Welcome Providers!

HEDIS PCP Specialty Training

March 26, 2013
El Paso First Quality Care
2013 Initiatives

Presenters:
Kathleen Thompson  M.P.H., CHES, Director of Quality Improvement
Janel Lujan,  Health Services Director
Irma Herrera, Provider Relations and Credentialing Director
Edgar Martinez, Member Services Director

Our Vision: Your community partner leading the way to quality healthcare through service and innovation...because we CARE.
Objectives

• Overview HEDIS
• Review and discuss El Paso First Quality of Care Initiatives (PIPS)
• Discuss HEDIS Hybrid Medical Record Review and best practices for Hybrid Measures
• Present El Paso First’s 2013 efforts to improve identified areas for improvement per division
HEDIS

• Healthcare Effectiveness Data and Information Set (HEDIS)
• Most widely used set of health care performance measures in the U.S.
• 80 measures across 5 domains
HEDIS Domains

• Effectiveness of Care
  – Weight, Counseling and Nutrition

• Access/Availability
  • Prenatal and Postpartum Care

• Experience of Care
  – CAHPS Surveys

• Utilization and Relative Resource Use
  – Well-child visits
  – Adolescent well care visits
  – Ambulatory Care (OP and ED Visits)
HEDIS Data

• Administrative data:
  • Claims, encounters, providers EMR systems, pharmacy, labs

• Hybrid HEDIS (Medical Records Review)
# El Paso First Quality of Care Initiatives 2013

<table>
<thead>
<tr>
<th>Measure Description</th>
<th>STAR Measures</th>
<th>CHIP Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Reduce Potentially Preventable ED Visits</td>
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<tr>
<td>2 Well-Child Visits in 3rd, 4th, 5th, and 6th years of life (W34)</td>
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<tr>
<td>3 Adolescent Well-Care Visits (AWC)</td>
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<tr>
<td>4 *Childhood Immunization Status (CIS)</td>
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<tr>
<td>5 *Weight, Counseling and Nutrition (WCC)</td>
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</table>

*Hybrid measure
ED Utilization (Over-Use)

• High volume of members who visit ED for
  – Asthma Admission Rate
  – Diabetes Short-term Complications
  – Gastroenteritis
  – Urinary Tract Infections
  – Highest among 1-9 years of age for EP members
STAR Ambulatory Care – ED Visits (Per 1000MM)

HEDIS® P50 (%)
63.30
Impact on Health Status

- Medical Home is not established for members
- Return rate to the ED for care is high
- Preventive care to the individual is limited for other health concerns
- Potentially Preventable Events (PPE)
Well-Child and Adolescent Well Care

- Health and developmental history (physical and mental)
- Physical exam
- Health education / anticipatory guidance
- Variation from STAR population (data provided)
CHIP Well-Child Visits 3-6 Years of Life

CHIP
- 69.54%
- 63.68%
- 62.75%
- 64.19%
- 64.33%
- 59.53%
- 63.89%
- 63.90%

El Paso First
- 76.35%
- 75.55%
- 68.58%
- 69.15%
- 74.70%
- 68.13%
- 69.60%
- 76.83%

HEDIS® P50 (%) 72.30
STAR THSteps Visits 3-6 Years of Life

- **STAR**
  - 78.16%
  - 72.28%
  - 70.13%

- **El Paso First**
  - 81.30%
  - 71.54%
  - 81.44%
  - 72.96%
  - 72.54%
  - 78.77%
  - 76.95%
  - 80.53%
  - 73.89%
  - 76.51%

HEDIS® P50 (%) 72.30
Weight, Counseling and Nutrition

• Obesity and obesity-related diseases have long been an issue in the US and along the border region.

• HEDIS Hybrid measure that assesses
  – BMI percentile documentation or BMI percentile plotted on age-growth chart.
  – Counseling for nutrition
  – Counseling for physical activity
STAR Weight Assessment for Nutrition and Physical Activity for Children/Adolescents (2011)

- STAR
  - 23.18%
  - 21.17%
  - 20.19%
  - 21.41%
  - 23.60%
  - 26.03%

- El Paso First
  - 9.49%
  - 26.03%
  - 22.87%
  - 19.95%
  - 21.30%
  - 22.00%
  - 45.99%

HEDIS® P50 (%) N/A
CHIP Weight Assessment for Nutrition and Physical Activity for Children/Adolescents (2011)

CHIP
- 19.71%
- 20.68%
- 20.44%
- 21.90%
- 18.49%
- 19.46%

El Paso First
- 11.19%
- 14.36%
- 17.03%
- 19.95%
- 19.46%
- 17.52%
- 21.99%
- 4.87%
- 28.22%
- 20.40%

HEDIS® P50 (%) N/A
HEDIS Measures & How They Are Captured

• Health Effectiveness Data and Information Set (HEDIS)
• HEDIS = 80 measures across 5 Domains of Care
• Domains include:
  – Prevention and screening,
  – Access and availability,
  – Utilization
HEDIS Hybrid: Medical Record Review

- Childhood Immunizations
- Weight, counseling and nutrition
- Controlling Blood Pressure
- Comprehensive Diabetes Care
STAR Childhood Immunizations
(Combo 4, Hybrid)
Rates with denominators <30 excluded

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<td>55.00%</td>
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</tbody>
</table>

HEDIS® P50 (%) 31.00
CHIP Childhood Immunizations
(Combo 4, Hybrid)
Rates with denominators <30 excluded

CHIP
- 39.00%
- 38.75%
- 34.55%
- 49.33%
- 32.47%
- 48.61%

EIPasoFirst
- 29.41%
- 40.54%
- 33.91%
- 42.40%
- 38.93%
- 26.00%
- 19.70%
- 31.00%
Medical Record Best Practice for all HEDIS® Measures
Weight Assessment & Counseling for Nutrition & Physical Activity for Children & Adolescents (WCC)

Description: The percentage of members 3-17 years of age who had an outpatient visit with a PCP or OB/GYN and who had evidence of the following during the measurement year:

- BMI percentile documentation
- Counseling for nutrition
- Counseling for physical activity
2 to 20 years Boys

Body mass index- for-age percentile

*To Calculate BMI: Weight (kg) = Stature (cm) / 100
or Weight (lb) = Stature (in) x 703

Published May 30, 2000 (revised 10/16/00).
SOURCE: Developed by the National Center for Health Statistics in collaboration with the National Center for Chronic Disease Prevention and Health Promotion (2000).
http://www.cdc.gov/growthcharts
2-20 years: Girls

Body mass index-for-age percentiles

*To Calculate BMI: Weight (kg) / (Height (m))² or Weight (lb) / (Height (ft))² x 703
Childhood Immunization Status (CIS)

Description: The percentage of children 2 years of age who had the following vaccinations by their second birthday:

- Four Diphtheria, Tetanus and Accelular Pertussis (DTap)
- Three Polio (IPV)
- One Measles, Mumps, and Rubella (MMR)
- Three H Influenza type B (HIB)
- Three Hepatitis B (HepB)
- One Chicken Pox (VZV)
- Four Pneumococcal Conjugate (PCV)
- One Hepatitis A (HepA)
- Two or three rotavirus (RV)
- Two Influenza (Flu)
# 2013 Recommended Immunizations for Children from Birth Through 6 Years Old

<table>
<thead>
<tr>
<th>Age Range</th>
<th>HepB</th>
<th>RV</th>
<th>DTaP</th>
<th>Hib</th>
<th>PCV</th>
<th>IPV</th>
<th>HepA</th>
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<tr>
<td>Birth</td>
<td>HepB</td>
<td>RV</td>
<td>DTaP</td>
<td>Hib</td>
<td>PCV</td>
<td>IPV</td>
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<td>1 month</td>
<td></td>
<td>RV</td>
<td>DTaP</td>
<td>Hib</td>
<td>PCV</td>
<td>IPV</td>
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<tr>
<td>2 months</td>
<td></td>
<td>RV</td>
<td>DTaP</td>
<td>Hib</td>
<td>PCV</td>
<td>IPV</td>
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<tr>
<td>4 months</td>
<td></td>
<td>RV</td>
<td>DTaP</td>
<td>Hib</td>
<td>PCV</td>
<td>IPV</td>
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<tr>
<td>6 months</td>
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<td>RV</td>
<td>DTaP</td>
<td>Hib</td>
<td>PCV</td>
<td>IPV</td>
<td></td>
</tr>
<tr>
<td>12 months</td>
<td></td>
<td>RV</td>
<td>DTaP</td>
<td>Hib</td>
<td>PCV</td>
<td>IPV</td>
<td></td>
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<tr>
<td>15 months</td>
<td></td>
<td>RV</td>
<td>DTaP</td>
<td>Hib</td>
<td>PCV</td>
<td>IPV</td>
<td></td>
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<tr>
<td>18 months</td>
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<td>RV</td>
<td>DTaP</td>
<td>Hib</td>
<td>PCV</td>
<td>IPV</td>
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<tr>
<td>19–23 months</td>
<td></td>
<td>RV</td>
<td>DTaP</td>
<td>Hib</td>
<td>PCV</td>
<td>IPV</td>
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<tr>
<td>2–3 years</td>
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<td>RV</td>
<td>DTaP</td>
<td>Hib</td>
<td>PCV</td>
<td>IPV</td>
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<tr>
<td>4–6 years</td>
<td></td>
<td>RV</td>
<td>DTaP</td>
<td>Hib</td>
<td>PCV</td>
<td>IPV</td>
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</tbody>
</table>

### Shaded Boxes
Shaded boxes indicate the vaccine can be given during the shown age range.

### Is your family growing?
To protect your new baby and yourself against whooping cough, get a Tdap vaccine towards the end of each pregnancy. Talk to your doctor for more details.

### Notes
- **If your child misses a shot, you don’t need to start over, just go back to your child’s doctor for the next shot. Talk with your child’s doctor if you have questions about vaccines.**
- **Footnotes:**
  - Two doses given at least four weeks apart are recommended for children aged 6 months through 8 years of age who are getting a flu vaccine for the first time and for some other children in this age group.
  - Two doses of HepA vaccine are needed for lasting protection. The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 to 18 months later. HepA vaccination may be given to any child 12 months and older to protect against HepA. Children and adolescents who did not receive the HepA vaccine and are at high risk should be vaccinated against HepA.
  - If your child has any medical conditions that put him at risk for infection or is traveling outside the United States, talk to your child’s doctor about additional vaccines that he may need.

### Additional Information
- For more information, call toll free 1-800-CDC-INFO (1-800-232-4636) or visit [http://www.cdc.gov/vaccines](http://www.cdc.gov/vaccines)
Controlling High Blood Pressure (CBP)

Description: The percentage of members 18-85 years of age who had a diagnosis of hypertension (HTN) and whose BP was adequately controlled (<140/90 mm Hg) during the measurement year.

• Representative BP: The most recent BP reading during the measurement year (as long as it occurred after the diagnosis of hypertension was made).

• If multiple BP measurements occur on the same date, or are noted in the chart on the same date, the lowest systolic and lowest diastolic BP reading should be used. The systolic and diastolic results do not need to be from the same reading.
Comprehensive Diabetes Care

Description: The percentage of members 18-75 years of age with diabetes (Type 1 and Type 2) who had each of the following during the measurement year:

- Hemoglobin A1c (HbA1c) testing
- Eye exam (retinal) performed
- LDL-C Screening
- Medical attention for Nephropathy
- Blood Pressure control (<140/90 mm Hg.)
Questions?

We are here to help you

If you have questions or concerns please contact the Quality Department

Kathleen Thompson, QI Director
kthompson@epfirst.com
915.298.7198 ext 1043
Provider Relations Department

Irma L. Herrera
Director of Provider Relations & Credentialing
Provider Relations Role

• Provider Relations is the liaison between the health plan and the community providers.

• Our goal is to provide education, resources and guidance.

• Guide to Clinical Practice Guidelines.

• Provider Relations Representatives are available to conduct an in-service to Providers and their staff.
STAR: Reduce ED Use for Members 1-9 Years of Age

• Emergency utilization rosters are provided to Primary Care Providers on a monthly basis.

• This report includes the member name, date of birth, phone number, address, ER service location, date of service and diagnosis.

• Providers are encouraged to follow up with identified members and establish the medical home concept.

• Providers can educate their members on their office hours of availability and alternatives members have such as After-Hours and Pediatric Night Clinics.

• Provider will be receiving a Mid-Year Report.
STAR & CHIP: BMI Assessment and Referral for Counseling

- Educate the importance of the BMI percentile assessments at the well-child visits. Referrals for counseling and nutrition if above the Centers for Disease Control (CDC) recommendations.

- Provider will be provided a Mid-Year Report.
CHIP: Well-Child 3-6 Years Old

• Provide to Primary Care Providers their CHIP Provider Rosters on a monthly basis and they also receive their CHIP Well-Child Visits Due List.

• Mid-Year Provider Report.
CHIP: Adolescent Well-Care Visits

• Provide to Primary Care Providers their CHIP Provider Rosters on a monthly basis as well as their CHIP Well-Care Members Due List.

• Mid-Year Provider Report.
### CHIP Well-Child Visits Due Members List

#### El Paso First Health Plans, Inc.

**ALL LOCATIONS**

**CHIP Master Roster - Well Child Visits Due Members Only**

**October 2012**

<table>
<thead>
<tr>
<th>Member#</th>
<th>Member Name</th>
<th>Age</th>
<th>DOB</th>
<th>Sex</th>
<th>Phone</th>
<th>Address</th>
<th>Effective</th>
<th>Well Child Visit</th>
<th>PCP Name</th>
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<tr>
<td></td>
<td><strong>New Members</strong></td>
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<tr>
<td>M00000001</td>
<td>MINERVA MOUSE</td>
<td>82</td>
<td>1/19/30</td>
<td>F</td>
<td>915-555-5555</td>
<td>525 DISNEY LN ANAHEIM, CA</td>
<td>09/01/12</td>
<td>DUE</td>
<td>WALTER DISNEY, MD</td>
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<tr>
<td>D00000005</td>
<td>DAISY DUCK</td>
<td>72</td>
<td>3/26/40</td>
<td>F</td>
<td>915-444-4444</td>
<td>525 DISNEY LN ANAHEIM, CA</td>
<td>06/01/12</td>
<td>DUE</td>
<td>WALTER DISNEY, MD</td>
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<td>DONALD DUCK</td>
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<td>12/4/34</td>
<td>M</td>
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<td>10/01/11</td>
<td>DUE</td>
<td>WALTER DISNEY, MD</td>
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</table>

|         | **Existing Members** |     |         |     |               |                                              |           |                  |                     |
| G00000000 | PLUTO THE PUP       | 82  | 11/16/30| M   | 915-222-2222  | 525 DISNEY LN ANAHEIM, CA                   | 09/01/12  | DUE              | WALTER DISNEY, MD  |
| G00000001 | MICKEY MOUSE        | 84  | 10/10/28| M   | 915-111-1111  | 525 DISNEY LN ANAHEIM, CA                   | 09/01/12  | DUE              | WALTER DISNEY, MD  |
| G00000002 | GOOFY G GOOF        | 80  | 10/12/32| M   | 915-010-0101  | 525 DISNEY LN ANAHEIM, CA                   | 09/01/12  | DUE              | WALTER DISNEY, MD  |
| G00000003 | SNOW WHITE          | 75  | 2/11/37 | F   | 915-777-7777  | 525 DISNEY LN ANAHEIM, CA                   | 09/01/12  | DUE              | WALTER DISNEY, MD  |
| D00000004 | PETER PAN           | 59  | 8/23/53 | M   | 915-000-0005  | 525 DISNEY LN ANAHEIM, CA                   | 12/01/11  | DUE              | WALTER DISNEY, MD  |
| G00000004 | WENDY DARLING       | 59  | 2/20/53 | F   | 915-888-8888  | 525 DISNEY LN ANAHEIM, CA                   | 09/01/12  | DUE              | WALTER DISNEY, MD  |
| M00000005 | JESSICA RABBIT      | 24  | 10/9/88 | F   | 915-999-9999  | 525 DISNEY LN ANAHEIM, CA                   | 08/01/12  | DUE              | WALTER DISNEY, MD  |
| M00000006 | JIMINY CRICKET      | 72  | 4/3/40  | M   | 915-111-2222  | 525 DISNEY LN ANAHEIM, CA                   | 06/01/12  | DUE              | WALTER DISNEY, MD  |
| P00000000 | ROBIN HOOD          | 39  | 11/8/73 | M   | 915-002-3333  | 525 DISNEY LN ANAHEIM, CA                   | 09/01/12  | DUE              | WALTER DISNEY, MD  |

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Contact Information

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iherrera@epfirst.com

Provider Relations Department
298-7198 ext. 1507
providerservices@epfirst.com
Member Services Initiatives

Edgar Martinez
Director of Member Services
CHIP: Well-Child Visits
3-6 years of age

On a monthly basis, the Member Service Department is mailing reminder postcards and calling CHIP members ages 3-6 years of age to inform them of their upcoming well-child visit.
CHIP: Adolescent Well-Child Visits
12-19 years of age

On a monthly basis, the Member Service Department is mailing reminder postcards and calling CHIP members ages 12-19 years of age to inform them of their upcoming well-care visit.
STAR: Reduce Inappropriate ED Use for members 1-9 years of age

On a monthly basis, the Member Service Department is mailing educational reminder postcards to STAR members ages 1-9 years of age to inform and educate them of alternate services available before using an Emergency Department.
Health Services Initiatives

Janel Luján, LMSW
Director of Health Services
STAR: Reduce ED Use for Members 1-9 Years of Age

- Track member high utilization of ED
- Coordinate with Member Services for mail out of OTC box
- Coordinate with Provider Relations to reach out to Providers regarding their ED Rosters
Nutritional Counseling

• Value added services for STAR and CHIP
• Extra nutritional counseling visits
• PCPs may refer to registered dieticians for nutritional counseling
• Dieticians request value added services for members who need extended intervention
Case Management

• Licensed social workers and nurses help with:
  – Service coordination
  – Explaining health plan benefits
  – Linking members with local resources
  – Learning about our members’ needs
Health Services
Contact Information

Behavioral Health Unit
• Diana Gonzalez
  Case Manager
  Ext. 1082
• Aurora Arias
  Case Manager
  Ext. 1131

Health Services Leadership
• Janel Lujan
  Director of Health Services
  Ext. 1090
• Irma Vasquez
  Administrative Supervisor
  Ext. 1042

OB Unit
• Edna Martinez
  OB Case Manager
  Ext. 1078
Questions?