodology](#). Four baseline performance benchmarks were calculated based on the mean and standard deviation (SD) of the aggregate patient experience of care score among practices that had a minimum of 20 survey respondents. The aggregate patient experience of care score is risk-adjusted, as described in Section 7.3.3 of the [OCM PBP Methodology](#) paper. The measure benchmarks for assigning quality points for OCM-6 are set at the mean minus two SDs, the mean minus one SD, the mean, and the mean plus one SD of the aggregate patient experience of care scores.

Quality Benchmarks

Table 1 shows the approach for assigning points for OCM-6. In Table 1, the letter “P” represents the aggregate patient experience of care score. For example, if a practice had an aggregate patient experience of care score of 8.5 on OCM-6, it would earn 8 points for the measure. ***The benchmarks shown in Table 1 apply to episodes initiating after July 1, 2017.***

Table 1: Measure Scoring Approach for OCM-6: Patient-Reported Experience of Care

Aggregate Patient Experience of Care Score (P) Range*	Aggregate Patient Experience of Care Score (P) Range - Values	Points Assigned
$P \geq \text{Mean} + 1\text{SD}$	$P \geq 8.56$	10
$\text{Mean} \leq P < \text{Mean} + 1\text{SD}$	$8.31 \leq P < 8.56$	8
$\text{Mean} - 1\text{SD} \leq P < \text{Mean}$	$8.06 \leq P < 8.31$	6
$\text{Mean} - 2\text{SD} \leq P < \text{Mean} - 1\text{SD}$	$7.81 \leq P < 8.06$	4
$P < \text{Mean} - 2\text{SD}$	$P < 7.81$	0

*Mean = 8.31, SD = 0.25