

Children's Mercy Family Health Partner's MO HealthNet QA&I Report October-December 2010

Initiatives or Events:

Disease Management

- **Asthma program** update: 3 provider offices active this quarter
- Completed asthma education program at 3 provider offices, representing members 793
- Completed clinic/home visits for Health Coaching-13
- 102 members currently actively participating in health coaching for asthma with an additional 345 in outreach
- Asthma program letters sent to 787 members
- Qtr 3 YTD 2010 compared to Qtr 3 YTD 2009 Utilization: Decreased ER utilization 24%, Inpatient 18%, and Outpatient 8%.
- **Depression program** update: 44 new referrals sent to New Directions for further interventions
- **Diabetes program**
- 4 Completed clinic/home visits for Diabetes Health Coach
- 24 Members currently actively participating in Health coaching for Diabetes with an additional 108 in outreach
- Diabetes program letters sent to 101 members

Health Improvement

- Birthday cards sent to 8,606 members
- Newborn cards sent to 491 members
- Sent EPSDT Reminder Letter to 7,971 members and 1,123 providers
- Completed Healthy Lifestyles Program 4-module didactic program in 3 provider offices, and 10 chart reviews and 10 program follow-ups.
- 295 members provided Health Coaching for Obesity
- Completed 22 clinic/home visits for Obesity Health Coaching
- Provided 18 school presentations to 499 students on a variety of health topics.
- Integrated tobacco cessation information into new member packets
- Lead screening reminder postcard sent to 2,313 members.

Focused Studies and PIP's

Statewide Dental Collaborative (2009, 2010)

- Quarterly Collaborative calls: Molina hosted the call in January. The plans agreed upon a standardized format for data reporting. CMFHP submitted the third quarter of data on January 6.
- Last Updated PIP sent to Missouri July 2010
- CMFHP submitted the third quarter of data on January 6.
- Next meeting: April 7, 2011 to be hosted by HCUSA.

Cervical Cancer Screening (2009)

- Screening rates increased from 0% to 37% for study population
- HEDIS 2010 CCS improved 5.08% from 2006 (67.19%) to 2010 (70.6%)
- Well Woman outreach calls to women needing BCS; CCS in 4Q2010
- Final report due in Spring 2011

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Comprehensive Diabetes (2009, 2010)

- Quarter 3 data has been received with favorable preliminary review
- HS outreach Oct – Dec 2010
 - Temp staffs
 - Calls ~ diabetes screening initiative
- Quarter 4 data will be available after March 1, 2011

Focus Studies

- **BCS 2010**
 - Outreach through Customer Service
 - WWC second Mailers: Oct 2010
 - WWC outreach through HS in 4Q2010
 - Continue Incentive
 - Have seen a 21% increase in BCS for study population
- **Adult Access to Care**
 - Incentive postcard sent to call Customer Service
 - Focus on linking adult members with benefits
 - Continue to send to new adult members
 - Will measure using HEDIS