



Molina Healthcare
MO HealthNet Quality Assessment & Improvement Advisory Group
April 28, 2011

New Initiatives or events

- Molina's clinical quality improvement committee is reviewing the readmission rate which has increased over time and is developing a clinical Performance Improvement Project.
- Molina's Health Educator implemented a well woman outreach campaign to educate members about the need for annual check-ups.
- Molina held a Community Champions event in March honoring community partners who have contributed selflessly and provided extraordinary service to the health and well being of those in the community.

Updates on current initiatives

- Molina is working on the HEDIS 2011 project and is focused on implementing initiatives for increasing HEDIS rates and CAHPS scores.
- Molina's Health Educator continues to revise current materials and the Molina website to communicate information in a more effective manner to members.
- Molina continues to use the member and provider newsletters as a means for educating members and providers about benefits, services and how to improve members' healthcare.
- Molina continues to participate on the Dental Task Force for managing the Improving Oral Health Performance Improvement Project. Molina partnered with DentaQuest to provide preventive dental services at back-to-school fairs and other events.
- Molina is continuing the NCQA accreditation preparation process in anticipation of the NCQA survey in June and August 2010.

NCQA Accreditation Preparation

- 1st mock audit conducted by NCQA consultants in February 2010.
- 2nd mock audit conducted October 20-21, 2010.
- 3rd mock audit conducted April 26-27, 2011.
- Off-site survey submission due to NCQA on June 22, 2011.
- On-site survey by NCQA scheduled for August 22-23, 2011.

Success story

- The following story was presented at the January 27, 2011 QA&I meeting. However, the follow-up to this story is bolded at the end of the story below.

Reported January 27, 2011: A Molina member who is pregnant with twins at an advanced maternal age and with a history of pre-term labor at 24 weeks gestation lives in a rural area that is nearly two (2) hours away from the hospital where she plans to deliver. The provider wanted to hospitalize the member for her entire pregnancy or have her deliver early.

Through Molina's case management program, the member was placed on a terbutaline pump for home use. Molina authorized serial nursing visits at the member's home. The member is currently at 35 weeks without any new issues. The terbutaline pump will soon be discharged and plans will be made for the member to deliver at 36 or more weeks and the babies will go home with the member after delivery. The estimated fetal weight of both babies is over 5lbs each.

Follow-up: The member delivered at 38 weeks gestation. Both babies went to the well nursery. Neither baby needed to go to the NICU.

- A Molina member was born with surfactant deficiency and required a double lung transplant at three (3) months of age. The member was discharged home at six (6) months of age with Broviac and g-button. DME supplies arranged for home care-feeding pump, nebulizer, pulse oximeter, Doppler and tube feeding supplies. Skilled nursing visits and First Steps were arranged at the member's home. The member progressed to no longer using g-button for feeds and only using g-button for medications and venting. Broviac was removed and the member only had one hospitalization for line infection after the line was in for approximately one year. The member was determined to be only a few months delayed developmentally and has good weight gain one year after the transplant.
- A Molina member with a history of morbid obesity, back pain and knee pain has frequented the Emergency Room (ER). She was seen in the ER 49 times from June through November 2010. The member was enrolled in Molina's case management program. The case manager helped the member find a primary care physician and assisted her with referrals for dental care. Since November, the member has only had nine (9) visits to the ER.