

Children's Mercy Family Health Partner's  
MO HealthNet QA&I Report  
July-Sept  
2011

**Initiatives or Events:**

**Disease Management**

**Asthma Program Update:**

- 3 provider offices active this quarter
- Completed clinic/home visits for Health Coaching-3
- 51 members currently actively participating in health coaching for asthma with an additional 165 in outreach
- Asthma program letters sent to 1,380 new members
- High Risk Post Cards Sent - 407
- Qtr. 2 YTD 2011 vs. Qtr. 2 YTD 2010 Utilization:
  - Increased ER utilization 12%- YTD 11 vs. YTD 10 5%
  - Increased Inpatient utilization 40%- YTD 11 vs. YTD 10 -4%
  - Decreased Outpatient utilization 16% YTD 11 vs. YTD 10 -12%
  - Increased Spirometry Utilization 1% YTD 11 vs. YTD 10 2%
  - % Asthmatic Population Increased 4% YTD 11 vs. YTD 10 6%

**Depression Program Update:**

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

**Diabetes Program Update:**

- 5 Completed clinic/home visits for Diabetes Health Coach
- 14 Members currently actively participating in Health coaching for Diabetes with an additional 19 in outreach
- Diabetes program letters sent to 125 new members
- Pre-Diabetes Letters/Information sent to - 335 Members

**Health Improvement**

- Mailings
  - Birthday cards sent to 8,414 members
  - Newborn cards sent to 542 members
  - Adolescent Well-Care Card sent to 3,754 members
  - Sent EPSDT Reminder Letter to 6,806 members and 1,116 providers
  - Called 3,941 members to remind about immunizations.
  - Sent 822 immunization reminder letters to members.
- Healthy Lifestyles Campaign
  - Completed Healthy Lifestyles Program in 2 clinics and follow-up education in 2 offices
  - 153 members received Health Coaching for Obesity
  - Completed 16 clinic/home visits for Obesity Health Coaching
- Community Education
  - Provided 10 school presentations to Over 1,000 students on a variety of health topics.
- Projects
  - Health Literacy: Care Managers and Health Coaches are still giving out the "What To Do If My Child Gets Sick" books to members, including members that visit the ER frequently. Initial data shows a reduction in utilization. We will want a 12-month run on data to eliminate any seasonal issues.
  - CDC Measure: The project is in its second year and we continue to distribute Angel Food Ministries gift cards to those adult members that complete all 4 screenings.
  - Breast Cancer Screening: We have sent the incentive postcard again in September and continue to track the number of members who receive a BCS and distribute gift cards.

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- **Adult Access to Care:** We continue to send the postcards to new adult members monthly to encourage them to call the Customer Service department in order to link them to benefits available to them.

**Performance Improvement Projects**

**Statewide Dental Collaborative (2009, 2010, 2011)**

- Ongoing participation on the Dental Task Force. CMFHP will host the next meeting on January 5, 2012.
- Quarterly data review is ongoing. Percent of annual dental screenings are 34.12% which is slightly higher than second quarter in 2010 which were 33.39%

**Cervical Cancer Screening (2009, 2010, 2011)**

- Cervical cancer screening rates in 2009 of 62.53% compared to 71.84% in 2011, the cervical cancer screening rates have improved by 9.31 percentage points or 14.89 percent which is a statistically significant change (p-value: 0.008).
- This project is being closed and the interventions have been absorbed into the Health Improvement work plan.

**Comprehensive Diabetes (2009, 2010, 2011)**

- This project will continue into a third year
- Second quarter results supports conducting additional outreach to members to educate and assist members in accessing these services.
- Targeted mailings are going out to members who had not completed their screenings. In 2011, there were 337 members included in the incentive post card mailing. Since the mailing in March, we have sent 46 gift cards, representing 14% of the population.
- The percentage of gift cards sent out represents a small number of the population. However, this incentive requires members to complete three screenings. The most prevalent missing screening is the Eye Examination. This incentive was part of an overall strategy to increase our HEDIS rates for the CDC measures. We showed an increase in a number of measures as demonstrated in the year/year results above.

**Childhood Immunization Study (2011)**

- This project is in the implementation phase and concentrates energy on assisting families to get their child(ren) to a provider to complete their immunizations as recommended by 24 months of age.
- The mailings for this PIP are coordinated through Health Improvement.

**Focus Studies**

**BCS 2010**

- Started Year 2 for BCS incentive program
- Mailing of incentive postcard sent to 583 members.
- 4<sup>th</sup> Quarter outreach has been completed.
- In addition to looking at the results from the study population, we reviewed the data from the 2011 HEDIS results compared to the results from 2010. The rate for BCS increased from 39.2 in 2010 to 44.3 in 2011.
- We will continue to monitor the results for the remainder of 2011 and will be able to compare against national and regional benchmarks once the data has been released.

**Adult Access to Care**

- Starting Year 2 for Adult Access to Care incentive program

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- For this study, we are reviewing the number of new adult members who called the Customer Service department as a result of the postcard that was mailed. Additionally, we will look at year/year HEDIS results.
- The post card incentive was mailed after the member calling the Customer Service department. Overall, the information reflects a 5% return call rate. We were surprised at the extremely low response rate, given that they would receive a \$10 gift card for making a phone call.

**New Directions Behavioral Health/Children's Mercy Family Health Partners  
New Initiatives or Events:**

**ER Behavioral Health/Pain Utilization Project**

- Met with Community Mental Health Centers to discuss and establish protocol for addressing frequent ER utilization by members.

**Updates on current initiatives:**

**Field Outreach Program:**

- Program acknowledged in the Lee's Summit Journal as a best practice:  
<http://www.lsjournal.com/2011/08/18/71547/rediscover-keeps-frequent-flyers.html>
- The criteria for Field Outreach have been expanded to include referrals made by ND UM Care managers based on clinical assessment.

**Expanded Staff Education:**

- New Directions MOHealthNet team continues to provide education to care managers about services not in the benefit package and/or not authorized by New Directions to assist with coordination of care for MOHealthNet Members:
  - KCRO Program Services, Anita Hartman 8/18/2011
  - Shelter Care Plus, Patsy Blalock, 8/22/2011
  - Gillis Intensive In-Home Services, Rachel Hodson, 8/22/2011
  - Health Literacy, Lisa Foodim, 8/29/2011
  - Pain Management, Cindy Heck, RN, 9/12/2011
  - Comprehensive and Community Support Waiver, Lisa Foodim, 9/19/2011
- Cultural Competency training for CMFHP and ND care managers:
  - "The Somali Culture", Anab Abdulahi, 7/12/2011
- "Suicide Prevention and Risk Reduction Live Roundtable", held on several dates in September 2011; presentation by Brent Halderman, Psy. D.

**Rainmaker Program:**

- The community mental health center rainmaker program serves to provide timely access to behavioral health appointments. New Directions continues to meet quarterly with the community mental health centers, with most current meeting held on 9/15/11.

**Enhance member adherence to 7 day ambulatory follow up appointments:**

- Best practice information for 7 day ambulatory follow up was shared with high volume facilities on 7/11/2011.