



**CareSource** *Quality  
Improvement*

  
**CareSource**<sup>®</sup>

# The Scope of Quality Improvement Program

The approach incorporates both best and promising practices in quality improvement and evidence-based care and has demonstrated stunning results.

**These elements include:**

## QUALITY AND SAFETY OF CARE

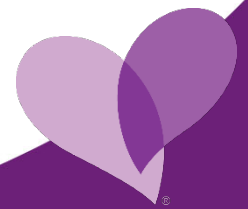
- Accessibility to care
- Availability of services
- Physical and behavioral healthcare
- Outcomes of care delivery

## QUALITY OF SERVICES

- Customer services
- Utilization management
- Care management
- Disease management
- Pharmacy programs

## MEMBER AND PROVIDER EXPERIENCES WITH CARE AND SERVICES

- Member and provider satisfaction
- Review of accessibility and availability standards
- Utilization trends



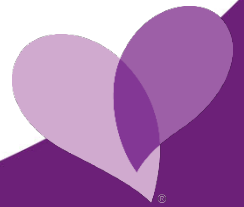
# QI Program Goals and Objectives

- Improve the clinical outcomes of members
- Improve member and provider experience and satisfaction
- Ensure the safety of members across settings
- Assess and meet members' cultural and linguistic needs
- Ensure access and availability of care
- Ensure care coordination and continuity of care across settings
- Ensure practitioner adherence to clinical practice guidelines
- Maintain collaborative relationships with network providers, practitioners, and regulatory agencies
- Ensure federal and state regulatory compliance and accrediting agency compliance (CMS, KDMS, URAC, and NCQA)
- Identify QI opportunities to develop evidence-based best practices



# HEDIS Overview

- Healthcare Effectiveness Data and Information Set
- Tool used by more than 90 percent of America's health plans
- Measure performance on important dimensions of care and service
- HEDIS scores are compiled using claims and medical records



# HEDIS Focus Areas

For Medicare and Marketplace plan members, CareSource's HEDIS focus areas are:

**Breast cancer screening**

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**Colorectal cancer screening**

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**Annual flu vaccine**

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**Monitoring physical activity**

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**Adult BMI assessment**

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**Osteoporosis management in women who had a fracture**

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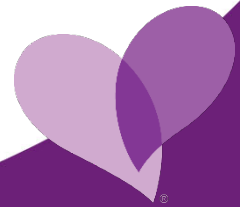
**Diabetes care – eye exam, kidney disease monitoring, blood sugar controlling**

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**Controlling blood pressure**

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**Plan all-cause readmissions**



# HEDIS MEASURE OVERVIEW:

## Adult Body Mass Index (BMI)

The percentage of individuals 18-74 years of age who had an outpatient visit and whose body mass index was documented in the medical record

## Controlling high blood pressure

Individuals 18 to 85 years of age with a diagnosis of hypertension should have their blood pressure documented in the medical record and their blood pressure is controlled (for HEDIS reporting this measure is defined as greater than 140/90).

## Weight assessment and counseling for nutrition and physical activity for children/adolescents

The percentage of members 3 to 17 years of age who had evidence of the following during the measurement year:

- BMI percentile documentation
- Counseling for nutrition
- Counseling for physical activity



# HEDIS MEASURE OVERVIEW

## Annual dental visit

The percentage of members 2 to 21 years of age who had at least one dental visit during the measurement year.

## Lead screening

The percentage of children 2 years of age who had one or more capillary or venous lead blood test for lead poisoning by their second birthday.

## Well-child visits in the first 15 months of life

The percentage of members who turned 15 months old during the measurement year and who had six or more well-child visits with a PCP during their first 15 months of life. The well-child visit must have the following components:

- Health education/anticipatory guidance
- Physical exam
- Health and developmental history (physical and mental)



# HEDIS MEASURE OVERVIEW

## Well-child visits in the third, fourth, fifth and sixth years of life

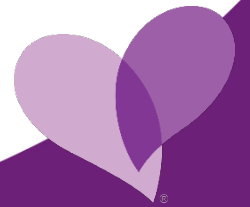
The percentage of members 3 to 6 years of age who had one or more well-child visits with a PCP during the measurement year. The well-child visit must have the following components:

- Health education/anticipatory guidance
- Physical exam

## Adolescent well-care visits

The percentage of enrolled members 12 to 21 years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year. The well-care visit must have the following components:

- Health education/anticipatory guidance
- Physical exam
- Health and developmental history (physical and mental)





# HEDIS MEASURE OVERVIEW

## Children and adolescents' access to primary care practitioners

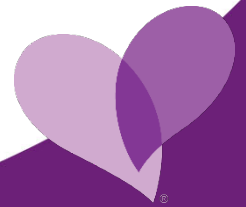
- The percentage of members 12 months to 19 years of age who had a visit with a PCP.

## Adults' access to preventive/ambulatory health services

- The percentage of members 20 years and older who had an ambulatory or preventive care visit during the measurement year.

## Seven-day follow-up after hospitalization for mental illness

- Individuals 6 years of age and older who were hospitalized for treatment of selected mental health disorders must have a follow-up consultation with a mental health practitioner (e.g., psychiatrist, psychologist, psychiatric nurse practitioner or clinical nurse specialist, masters prepared social worker, certified marital and family therapist [MFT] or professional counselor [PCC, PCC-S]) within seven days of discharge.



# HEDIS MEASURE OVERVIEW

## Prenatal and Postpartum Care

- The percentage of deliveries of live births between Nov. 6 of the year prior to the measurement year and Nov. 5 of the measurement year. For these women, the measure assesses the following facets of prenatal and postpartum care
- Timeliness of Prenatal Care – The percentage of deliveries that received a prenatal care visit as a member of Humana – CareSource in the first trimester or within 42 days of enrollment in the organization; and
- Postpartum Care – The percentage of deliveries that had a postpartum visit on or between 21 and 56 days after delivery.



# Quality Improvement Projects

## Marketplace Quality Improvement Strategy (QIS)

Reward members for diabetes screening activities

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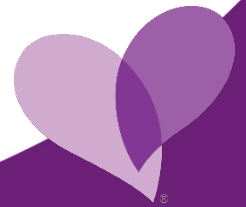
## Medicare Advantage Quality Improvement Project (QIP)

Diabetes HbA1c control and testing

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## Medicare Advantage Chronic Care Improvement Project (CCIP)

High blood pressure monitoring and treatment





# Care4U

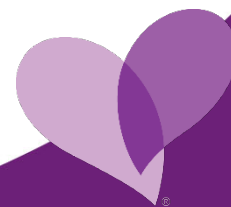
CARE MANAGEMENT  
AND CARE  
COORDINATION

  
CareSource™

# Care4U Population Health

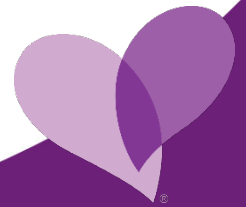
**Care4U** is a dynamic, community-based, member-centric model of service delivery. It was designed as a population health management approach, with care coordination for members. We have multi-disciplinary teams responsible for defined populations and sub-populations in the Commonwealth of Kentucky.

**CareSource continues to lead health care in an innovative, new direction.**

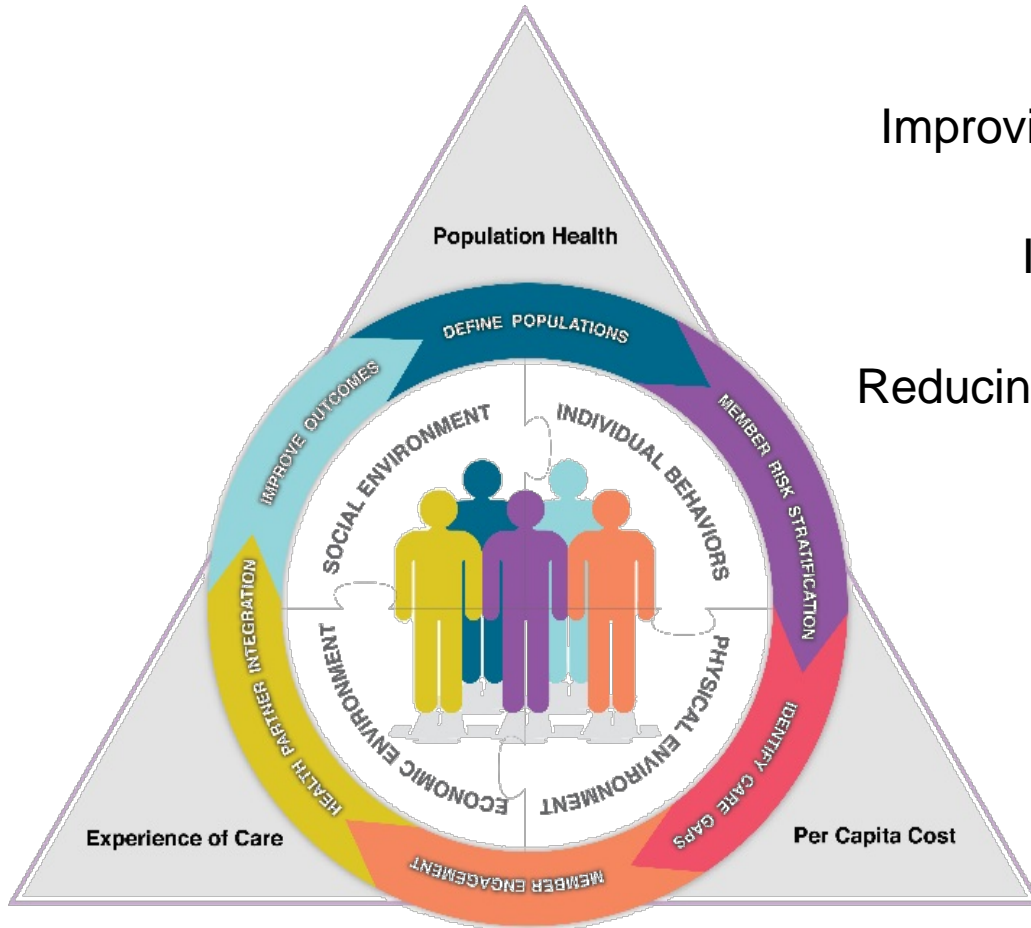


# Identifying Members for Case Management/Care Coordination

- No “Wrong Door Policy”
- Use advanced analytics to understand and prioritize the care needs of the entire membership within Kentucky
- Analytics are used to gain an understanding of prevalent medical, social and behavioral needs, patterns of care, and barriers to access for the members



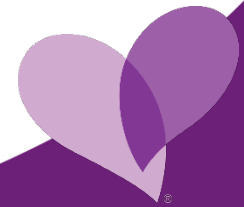
# Care4U Care Management Goals – TRIPLE AIM



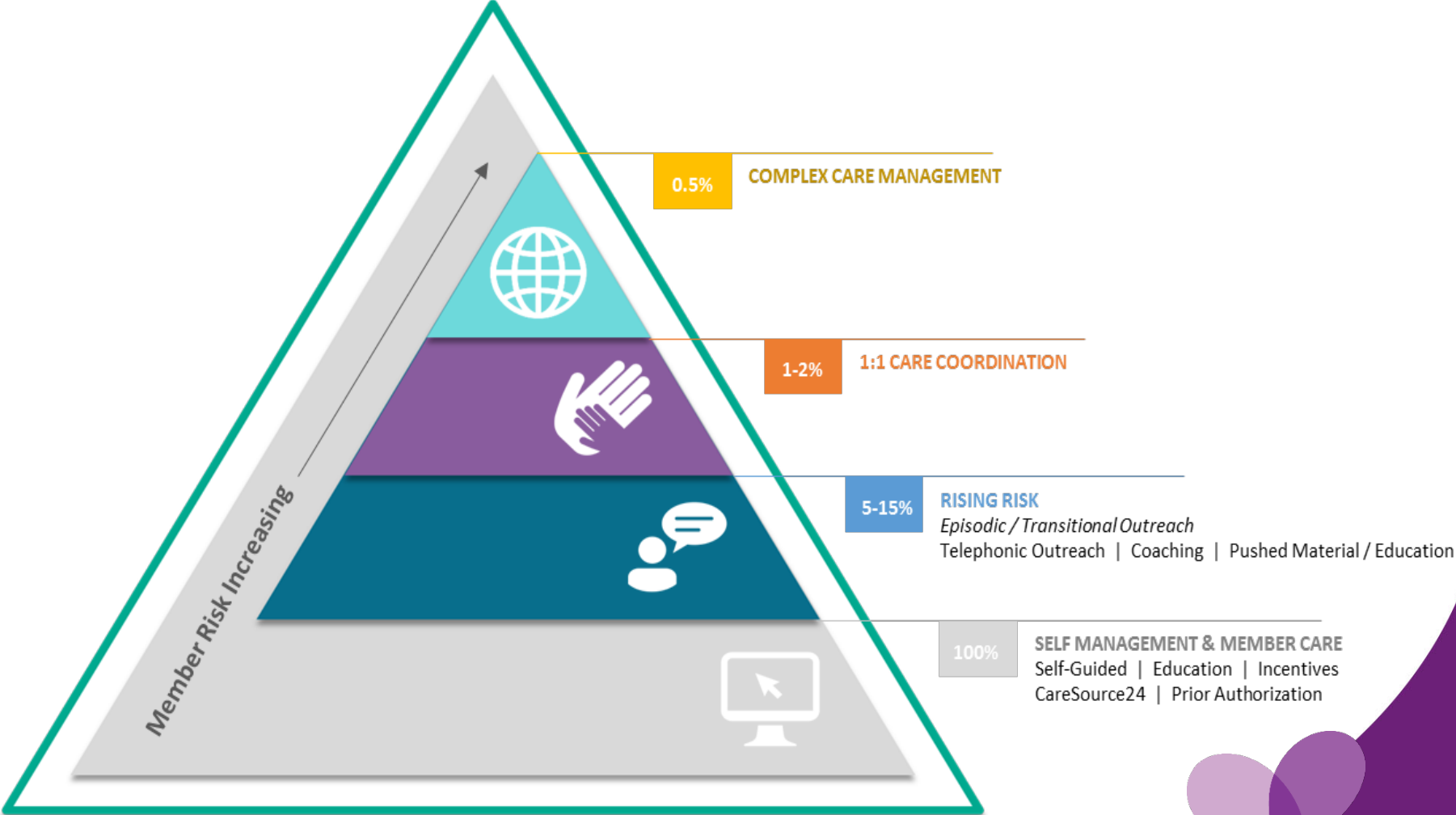
Improving the member experience of care

Improving the health of populations

Reducing the per capita cost of health care



# We Touch All Members





# Care Management Member Self Management Tools

## Health Risk Assessment

Must be completed by the member within 90 days of enrollment

## MyHealth

Online tool/assessment that can provide the member health assessments with journeys to assist with education for targeted areas based on their personal assessment.

## MyStrength

Online tool/assessment that can provide the member behavioral health assessments with journeys to assist with education for targeted areas based on their personal assessment.



# Care4U Case Management & Care Coordination Process

## Case Management

- Member Assessment
- Development of Goals
- Care Plan Development
- Member Follow-up

## Care Coordination

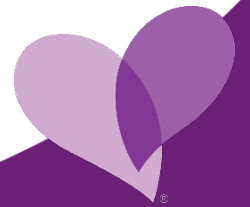
- Member Assessment
- Care Coordination Assistance
- Social Services Assistance



# Our Kentucky Care4U Market Team

## Regional staff throughout Kentucky

- RN Care Managers
- SW Care Coordinators
- Community Health Workers



A photograph of two women laughing and hugging. The woman on the left has dark hair in a bun and is wearing a black shirt. The woman on the right has blonde hair and is wearing a white shirt. They are both smiling broadly and laughing. The background is a soft, out-of-focus outdoor setting with warm lighting.

# Thank you!

The CareSource logo features a stylized purple heart icon above the company name.

CareSource™