

MO HealthNet Oversight
Committee: Managed Care Quality
and Performance Improvement
Planning

MHD Quality and Performance Improvement

- MHD System Level CQI Goals Include:
 - Align Managed Care and FFS measures and improve reporting, surveillance, and intervention
 - Promote Health Home concepts in managed care and FFS programs
 - Enhance care coordination and care management across the managed care and FFS populations
 - Focus on population health and public health impact

MHD Quality and Performance Improvement: Managed Care

- Align Managed Care and FFS measures and improve reporting, surveillance, and intervention
 - Follow evidence-based measures and benchmarks
 - Create data tool for the MCP's that facilitates
 - monitoring of trends
 - benchmarking by plan and region
 - Identification of areas of improvement
 - development of interventions for identified areas of improvement
 - Update Performance Improvement Process (PIPs)
 - Update best practice development and implementation process

MHD Quality and Performance Improvement: Managed Care

- Promote Health Home concepts
 - Familiarity with population demographics, disease profiles, and levels of intensity of chronic conditions
 - Identification of sub-groups requiring more intense care coordination and management; tiering by complexity
 - Application of population health management principles
 - Emphasis on transitions of care, health promotion, individual and family supports, and community and social supports, including HCBS

MHD Quality and Performance Improvement: Managed Care

- Enhance care coordination and care management
 - Has become a standing agenda item for the QA&I quarterly MCP meeting
 - Review of the goals and processes for care coordination and management currently underway
 - Ongoing review of data systems and tools available at the MCP's and MHD for
 - operational applications
 - outcome evaluation
 - intervention development
 - Currently reviewing national standards for care coordination and management and will modify process accordingly, for example which populations, duration, etc.

MHD Quality and Performance Improvement: Managed Care

- Focus on population health and public health impact
 - As part of the QA&I process and the health home process, education has been and will be done regarding
 - basic principles of population health management
 - core and essential functions of public health
 - MHD will use the systems it is developing and implementing to
 - perform system surveillance
 - to monitor and evaluate process and outcomes
 - develop interventions

MHD Quality and Performance Improvement: Managed Care

Surveillance Tools

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MHD Quality and Performance Improvement: Managed Care

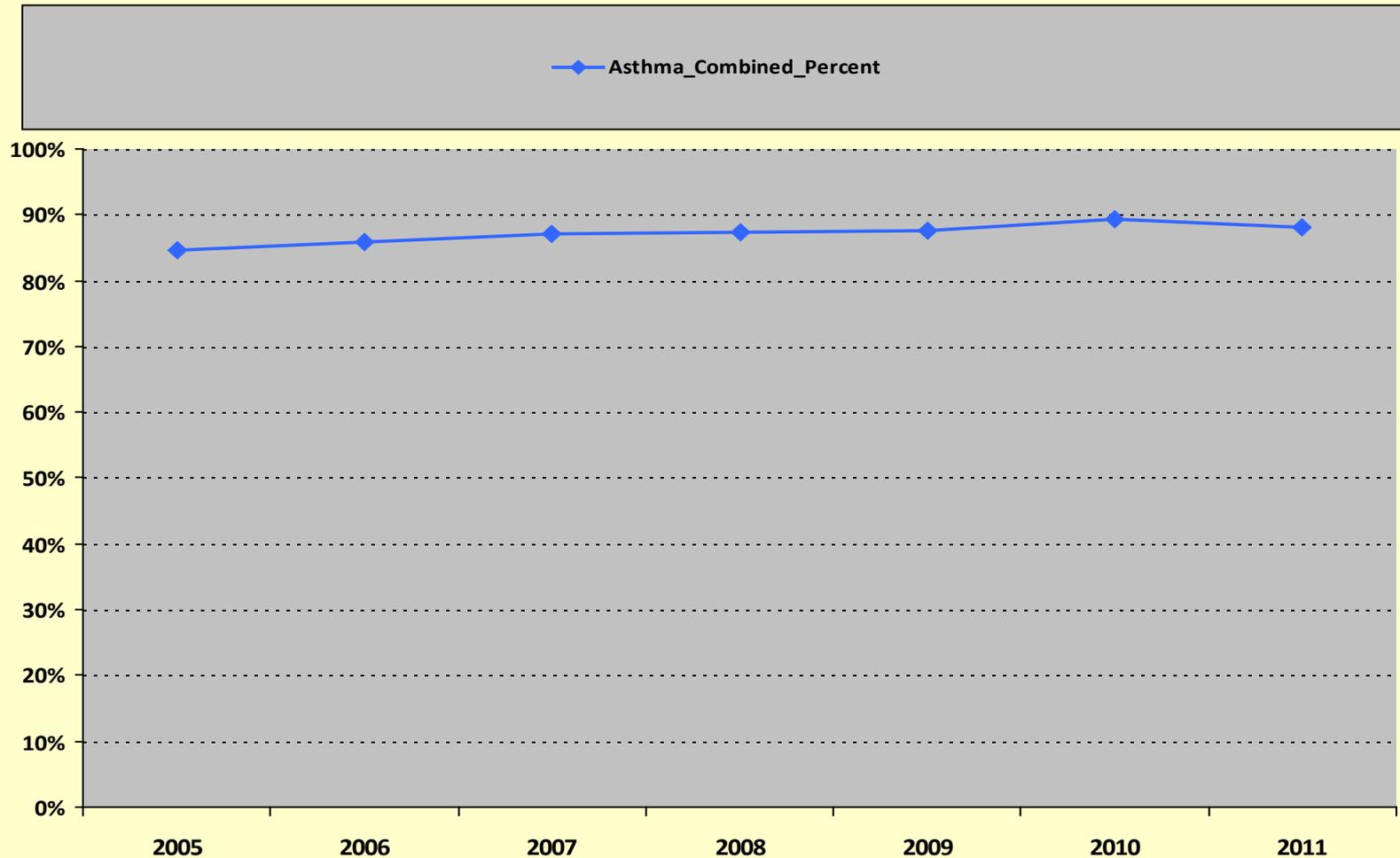
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Data Tool

- Access Database
- Houses various measures collected annually from the health plans
 - HEDIS
 - Access to Care
 - Service Utilization
 - Consumer Satisfaction
- Trend analysis across years
- Comparisons between plans
- Benchmarking against statewide and national performance

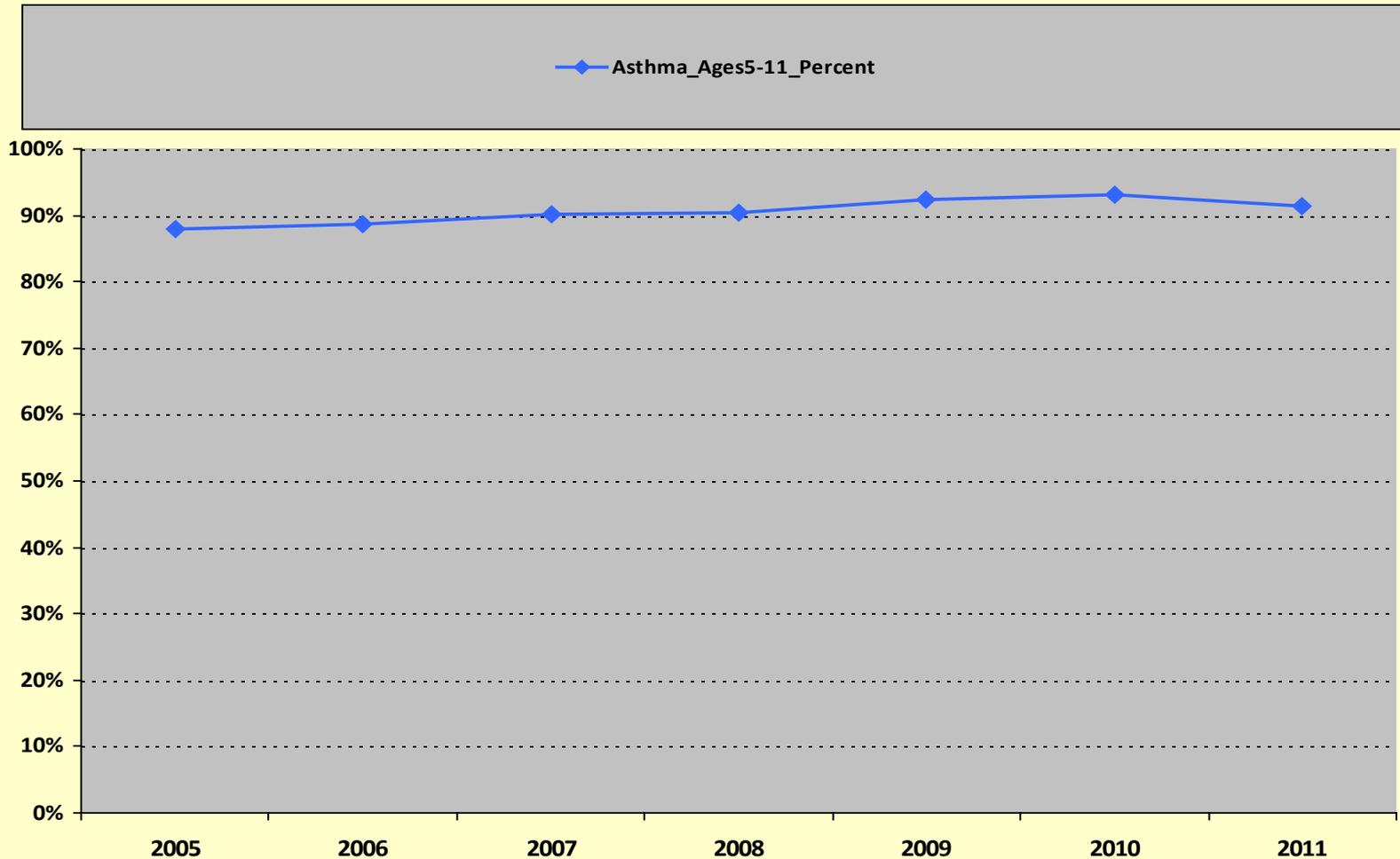
Data Tool Trend Samples: Inhaler Meds for Persons With Asthma

StatewideAverage

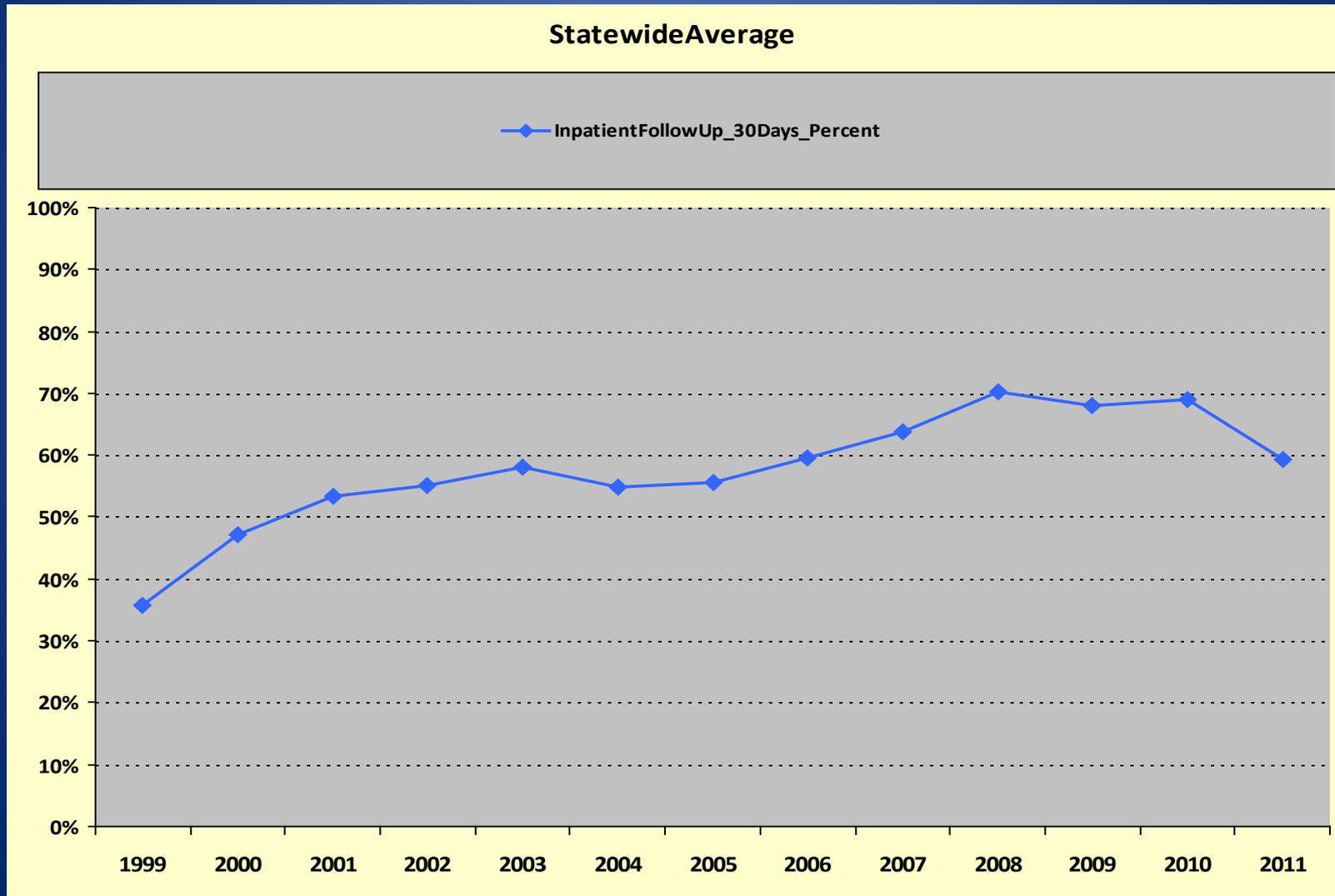


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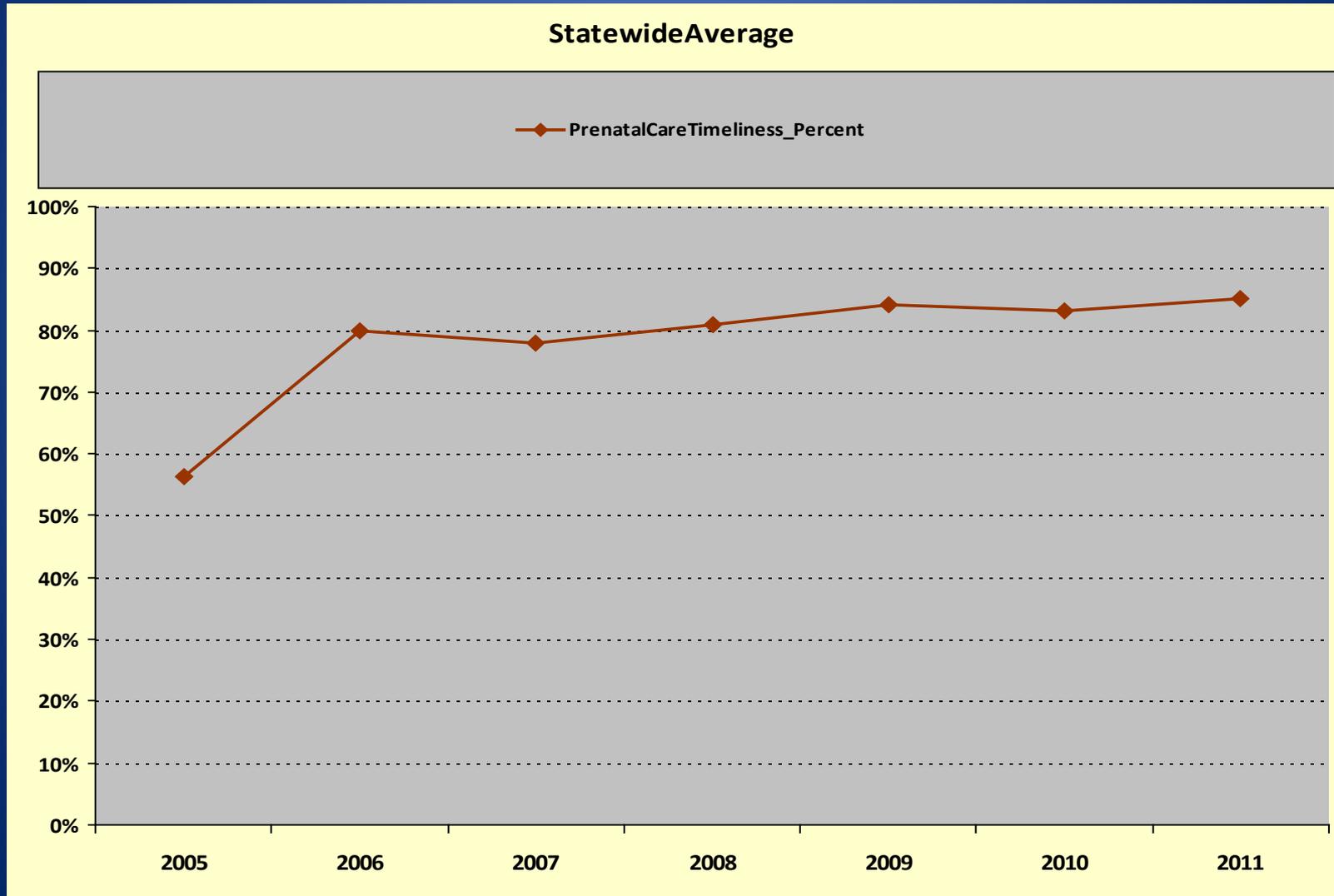
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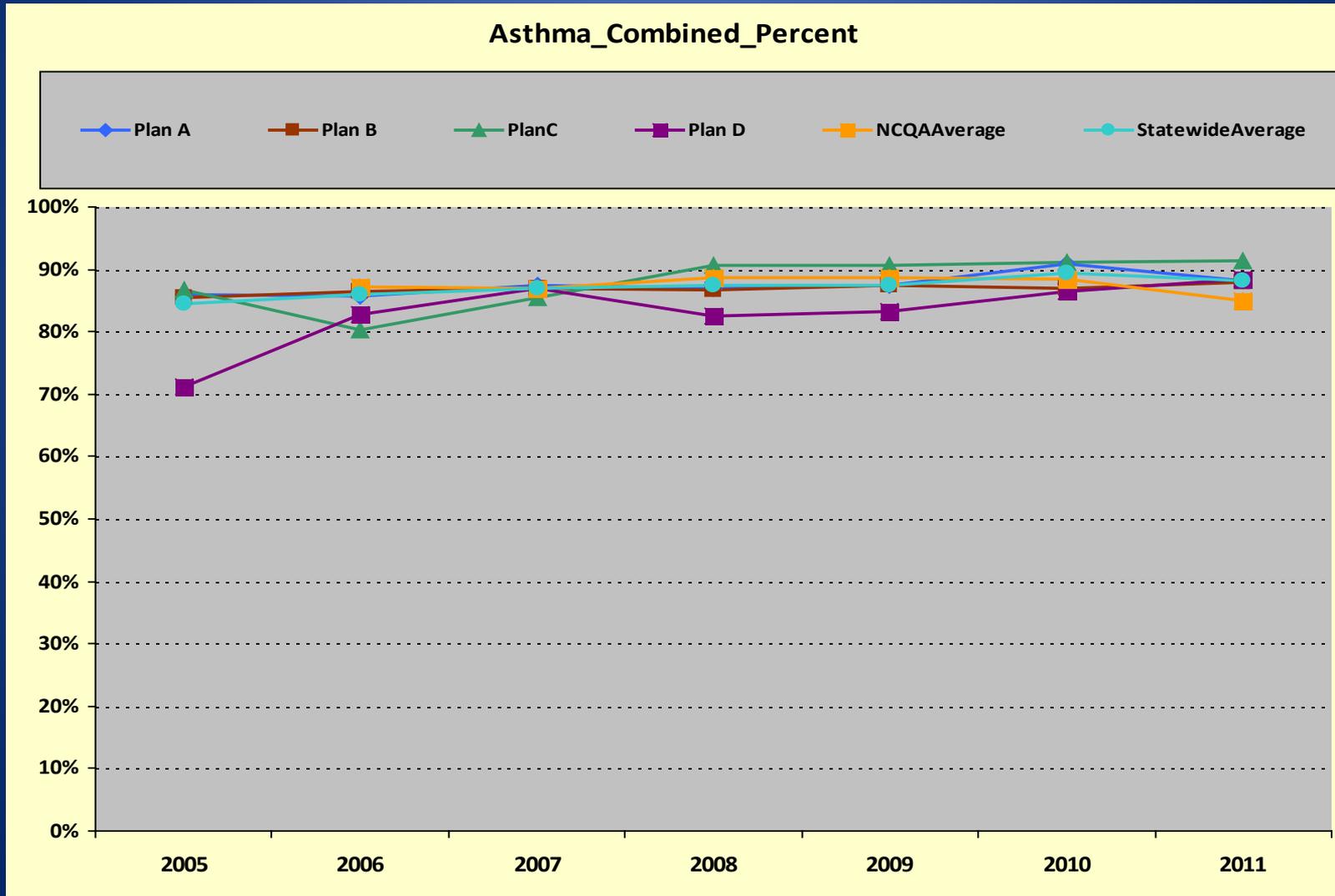
Data Tool Trend Samples: Follow-up Within 30 days of Psych Inpatient Stay



Data Tool Trend Samples: Timeliness of Prenatal Care for Pregnant Women



Data Tool Benchmarking Samples: Inhaler Meds for Persons With Asthma



Data Tool

- Allows for conversation with health plans based on data
- Multiple measures on care management and care coordination
- Helps identify areas of weakness within single plans, or broadly across the entire state
- Useful in developing Program Improvement Projects and monitoring outcomes of such projects