



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

PERFORMANCE MEASURES



Presentation to: Medical Care Advisory Committee

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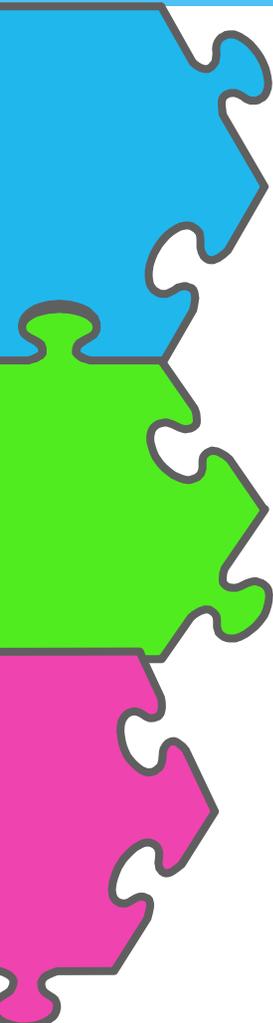
Date: November 19, 2014

Mission

The mission of the Department of Community Health is to provide access to affordable, quality health care to Georgians through effective planning, purchasing, and oversight.

We are dedicated to A Healthy Georgia.

Agenda

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- What are Performance Measures?
 - Who generates Performance Measure Rates and why are they generated?
 - When are Performance Measure Rates generated?
 - How are Performance Measure Rates generated?
 - What are our Performance Measure Rates?

What are Performance Measures?

Tools to tell us how well our providers are implementing our policies, processes and services to improve the health outcomes of our members.

Utilize the CMS Adult and Child Core Measure Sets along with Agency for Healthcare Research and Quality (AHRQ) Patient Quality Indicators



Who Generates Performance Measure Rates and Why?

DCH contracts with HP to generate rates for the following populations. CMS asks that we voluntarily report our results to them and they in turn report to Congress.

- FFS, Georgia Families, CCSP, Medicaid Adults, Georgia Families

Each Medicaid managed care plan (our CMOs) is required by law to generate performance measure rates and have them validated. These rates are also a requirement for CMO accreditation through NCQA.

Why Generate Performance Measure Rates?

Collecting, analyzing, interpreting, and acting on performance measure data allows DCH to determine whether the healthcare services delivered through you, our providers, are meeting our members' needs or are falling short.

It is important that we ensure our members are getting the best care possible.



When are Performance Measure Rates Generated?

Annually and most performance measures use the calendar year as the performance period. The performance measure rates are usually generated within six months following the close of the calendar year.



How are Performance Measure Rates Generated?

Specifications for the performance measure rates require the use of eligibility data, claims data, and encounter data as the foundation for the performance measure rate generating process.

HP utilizes special software (HEDIS certified software) to generate the HEDIS performance measure rates using these data.

For non-HEDIS measures, HP follows the specifications from CMS or AHRQ and works with DCH staff to clarify issues.

CY 2013 Results from the GA Families CMOs

Child Access

MEASURE	Ameri-group	Peach State	Well-Care	State Target
Children and Adolescents Access to Primary Care Physicians - 12 -19 Yrs	90.55%	88.51%	90.61%	91.59%

State Target - HEDIS 75th percentile

3 CMOs performed just short of this target.

Well Child Care

MEASURE	Ameri-group	Peach State	Well-Care	State Target
Child visits in the 3 rd , 4 th , 5 th years of life	72.98% 	69.44%	68.25%	72.26%
Good immunization - Combo 3	80.56%	79.17%	84.95% 	82.48%
Weight assessment & counseling for nutrition and physical activity - BMI	47.92% 	51.16% 	49.07% 	47.45%

Amerigroup met state target for Well Child Visits for 3 – 6 yrs

WellCare met state target for Immunizations

3 CMOs met state target for BMI documentation

Sick Child

MEASURE	Ameri-group	Peach State	Well-Care	State Target
Appropriate testing for children with pharyngitis	78.14% 	76.33%	75.94%	76.37%
Follow up care for children prescribed ADHD medication in follow up phase	43.12%	43.04%	41.12%	52.48%

Amerigroup met the state target for testing for pharyngitis. There is room for improvement with the follow up care for children prescribed ADHD medications.

Dental Visit

MEASURE	Ameri-group	Peach State	Well-Care	State Target
Dental Visit – Total	69.67% 	68.13%	70.73% 	69.07%
Eligibles receiving preventive dental services	50.45%	50.06%	52.65%	58.00%

Amerigroup and WellCare met the Annual Dental Visits target.

3 CMOs will continue to work with children and their parents to ensure they receive preventive dental visits. The total eligibles receiving preventive dental services measure does not require continuous eligibility while the annual dental visits measure does.

Adult Access

MEASURE	Ameri-group	Peach State	Well-Care	State Target
Colorectal Cancer Screening for African American	52.81%	57.69%	49.83%	58.40%
Colorectal Cancer Screening – African American thru 64	69.34%	73.84%	73.93%	78.51%

3 CMOs will continue working to achieve these state targets.

Pregnancy & Birth

MEASURE	Ameri-group	Peach State	Well-Care	State Target
Birth Weight Rate	8.84%	8.73%	8.32%	<8.10%

The CMOs' LBW rates are trending in the wrong direction.

Asthma

MEASURE	Ameri-group	Peach State	Well-Care	State Target
appropriate medications for people with asthma – Total	88.79%	91.47% 	90.45%	90.56%

Peach State exceeded the state target for use of appropriate medications for people with asthma.

Diabetes

MEASURE	Ameri-group	Peach State	Well-Care	State Target
Comprehensive diabetes HbA1c Testing	80.50%	79.51%	78.45%	87.01%
Comprehensive diabetes Good control HbA1c	27.7%	24.07%	30.08%	36.72%

We are not doing a good job controlling blood sugars for our diabetics.

Cardiovascular

MEASURE	Ameri-group	Peach State	Well-Care	State Target
Controlling High Blood Pressure	48.36%	44.15%	47.67%	57.52%

The CMOs must do a better job controlling High Blood Pressure.

Behavioral Health

MEASURE	Ameri-group	Peach State	Well-Care	State Target
Follow-up after hospitalization for mental health – 7 days	50.85%	60.18%	52.39%	69.57%
Alcohol and Drug Abuse Treatment – Completion of Treatment	9.62%	7.08%	9.38%	18.56%

Both Behavioral Health Measures identify the need for ongoing improvement efforts.

Utilization

MEASURE	Ameri-group	Peach State	Well-Care	State Target
Emergency Care – ER Visits 100 member months	58.54	55.87	62.21	≤52.45

The CMOs' ER utilization rates trended up in 2013 despite their ongoing Avoidable ER Use performance improvement project.

Satisfaction

MEASURE	Ameri-group	Peach State	Well-Care
Overall satisfaction from Provider Satisfaction Survey *	79.4%	76.1%	79.5%
Overall rating of all health care from Child CAHPS [®] Survey	85.6%	83.8%	88.5%

3 CMOs will continue to work on Provider and Member Satisfaction and members' experiences with their care.

FFS Rates

Validated performance measure rates for the FFS population will soon be available.

DCH would like to engage the MCAC and providers in performance improvement activities for the FFS population.

Would like suggestions regarding ways to implement such initiatives within this population.

THANK YOU

REFERENCES

Georgia Department of Community Health. (2013). *Georgia Families CMOs Performance Measures for State Fiscal Year 2013 with Targets*. Georgia Department of Community Health.

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