



Hospitalization for Potentially Preventable Complications (HPC)

HEDIS measure overview

The Centers for Medicare & Medicaid Services (CMS) has retained Hospitalization for Potentially Preventable Complications (HPC) as a Healthcare Effectiveness Data and Information Set (HEDIS®) display measure. This measure tracks the number of observation stay discharges and admissions for complications of chronic and acute ambulatory care-sensitive conditions (ACSCs) and is an indicator of care coordination.

Please note: Information in this flyer is based on HEDIS technical specifications. It is not meant to preclude clinical judgment. Treatment decisions should always be based on the physician’s or clinician’s clinical judgment.

Who is included in the HPC measure?

Patients who are 67 years old and older as of Dec. 31 of the measurement year are included in HPC. The measure looks at the rate of acute inpatient discharges with a diagnosis considered an ACSC per 1,000 members and the risk-adjusted ratio of observed to expected discharges for an ACSC. The rate is risk-adjusted based on comorbidity, age and gender. Patients listed below who are high utilizers of hospital stays will be excluded.

Exclusions

- Chronic ACSC outlier – patients with three or more inpatient or observation stays with a diagnosis for chronic ACSCs during the measurement year
- Acute ACSC outlier – patients with three or more inpatient or observation stays with a diagnosis for acute ACSCs during the measurement year
- Required exclusions – patients in hospice, enrolled in an Institutional Special Needs Plan (I-SNP) or residing long-term in an institutional setting as defined by Medicare enrollment data

Performing well on the HPC measure

Organizations that reduce preventable and/or unnecessary admissions for complications of the chronic and acute ACSCs listed below will perform better on the HPC measure. Detailed code descriptions are available in the National Committee for Quality Assurance (NCQA) HEDIS 2020 Volume 2 Technical Specifications for Health Plans and corresponding Value Set Directory.

ACSC list

An ambulatory care-sensitive condition is defined as an acute or chronic health condition that can be managed or treated in an outpatient setting. The ambulatory care conditions included in the HPC measure include:

Chronic ACSC	<ul style="list-style-type: none"> • Diabetes short-term complications • Uncontrolled diabetes • Chronic obstructive pulmonary disease (COPD) • Hypertension 	<ul style="list-style-type: none"> • Diabetes long-term complications • Lower-extremity amputation among patients with diabetes • Asthma • Heart failure
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Acute ACSC	<ul style="list-style-type: none"> • Bacterial pneumonia • Cellulitis 	<ul style="list-style-type: none"> • Urinary tract infection • Pressure ulcer
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Measure best practices

Primary care physicians (PCPs) play a central role in directing healthcare for all patients, especially those most at risk for potentially preventable health complications. Physician office visits are essential for preventing hospital stays; therefore, please consider the following:

- Ensure early identification of patients and appropriate outpatient management for ACSCs, with an emphasis on:
 - Increasing patient engagement through disease management and lifestyle change programs
 - Developing condition-specific action plans for exacerbations
- Promote health coaching and case management services, and coordinate efforts with specialists and other healthcare providers to prevent complications and subsequent admissions
- Provide prompt follow-up care post-discharge to prevent complications and subsequent readmissions
- Inform patients of access to after-hours care by providing a list of options (PCP after-hours clinic, access to urgent care, telemedicine, etc.)
- Use in-home programs as necessary for evaluation and treatment to prevent unnecessary emergency room and inpatient care

Source: HEDIS 2020 Volume 2 Technical Specifications for Health Plans. HEDIS is a set of standardized performance measures designed to help purchasers and consumers compare the performance of health plans on an “apples-to-apples” basis. HEDIS is a registered trademark of NCQA.

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