



**Medicaid Quality Committee Quarterly Meeting
August 17, 2018 1:00 PM -3:00 PM
Meeting Minutes**

Committee Attendance		
Pooja Mehta, MD	LDH Interim Medicaid Medical Director	On Phone
Jeanne Abadie	Advocacy Louisiana	On Phone
Robert Barsley, DDS	LSUHSC	Present
Justin Bennett, NP	Rural Health Nursing	Absent
Gerrelda Davis, MBA	Louisiana Primary Care Association	Absent
Yvonne Domingue, MS, RN	Department of Children and Family Services	Present
Michael Giorlando, DDS	MCNA	Present
Pam Hearn, MD	Louisiana Department of Corrections	Absent
Rep. Frank Hoffmann	LA House of Representatives	Absent
Larry Humble, PharmD, PhD	University of Louisiana Monroe	Present
James Hussey, MD	LDH-Office of Behavioral Health	Present
Parham Jaberri	LDH- Office of Public Health	Absent
Mark Keiser	Access Health Louisiana	Proxy; James Comeaux
Lyn Kieltyka, PhD	Office of Public Health/CDC	On phone
Julie Morial, MD	United Healthcare Community Plan	Present
Senator Fred Mills, Jr.	LA State Senate	Absent
Mary Noel	HCA Louisiana	Absent
Raymond Poliquit, MD	Healthy Blue	Present
Charles Powers, MD	Willis-Knighton Health System, Bossier City	Absent
Madhavi Rajulapalli, MD	Aetna	Present
Floyd Roberts, Jr., MD	Louisiana Hospital Association	Present
Tara Roberts, PT	Louisiana Nursing Home Association	On Phone
Alfred Robichaux III, MD	Ochsner	Proxy; Dr. Scott Barrilleaux
Joe Rosier	The Rapides Foundation	Present
Bryan Sibley, MD	Physicians – Lafayette	Absent
Steve Spedale, MD, FAAP	Infamedics	Present
Shelia Sterling, LMSW	Volunteers of America	Absent
John A. Vanchiere, MD	Physicians – Shreveport	Absent
Marcus Wallace, MD, MBA	Louisiana Healthcare Connections (LHC)	Present
Rodney Wise, MD	AmeriHealth Caritas of Louisiana	Present

Call to Order

- The Medicaid Quality Committee was called to order by Jen Steele.

Welcome, Introductions and Roll Call

- Welcome and introductions were made by Jen Steele.
- The roll call of Quality Committee members was conducted by Kolynda Parker. A quorum was confirmed.

Review and Approval of Minutes of the February 16, 2018 Meeting – Jen Steele

- Dr. Rajulapalli motioned to approve and Yvonne Domingue seconded. The minutes were approved with no opposition.

Medicaid Director Update – Jen Steele

- Acknowledged Dr. Pooja Mehta for stepping into the role of acting Medicaid Medical Director.
- Announced that the new Medicaid Medical Director, Dr. Marcus Bachhuber, accepted the role and is slated to start on October 1, 2018.
- Reported Dr. Harold Brandt is on leave of absence from his volunteer work. Medicaid is looking for an Adult Medicine Subcommittee chair.
- Reported that at the beginning of each fiscal year, LDH conducts an all-staff briefing to share next year's priorities, identify big bets for each department and the agency as a whole. The briefing is an opportunity for staff to review LDH priorities that were accomplished during the year and future priorities.
 - The LDH priorities will be posted on the Quality Committee website.
- Medicaid is in the review process/planning for the new MCO contracts. The staff is winding down on Request for Proposal (RFP) content development and is preparing for submission to the Office of State Procurement. The internal deadline for the final RFP draft is Nov 14, 2018. The RFP release is slated for January 2019 with a go-live date of January 1, 2020.
- Medicaid is planning another set of road shows in the fall/winter alongside preparing for the MCO RFP contracts. The focus will be to review and update the Medicaid quality performance measures set. Considerations will include new opioid use disorder HEDIS measures as well as hospital related measures, among others.
- LDH recently completed an overhaul of its AV equipment in conference room 118. LDH continues to work through technical issues and fixes with the new installation, should there be any technical disruptions during the meeting.

Purpose of Today's Agenda – Dr. Pooja Mehta

- There has been stakeholder engagement involving the Quality Committee and Subcommittee members. This effort will be ongoing to discuss the continued vision/goal for a structured process.
- Encouraged continued evaluation of quality performance measures and pointed out there needs to be a solid foundation for collaboration between providers, managed care organizations and Louisiana Medicaid to include data sharing and looking at the concrete barriers to the health of Medicaid members.
- There is a need to return to the HEDIS measure on ED utilization which will be a part of the presentation later today.
- Announced Dr. Robichaux's retirement. The search for an ED Subcommittee Chair and Adult Medicine Subcommittee Chair continues. Anyone interested should reach out directly to Dr. Pooja Mehta or Kolynda Parker.

Subcommittee Reports – Dr. Pooja Mehta

- Subcommittee announcements – *Dr. Pooja Mehta*
 - Dr. Joseph Biggio will be assuming the position of Obstetrics Subcommittee Chair and member of the Quality Committee.
 - Still actively seeking a replacement for the ED Subcommittee Chair following Dr. Richey's resignation in June. Anyone interested can contact Dr. Pooja Mehta.
- Dental Health Subcommittee – *Dr. Robert Barsley*
 - The Dental Subcommittee is looking at metrics for adults and children to improve oral health through quality measures.
 - Pointed out that through some funding from HRSA, sub-grants have been able to provide oral health assessments to school children.
 - Continued advocacy for fluoride use.
- Neonatology Subcommittee – *Dr. Steve Spedale*
 - The Neonatology Subcommittee continues to work with ULM on data specifically looking at newborns through year 1 and their interactions with both pediatricians and ED visits.



- Dr. Pooja Mehta announced that the Medicaid Quality Team intends to keep providers connected to data, where it helps drive improvement activities. If any members or sub-committee leaders need access to data they should contact the Medicaid quality team.
- Adult Medicine Subcommittee – *Dr. Pooja Mehta*
 - The Adult Medicine Subcommittee continues to understand and work through metrics involving diabetes and hypertension, how measures reflect member barriers, health and access to care.
- Emergency Medicine Subcommittee – *Dr. Pooja Mehta*
 - Acknowledged the Subcommittee’s engagement in preparing for this presentation today.
- Pediatrics Subcommittee – *Dr. John Vanchiere*
 - No Report
- Behavioral Health Subcommittee – *Dr. Lannis Tynes* (Dr. Hussey presented)
 - The new Subcommittee Chair is meeting with the existing subcommittee to improve and increase membership.
 - The Subcommittee is looking at ADHD measures, hospitalization measures and barriers to successful metrics.
 - Considering the review of emergency room boarding for mental health.
- Obstetrics Subcommittee – *Dr. Alfred Robichaux* (Dr. Barrilleaux presented)
 - Launched Perinatal Quality collaborative which includes all level three and four hospitals. Acknowledged Subcommittee members for participating on July 25, 2018.
 - Reported that in August, the Subcommittee is reviewing collaborative measurement strategies and looking at active bundles and changes that will be implemented.
 - There is a focus on reducing maternal morbidity specifically due to hemorrhaging and hypertension. Noted that Louisiana is a leader in maternal death.
 - Looking at collaborating with MCOs to improve quality interventions including progesterone therapy and reducing prior authorizations which are not allowed for this medication.
 - The Subcommittee is also looking at new recommendations on utilization of aspirin for preeclampsia/preterm birth prevention (recommendation being incorporated into Prematurity Performance Improvement project with MCOs).

Presentations of Special Topics of Interest or Quality Related Studies/Activities

- Presentation on *Emergency Department Utilization Project*– Dr. John Couk
 - Project goals include:
 - Reduction in ED use for potentially preventable ED visits
 - Improve HEDIS measure - ED visits per 1000 member months
- Comments from MCO Medical Directors:
 - **Aetna**
 - Identified barriers
 - PCP auto assignments on new members usually do not have all the member’s clinical history.
 - Reaching members is a challenge especially when discharged or released from the emergency department.
 - Improving ED utilization
 - Integrated care management team and discharge coordination, care managers talk to members in time.
 - Create care discharge management team in ED.
 - Created member educational materials such as flyers on ED utilization.



- Emerging diversion strategies
 - Partnering with community providers, Ready Responders, CVS minute clinics, etc.
 - Improving coordination and communications/alert system.

AmeriHealth Caritas

- Shared data by their analytics team which is run quarterly.
 - High ER utilizers are those members who use the ER four or more times in a given month. They make up 8 ED visits per quarter.
 - 25-44 age group tends to be the one with the most increasing utilization.
 - 85% of people each quarter who had an ED visit has a follow-up visit with their PCP or specialist within 90 days.
 - People utilize the ED most on Mondays and the peak time is between 10:00am and 11:00am.
 - During Flu season, there is a significant increase in utilization.
- ER Diversion
 - Rapid Response and Integrated Health Care Management team.
 - Community Case Management Team and Community Education Team, link members to PCP and specialty.
 - Provider partnerships through value based contracts.
 - Incentives for adult visits, adolescent preventive care to link to PCP.
 - Rolling out home delivery meals program for post-discharge members to decrease re-admission.

Healthy Blue

- Strategy to reduce ED use
 - Broaden access to primary care services.
 - Focus on high ED utilizers.
 - Target needs of people with behavioral health problems.
 - Case management program in place.
 - Use patient navigators.
 - Differentiate emergency and non-emergency use of the ED.

Louisiana Healthcare Connections

- AMB – General Strategies
 - Provider education to reduce ED utilization
 - Workshops and brochures
 - Member focused efforts
 - Identify members who have not been to their PCP, identify high utilizers, and coordinate member health fairs at FQHCs.
 - Marketing Initiatives
 - Focusing on high utilizers, urgent care, social media, and use of direct mail.
 - Provider Incentives
 - Adding incentives and identifying providers who do not currently offer extended hours
 - Target Providers who see high volume of Medicaid patients.

United Healthcare

- Population health approach
- High ED utilization is on Tuesdays between 10:00am and 12:00pm.
- Initiatives in progress:
 - Incentivize providers



- Providers given reports of linked members who have recently visited ED for follow up PCP appointments
- Provider newsletters
- Members are outreached for gaps in care
- Member newsletters
- Plan pays for after-hours care when a modifier is applied

Proposed ED Utilization Project Next Steps

- PDCA Cycle
- Proposed Tier 1 – scan of existing efforts
- Proposed Tier 2 – Consider Thibodeaux and Lafayette regions
- Deeper dive into data
- How do we utilize data?
- Asked for input from Quality Committee to share their ideas and any anticipated barriers
- ED Utilization Data Map/dashboard
- Surveys distributed at meeting to collect input on next steps (PICK method)
- Advancing the project through the ED Subcommittee and using Tableau:
 - Key is transparency and clinical input from subcommittees
 - Help inform how current systems and practices are influencing ED visits
 - Strategic alignment – wins for the patients, providers, payers, and public
 - Proposed next analyses with Behavioral Health Subcommittee
 - Proposed next analyses with Pediatrics Subcommittee
 - Deeper dive into data visualization with Emergency Medicine Subcommittee

Meeting adjourned by Erin Campbell

2018 Medicaid Quality Committee Meeting Schedule

November 16, 2018

2019 Medicaid Quality Committee Meeting Schedule

February 15, 2019

May 17, 2019

August 16, 2019

November 15, 2019