



PERFORMANCE IMPROVEMENT PROGRAMS

Status Report
November 12, 2010

The One with the Sun!



Building healthier communities together.



- Prenatal and Postpartum Care
- Comprehensive Diabetes Care
- Well Child Visits: 0-15 Months
- Adolescent Well Care

Healthy Beginnings: Prenatal and Postpartum Care



OBJECTIVES

- Increase the percentage of expected on going prenatal care and timely post partum care received
- Decrease NICU utilization

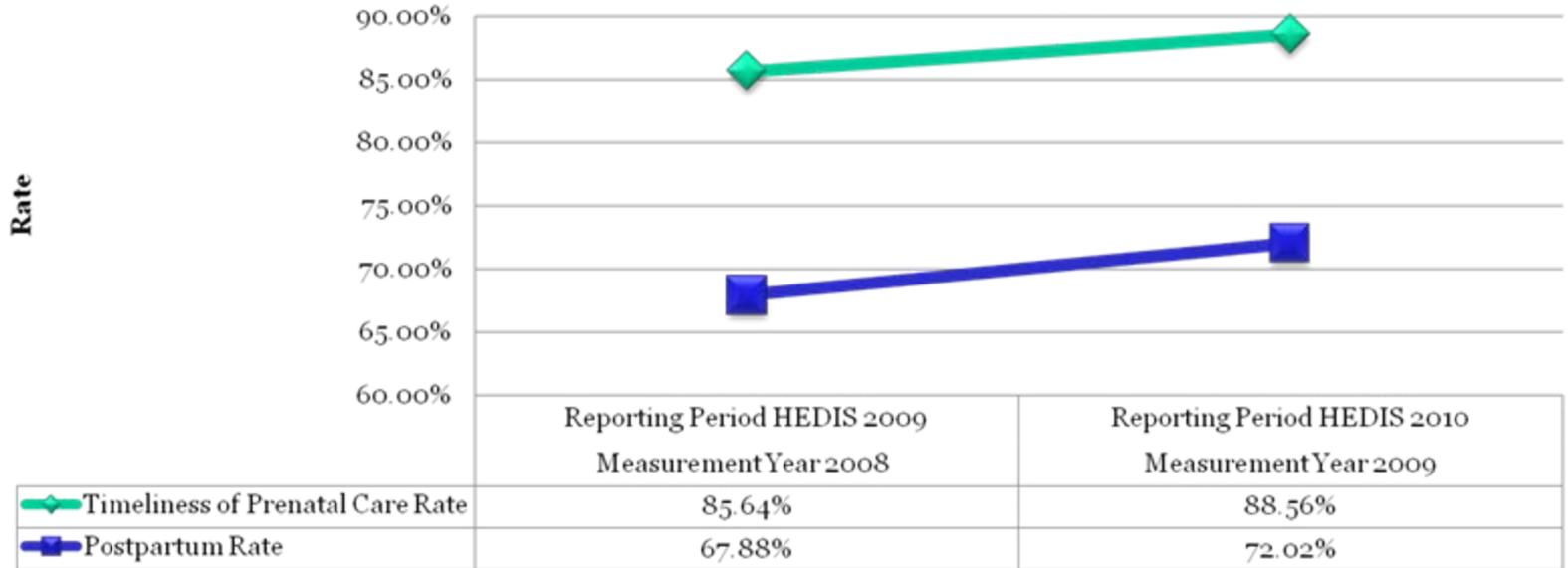
METHODS

- Dedicated clinical team
- Provide prenatal and postpartum education including mailings
- Newborn EPSDT and immunization information provided
- Require depression screening (referral to BHP as appropriate)
- Collaborate with Dental Health Partnership
- Social work services – internal and external referrals, community resource allocation

Healthy Beginnings



Trending Prenatal and Postpartum Care (PPC)



Neonatal Intensive Care Unit (NICU) days of stay as a percentage of total newborn days

Time Period Measurement Covers	Goal	Rate Results
01/01/2008 - 12/31/2008	49.2%	42.9%
01/01/2009 - 12/31/2009	36.0%	37.4%

This measure decreased by 12.8% which is a statistically significant decrease in NICU days of stay when compared to all newborn days of stay.



OBJECTIVE

Increase diabetes screening and positively impact outcomes and disease control

METHODS

- Led by a Certified Diabetes Educator
- Evidenced Based Practice
- Empowerment Strategies
- Self Management Tools
- Action Plans



METHODS

- Predictive Modeling Identification
- Member Directed Education
- Motivational Interviewing
- Action Plan Development
- Interactive Voice Technology Outreach
- Provider “GAP in Care” Letters
- Vendor Partnership / Eye and Dental Care
- Social Work Services - internal and external referrals, community resource allocation



HEDIS 2010 Baseline Year

Comprehensive Diabetes Care

Measure Report Description	HEDIS Quality Compass 2010		Goal for next year
	Baseline	Results	
CDC HbA1c Testing Rate	86.43%	81.02%	83.00%
CDC Poor Control Rate	43.07%	68.37%	64.23%
CDC < 8% Control Rate	46.63%	27.74%	35.00%
CDC Eye Exam Rate	70.11%	58.39%	63.69%
CDC LDL Screening Rate	75.36%	70.56%	75.36%
CDC LDL < 100 Rate	33.76%	19.71%	27.10%
CDC Nephropathy Rate	77.78%	71.53%	75.00%



Well Child Visits: 0 - 15 months

OBJECTIVE

Increase the rate of compliance with well child visits in the first 15 months of life

Adolescent Well Care

OBJECTIVE

Increase the rate of compliance with well care visits made by adolescents 12-21 years of age

EPSDT Interventions for All Ages



Focused Outreach

- CHNCT Website
- IVR campaigns
- Newsletters
- Interactive voice recognition campaign
- Reminder Calls
- Incentive designed to encourage annual check ups.
- Scheduling Appointments
- Transportation to visit

Clinical Support

- Encourage Use of School Based Health Centers
- Case Management for Teens with Special Needs
- Social Work Services- internal and external referrals, community resource allocation
- Prenatal immunization mailings



Well Child Visits: 0 - 15 months

HEDIS Baseline, Reporting Year 2010

- o *Well Child Visits in the first 15 Months of Life (W15)*
 - CHNCT Rate (6 or more visits) ---> 74.94%
 - Quality Compass 75th Percentile Nationally

Adolescent Well Care

HEDIS Baseline, Reporting Year 2010

- o *Adolescent Well Visits (AWC)*
 - CHNCT Rate (64.72%)
 - Quality Compass 90th Percentile Nationally