

Update on DCH Quality Program

Presentation to
The DCH Board
July 10, 2008



DCH Mission

ACCESS



Access
to affordable,
quality health
care in our
communities

RESPONSIBLE



Responsible
health planning
and use of
health care
resources

HEALTHY



Healthy
behaviors and
improved
health
outcomes

DCH Initiatives

FY 2007 and FY 2008

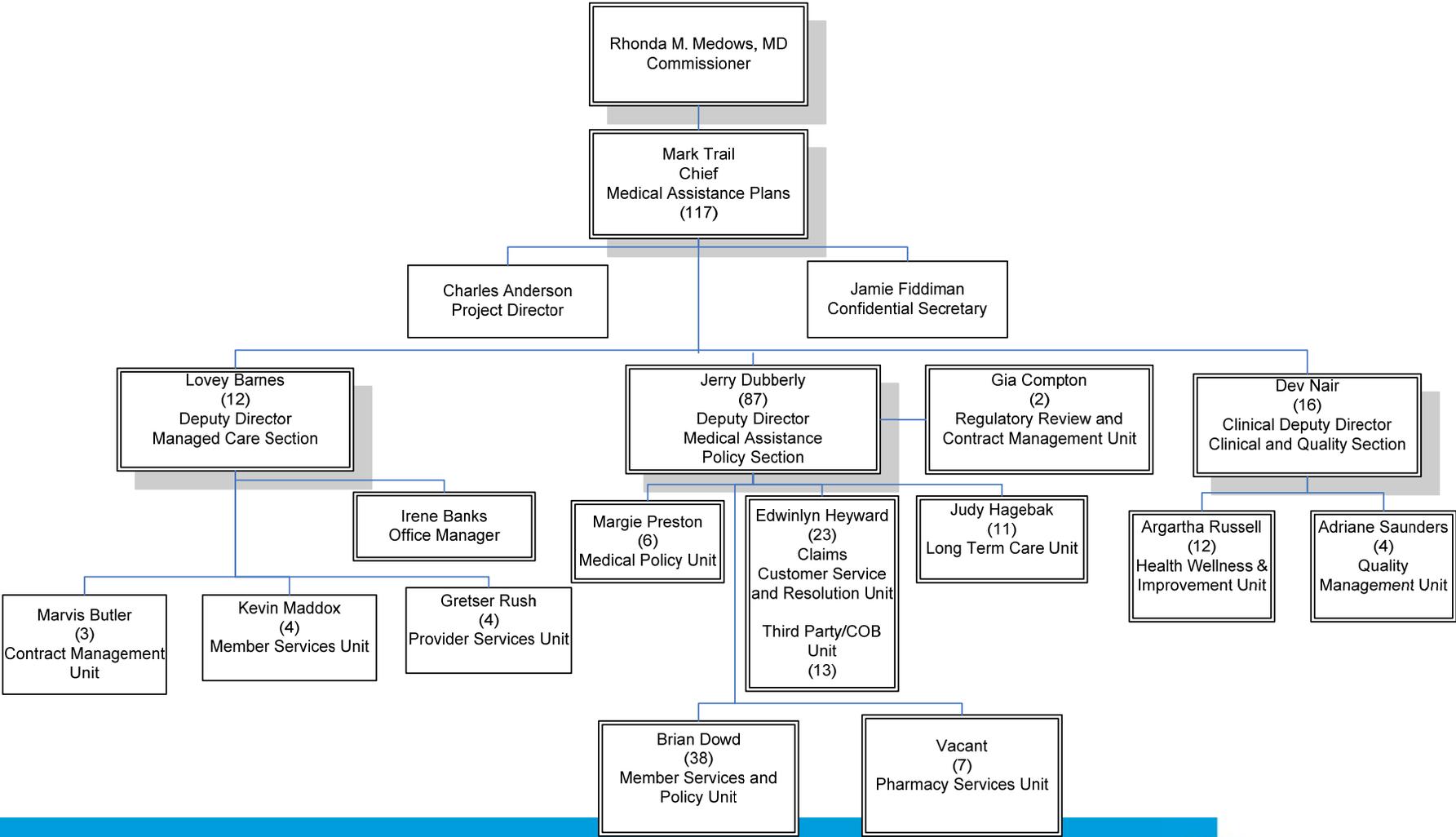
FY 2008

- Medicaid Transformation
- Health Care Consumerism
- Financial Integrity
- Health Improvement
- Solutions for the Uninsured
- Medicaid Program Integrity
- Workforce Development
- PeachCare for Kids™ Program Stability
- SHBP Evolution
- Customer Service and Communication

FY 2009

- Medicaid Transformation
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Medical Assistance Plans (MAP) Org Structure



DCH Medicaid Quality Program

- Georgia Families
 - Care Management Organizations (CMO)
 - Amerigroup
 - Peach State
 - Wellcare
- Georgia Enhanced Care
 - Disease Management Organizations
 - APS Healthcare
 - United Healthcare/AmeriChoice
- Georgia Medical Management Program
 - Administrative Services
 - APS Healthcare



DCH Quality Program

- Implementing DCH Quality Improvement Committee
 - Prioritize activities to achieve DCH mission
 - Implement cross-division quality activities
 - Develop common metrics
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- Georgia Families
 - Georgia Enhanced Care
 - Georgia Medical Management Program
 - Medical Assistance Policy
- Office of Health Improvement
 - Program Integrity
 - Operations
 - Communications
 - CMO/DMO/EQRO Vendors



Georgia Enhanced Care

- Covers 7 common chronic diseases:
 - Diabetes
 - Chronic Obstructive Pulmonary Disease
 - Asthma
 - Heart Failure
 - Schizophrenia
 - Hemophilia
 - Coronary Artery Disease or Ischemic Heart Disease
- Interventions based on risk stratification



Georgia Enhanced Care

- Clinical metrics to measure improvement
- 23 metrics for which DMO at financial risk
 - 17 disease specific
 - 6 overall health status
- 23 metrics measured but DMO not at risk
 - 2 claim based for schizophrenia
 - 21 self reported measures
- Similar set of metrics established for ASO members



Georgia Families Quality Program

- Quality Assessment and Performance Improvement (QAPI) Program and the Quality Strategic Plan are CMS requirements for Medicaid managed care
- External Quality Review Organization (EQRO) – required to provide independent assessment of CMO performance:
 - Validate performance improvement projects
 - Validate performance measures
 - Assess compliance with Federal regulations
 - Produce annual report
 - Convene annual EQR conference



Recommendations from DCH Board & Public Comments

Recommendations for Georgia Families Strategic Plan

- Expand areas of focus to include:
 - Children's oral health
 - Children's mental health
 - Children's weight status
- Key managed care data should be publicly reported
- Re-assess measurement methodology for:
 - Immunization data
 - Blood lead levels
 - HbA1c



Accomplishments Since January 2008

- Selected apparent successful EQRO vendor
 - Health Services Advisory Group (HSAG)
 - Anticipate effective date July 2008
 - Goal: Report to Board December 2008
- Partnered with Thomson-Reuters to refine current performance indicators
 - Immunization data
 - Blood lead levels
 - Hemoglobin A1c
- Working with CMOs, DHR, and Mental Health Commission to address improvements in mental health care

Accomplishments Since January 2008

- Required CMOs to conduct focus study on childhood obesity.
- Held training on Childhood Obesity – included stakeholders from:
 - CMOs
 - Department of Public Health
 - Healthy Mothers Healthy Babies
 - DHR Office of Nutrition
 - Georgia Nurses Association
 - Georgia State University
 - University of Georgia
 - Georgia Chapter of the American Academy of Pediatrics



Accomplishments Since January 2008

- Submitted application for CHCS Disparities Grant
 - Georgia Families and CMOs
 - Georgia Enhanced Care and DMOs
 - Office of Health Improvement – Minority Health Advisory Council
 - Georgia Academy of Family Physicians
- Developed Comprehensive work plan for achieving Quality Strategic Plan goals and objectives

Upcoming Activities

- Plan and hold conference on improving children's oral health
 - Develop improvement activities focused on oral health
- Convene work groups addressing birth outcomes
- Utilize data from EQRO to drive relevant quality initiatives outlined in strategic plan
- Complete validation of encounter data and obtain quality performance data for Georgia Families
- Continue to work with Health Information Technology and Transparency (HITT) team to implement public reporting of data

