



In late 2013, the U.S. Office of Personnel Management (OPM) adopted an Agency strategic goal entitled “Healthier Americans,” which aligns its Healthcare and Insurance portfolio with the aims of the National Quality Strategy. To achieve this goal, the Office of Personnel Management must “provide high-quality health benefits and improve the health status of Federal employees, Federal retirees, their families, and populations newly eligible for Office of Personnel Management-sponsored health insurance products.” The Office of Personnel Management is actively working with more than 100 health insurance carriers, other Federal Agencies, and leading private-sector organizations to achieve better health, better care, and greater affordability on behalf of the 8.2 million Federal employees, their families, and other populations served by the Office of Personnel Management.

Under the Affordable Care Act, two of the most popular Federal Employees Health Benefits (FEHB) Program insurance plans were recognized as setting the national benchmark for Essential Health Benefits. Building upon the FEHB experience, the Office of Personnel Management launched the Multi-State Plan Program (MSPP), offering qualified health plans to consumers through the insurance marketplaces in 31 States. All the Office of Personnel Management-sponsored plans emphasize preventive care, quality health outcomes, coordinated care, and patient safety.

As an active purchaser of care, the Office of Personnel Management is implementing a performance framework using nationally recognized quality measures, such as the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS), to assess health plan performance and inform consumers. The measures reflect Agency health priorities, including prevention, coordination of care, appropriate utilization, and open communication with patients. The Office of Personnel Management collects and reports results to drive improvement and consumer engagement in choosing quality health care coverage. Through measure scoring, public reporting, and accountability for results, the Office of Personnel Management is becoming a value-based purchaser of health care.

To achieve its strategic goal of healthier Americans, the Office of Personnel Management’s strategic objectives are aligned with the National Quality Strategy priorities. Progress toward achieving the shared aims of prevention, quality, safety, engagement, communication, and partnership is noted in the right column of the chart below.

National Quality Strategy Priority	OPM Strategic Objective	OPM Progress
<p>Making quality care more affordable for individuals, families, employers, and governments by developing and spreading new health care delivery models</p> <p>Making care safer by reducing harm caused in the delivery of care</p>	<p>Sponsor high-quality, consumer-friendly, affordable insurance products.</p>	<p>24 Office of Personnel Management FEHB plans recognized as “exemplary” for performance on quality metrics in 2013, and 6 plans achieved “most improved” designation.</p> <p>FEHB plans selected early elective delivery, readmission prevention, antibiotic use, and judicious use of imaging studies as their patient safety focus areas for 2013–14.</p>
<p>Promoting the most effective prevention and treatment practices for the leading causes of mortality</p>	<p>Improve preventive services delivery to employees, retirees, families, tribal employees, and newly insured Americans.</p>	<p>100% coverage of preventive services since 2012 (FEHB).</p> <p>100% coverage of tobacco cessation since 2011 (FEHB).</p> <p>54% of adults age 50–64 in FEHB received flu vaccine in 2013 (up from 50% in 2012).</p>
<p>Ensuring that each person and family is engaged as partners in their care</p> <p>Promoting effective communication and coordination of care</p>	<p>Enhance outreach and health literacy.</p>	<p>Over 1 million FEHB members are enrolled in practices recognized as Patient-Centered Medical Homes, and 35,000 enrolled in the Centers for Medicare & Medicaid Services Comprehensive Primary Care Initiative.</p> <p>Multi-State Plan Program call letter emphasized educating newly insured members on how to use their preventive care benefit.</p> <p>All FEHB plans measured on 7-day followup after behavioral health hospitalization to address needs of a vulnerable population.</p>

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Working with communities to promote wide use of best practices to enable healthy living	Develop novel partnerships in support of population health.	<p>The Office of Personnel Management engaged with the Substance Abuse and Mental Health Services Administration and Agency Employee Assistance Program to promote workplace conversations about mental health and suicide prevention.</p> <p>The Office of Personnel Management is an active Million Hearts™ partner.</p>

In the coming year, the Office of Personnel Management will continue its journey toward value-based purchasing in the FEHB program, adding measures for scoring and public reporting in the domains of prevention and appropriate utilization, and tracking additional measures for future incorporation into the quality framework. To aid FEHB health plans in implementing appropriate utilization review, the Office of Personnel Management is publishing a quarterly newsletter focusing on key areas of pharmacy management that are essential to patient safety. This regular method of communication with FEHB carriers will outline best practices in medication management, such as minimizing the risk associated with prescription narcotics.

The Office of Personnel Management will align with the Million Hearts™ Initiative through a yearlong focus on reducing cardiovascular mortality. The Office of Personnel Management has partnered with leading health plans and physician organizations to promote the effective control of blood pressure and the use of aspirin prophylaxis when medically indicated. FEHB health plans are already meeting or exceeding Million Hearts™ goals for cholesterol management and advising smokers to quit.

Supporting tobacco cessation remains a high priority for the Office of Personnel Management, reflected in the commitment to work directly with employees as well as through affiliated health plans in order to improve health status. The Office of Personnel Management randomly sampled 40,000 employees via an FEHB survey to learn more about how to offer effective quit assistance. Of those still using tobacco, 60 percent want to quit, but only 10 percent knew they had access to free medications and counseling through their FEHB plan. Below is a graph showing more details. After learning about the FEHB's 100 percent coverage of tobacco cessation assistance, 53 percent reported they were likely to take advantage of the program. Making the tobacco cessation message and available resources impossible to avoid is a key focus of the Office of Personnel Management's work as an employer and sponsor of health insurance in 2014.

