

**Children's Mercy Family Health Partner's  
MO HealthNet QA&I Report  
Quarter 2: April - June  
2011**

**Initiatives or Events:**

**Disease Management**

**Asthma Program Update:**

- 8 provider offices active this quarter
- Completed clinic/home visits for Health Coaching-6
- 52 members currently actively participating in health coaching for asthma with an additional 161 in outreach
- Asthma program letters sent to 2402 new members
- Qtr. 1 YTD 2011 compared to Qtr. 1 YTD 2010 Utilization:
  - Increased ER utilization 0.7%
  - Decreased Inpatient utilization 26%
  - Decreased Outpatient utilization 9%.
  - Increased Spirometry Utilization 1.4%
  - Percent Asthmatic Population Increased 4.1%

**Depression Program Update:**

- 272 Members identified and sent to New Directions for further interventions

**Diabetes Program Update:**

- 3 Completed clinic/home visits for Diabetes Health Coach
- 18 Members currently actively participating in Health coaching for Diabetes with an additional 44 in outreach
- Diabetes program letters sent to 270 new members
- Community Collaborative Health Fair- over 100 in attendance. 19 members completed screenings for HEDIS.

**Health Improvement**

- Birthday cards sent to 8,964 members
- Newborn cards sent to 446 members
- Adolescent Well-Care Card sent to 3,131 members
- Sent EPSDT Reminder Letter to 7,475 members and 1,119 providers
- Called 2,192 members to remind about immunizations.
- Sent 550 immunization reminder letters to members.
- Completed Healthy Lifestyles Program in 2 clinics and follow-up education in 10 offices
- 163 members received Health Coaching for Obesity
- Completed 16 clinic/home visits for Obesity Health Coaching
- Provided 17 school presentations to 1,696 students on a variety of health topics.

**Focus Studies**

- Breast Cancer Screening – Ongoing, no new information
- Adult Access to Care – Ongoing, no new information

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**Performance Improvement Projects**

**Statewide Dental Collaborative (2009- 2011)**

- Quarterly Collaborative calls: July 14, 2011 hosted by Blue Advantage Plus

**CMFHP Dental PIP (2009-2011)**

- Reviewed by EQRO July 6&7
- 2011 ADV HEDIS rate is 47.74% which is a 5.39% change improvement since 2010. This exceeds the goal for improvement.

**Cervical Cancer Screening (2009- 2011)**

- Final dataset is in review by statistician
- 2011 CCS HEDIS rate is 71.84% which is a 1.8% change improvement compared to 2010

**Comprehensive Diabetes (2009-2011)**

- 78 Diabetes Enrollment Packets Mailed in April (35), May(28) and June (15)
- Improvement in 2011 HEDIS CDC sub-measures compared to 2010 HEDIS demonstrated percent change improvement for HbA1c screening of 10.95%, LDL-c screening of 9.51%, Eye exam of 35.79% and Attention for nephropathy of 10%. Percentile rankings are based on NCQA accreditation scoring and include sampling and regional adjustments.

CMFHP CDC HEDIS			
Comparison (Missouri)	HbA1c Screening	%Change HbA1c Screening (from previous year)	HbA1c Screening NCQA %tile
2009 (Admin)	57.89%	NA	<25th
2010 (Hybrid)	68.65%	18.587%	25th
2011 (Hybrid)	76.17%	10.954%	50th
CMFHP CDC HEDIS			
Comparison (Missouri)	Eye Exam	%Change Eye Exam Screening (from previous year)	Eye Exam NCQA %tile
2009 (Admin)	21.71%	NA	<25th
2010 (Hybrid)	38.92%	79.272%	25th
2011 (Hybrid)	52.85%	35.791%	50th
CMFHP CDC HEDIS			
Comparison (Missouri)	LDL-C	%Change LDL-C Screening (from previous year)	LDL-C NCQA %tile
2009 (Admin)	50.00%	NA	<25th
2010 (Hybrid)	60.54%	21.080%	<25th
2011 (Hybrid)	66.30%	9.514%	25th
CMFHP CDC HEDIS			
Comparison (Missouri)	Nephrology Attention	%Change Nephro Attention (from previous year)	Nephrology Attention NCQA %tile
2009 (Admin)	55.92%	NA	<25th
2010 (Hybrid)	69.73%	24.696%	25th
2011 (Hybrid)	76.68%	9.967%	50th

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**Childhood Immunization Status (2011-2012)**

- 550 CIS letters mailed out in May (271) and June (279)
- 2,192 Immunization reminder calls to members in April (723), May (727) and June (742)
- Childhood Immunization rates for combo 2 in 2011 compared to 2010 decreased by 4.86 percentage points.

**Gaps in Care (2011)**

- This PIP is under development and will focus on providing education to members and collecting data and reporting on the following measures: Well Child (first 15 months and 2-20 year old), Breast Cancer Screening, Cervical Cancer Screening and Comprehensive Diabetes Care (eye exam, HbA1c, LDL-C and attention for Nephropathy).