



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

# 2021–2023 Georgia Department of Community Health Quality Strategy Overview



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Department of Community Health

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# Agenda

- Purpose of Updating the Quality Strategy
- Quality Strategy Update Team Members
- DCH Mission and Vision
- Quality Strategy Framework
- DCH Plan to Address Disparities
- Stakeholder Feedback Process
- Quality Strategy Aims, Goals and Objectives
- Quality Strategy Timeline



# Why is DCH Updating the Quality Strategy?

2016 Medicaid Managed Care Rule: 42 CFR §438.340

*States contracting with managed care organizations must draft and implement a written quality strategy for assessing and improving the quality of health care and services furnished by the managed care entities.*

*The State must review and update its Quality Strategy as needed, but no less than once every three years.*



# DCH Quality Strategy Update Team

- **Kelvin Holloway**, MD, MBA, Deputy Executive Director/Senior Medical Director, *Performance & Care Management Office*
- **Gloria Beecher**, DNP, RN, CPHQ, Director, *Population Health & Quality Planning Care Management Office*
- **Carla Willis**, PhD, MA, Director of Performance, Quality, and Outcomes, *Performance & Care Management Office Medical Assistance Plans*
- DCH office and department subject matter experts
- **Health Services Advisory Group**: Kim Elliott, PhD, MA, CPHQ, CHCA
- **Health Services Advisory Group**: Kari Vanderslice, MBA



# DCH Mission, Vision and Values



# DCH Mission and Vision

## Mission

The DCH's mission is to provide Georgians with access to affordable, quality health care through effective planning, purchasing, and oversight.

## Vision

The DCH's vision is that the agency will be a lean and responsive State agency that promotes the health and prosperity of its citizens through innovative and effective delivery of quality health care programs.

## Values



**Accessible and  
Affordable  
Health Care**



**Program  
Integrity/Ethics**



**Fiscal  
Responsibility  
and Efficiency**



**Health  
Promotion and  
Prevention**



**Innovative  
Technology**



**Quality-Driven  
Services**



**Teamwork**



**Respect for  
Others**



**Communication**



**Customer  
Service**



**Accountability**



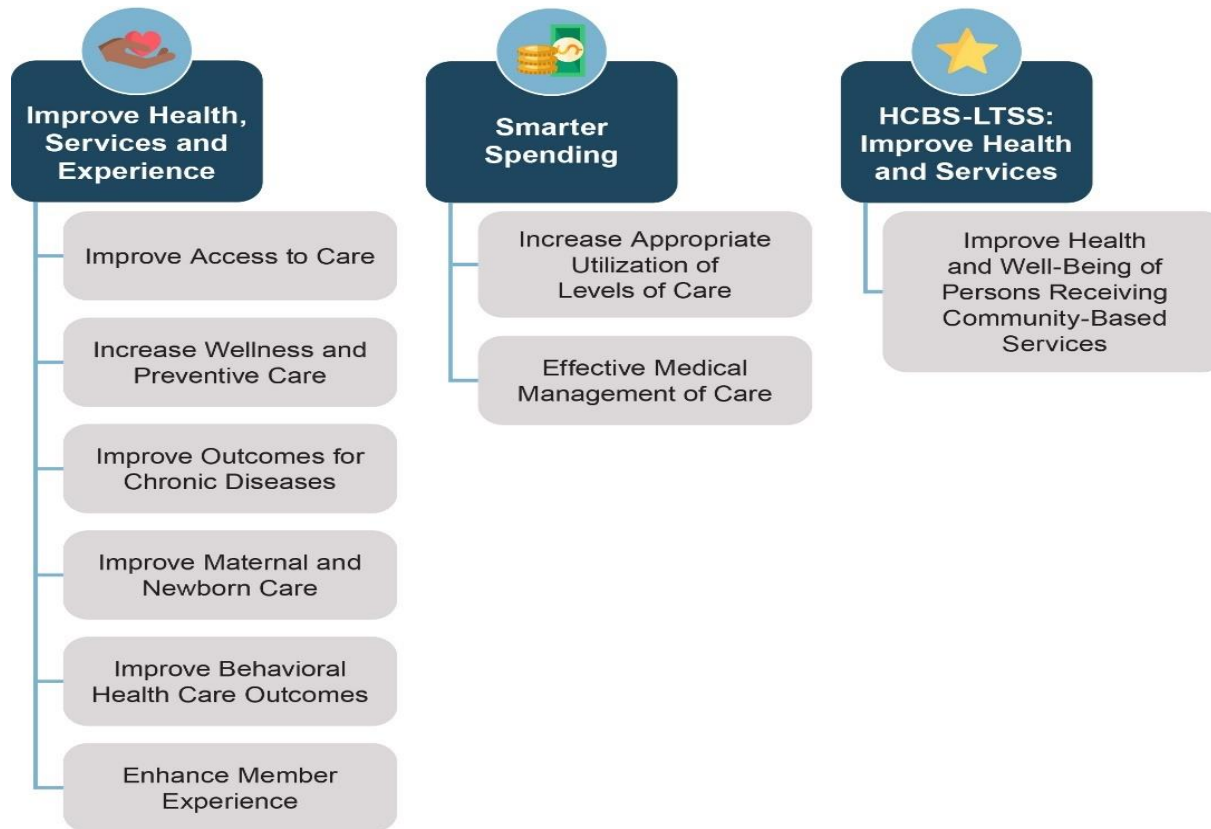
# Quality Strategy Framework

## Three Aims

- Improve health, services and experience
- Smarter spending
- HCBS-LTSS: Improve health and services



# Quality Strategy Framework Goals





# Plan to Address Health Disparities

- Race
- Ethnicity
- Age
- Gender
- Language
- Special needs
- Geographic location
- Disability status



# Plan to Address Health Disparities



# DCH 2021-2023 Quality Strategy

Aims  
Goals  
Objectives



# Quality Strategy Aims, Goals, and Objectives

## **Aim 1: Improve Health, Services & Experience**

### **Goal 1.1: Improve Access to Care**

#### **Objectives:**

- Increase number of persons enrolled in health benefits under the Pathway program by enrolling a minimum of 15,000 new members per year in CY 2022 and 2023
- Increase annual number of postpartum care visits to perform at or above the HEDIS 50th percentile by the end of CY 2023
- Increase number of children receiving well-child and preventive visits to perform at or above the HEDIS 50th percentile by the end of CY 2023
- Increase number of adults receiving well- and preventive visits to perform at or above the HEDIS 50th percentile by the end of CY 2023
- Increase percentage of membership *Getting Needed Care* to perform at or above the 67<sup>th</sup> percentile by the end of CY 2023



# Quality Strategy Aims, Goals, and Objectives

## **Aim 1:** Improve Health, Services & Experience

### **Goal 1.2:** Increase Wellness and Preventive Care

#### **Objectives:**

- Increase the percentage of children less than 21 years of age that receive preventive oral health services to perform at or above the CMCS 75th percentile by the end of CY 2023
- Increase overall rate of immunizations and vaccinations across all ages and populations to perform at or above the HEDIS 90th percentile by the end of CY 2023
- Increase the number of breast cancer screenings for qualified women to perform at or above the HEDIS 75th percentile by the end of CY 2023
- Increase the number of qualified women receiving cervical cancer screenings at or above the HEDIS 75th national percentile by the end of 2023



# Quality Strategy Aims, Goals, and Objectives

**Aim 1:** Improve Health, Services & Experience

**Goal 1.3:** Improve Outcomes for Chronic Diseases

**Objectives:**

- Increase the number of members with controlled HbA1c to perform at or above the HEDIS national 50th percentile by the end of 2023
- Decrease annual hospital admission rate for members with heart failure to perform at or above the CMCS 75th percentile by the end of CY 2023
- Increase number of members with controlled high blood pressure to perform at or above the HEDIS national 50th percentile by the end of CY 2023



# Quality Strategy Aims, Goals, and Objectives

**Aim 1:** Improve Health, Services & Experience

**Goal 1.4:** Improve Maternal and Newborn Care

**Objectives:**

- Decrease annual maternal mortality rate by 3% by the end of CY 2023
- Decrease number of live births with low birth weight to perform at or above the CMCS 75th percentile by the end of CY 2023



# Quality Strategy Aims, Goals, and Objectives

## **Aim 1: Improve Health, Services & Experience**

### **Goal 1.5: Improve Behavioral Health Care Outcomes**

#### **Objectives:**

- Decrease annual behavioral health 30-day readmission rate to perform at or above the HEDIS 50th percentile by the end of CY 2023
- Increase the number of adolescents screened for follow-up for depression to perform at or above the HEDIS 50th percentile by the end of CY 2023
- Increase the number of adults screened and receiving follow-up for depression to perform at or above the HEDIS 50th percentile by the end of CY 2023





# Quality Strategy Aims, Goals, and Objectives

**Aim 1:** Improve Health, Services & Experience

**Goal 1.6:** Enhance Member Experience

**Objective:**

- Increase annual CAHPS Overall *Rating of Health Plan* by 5% by the end of CY 2023



# Quality Strategy Aims, Goals, and Objectives

## **Aim 2: Smarter Spending**

### **Goal 2.1: Increase Appropriate Utilization of Levels of Care**

#### **Objective:**

- Decrease hospitalizations and ER utilization rates to perform at or above the HEDIS 50th percentile by the end of CY 2023



# Quality Strategy Aims, Goals, and Objectives

## **Aim 2: Smarter Spending**

### **Goal 2.2: Effective Medical Management of Care**

#### **Objective:**

- Increase telemedicine visits by 10% for members residing in select Medically Underserved Areas (MUA) by the end of CY 2023



# Quality Strategy Aims, Goals, and Objectives

**Aim 3:** HCBS-LTSS: Improve Health and Services

**Goal 3.1:** Improve Health and Well-Being of Persons Receiving Community-Based Services

**Objective:**

- Increase the number of Waiver participants receiving timely follow-up post hospitalization by 3% by the end of CY 2023



# Stakeholder Feedback



# Stakeholder Feedback

Consumers  
Medical/Healthcare Community  
Other Stakeholders



# Stakeholder Review and Feedback Requested

- State priorities and areas of concern for the population served by the Medicaid program
- Aims, goals and objectives
- Performance improvement projects (SMART) and interventions to improve access, quality, or timeliness of care for CMO members
- Plan to identify, evaluate, and reduce health disparities
- Other areas of the quality strategy



# Quality Strategy Timeline





# Quality Strategy Timeline

- **9/14/2020:** Quality strategy update initiated
- **3/1/2021:** Draft quality strategy posted for public comment
- **3/1/2021–3/31/2021:** Stakeholder input received
- **5/1/2021:** Public comments reviewed and considered
- **5/31/2021:** Final quality strategy submitted to CMS





Thank you!

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