



Guidelines for Distribution and Use of CCHRI Internal Reports

Approved by CCHRI Executive Committee 9/17/08

Background

CCHRI produces two types of reports:

1. **Public** – results information, as approved by the Reporting and Executive Committees, are made available to the general public. Examples include the CCHRI Report on Quality and information made available via the Office of the Patient Advocate to consumers.
2. **Internal** – each project produces a set of internal reports that include detailed statistical analysis, information on measures that may be new and not included in the public report and information that may not be appropriate for the general public.

Internal Reports are intended to provide CCHRI stakeholders with the information they need in order to drive improvement – especially in regard to data issues – within their organizations and collaboratively across organizations, as well as, inform the stakeholders regarding new measures that may require refinement.

CCHRI Internal Reports currently include:

- Detailed HEDIS Report to Participants
- Detailed CAHPS All Plan Report
- PAS Summary Report and Regional Spreadsheets
- Provider After Hours Survey Details
- CPPI results
- And miscellaneous documents / presentations identified as internal reports for CCHRI members only

Reporting Governance

The CCHRI Reporting and Executive Committees determine which measures are available for public and internal reports and whether or not the reporting is blinded or unblinded as to measured entity.

Report Recipients

1. The Internal Reports are available to CCHRI stakeholders and their immediate employees only. The Reports should never be shared with any individual that is not directly employed by an organization that is a CCHRI member. External consultants are not permitted access to the reports. CCHRI stakeholders include participating plans, groups and purchasers.

Internal reports will be posted in the password protected, members only section of the CCHRI website.

Occasionally CCHRI may receive a request from a health services researcher or from NCQA or another HEDIS reporting collaborative for information that is in the Internal Reports. Such requests are considered and must be explicitly approved by the CCHRI Executive Committee.

Acceptable uses of the reports

Internal Reports

Internal reports are intended for internal stakeholder use only. Under no circumstances should the information contained in the report be shared with any individual that is not an employee of a CCHRI stakeholder organization. For example, PBGH member companies are prohibited from sharing this information with consultants. Users of these reports are prohibited from photocopying or distributing the report **outside of their organization** without authorization from CCHRI.

Public Reports

The reporting entity (Health plans in the case of HEDIS or CAHPS, physician groups for PAS) may refer to, display or reproduce only their own performance results from CCHRI public reports. Reporting entities may not compare their performance to other entities within advertisements or marketing and promotional material, with the exception of the all-CCHRI mean. Specifically,

- Entities may use only their own results, and may not refer to other entities or their scores.
- Entities may report the all-CCHRI mean in conjunction with their scores and performance rankings.
- Entities may not cite other entities' results or make any type of comparisons, other than with the all-CCHRI mean.
- Entities may note the number of "above average" scores received but must also cite the total number of indicators in the domain being reported.

