

# A Deep Dive into Quality

## Results of Louisiana Medicaid State-Wide Discussion on Quality

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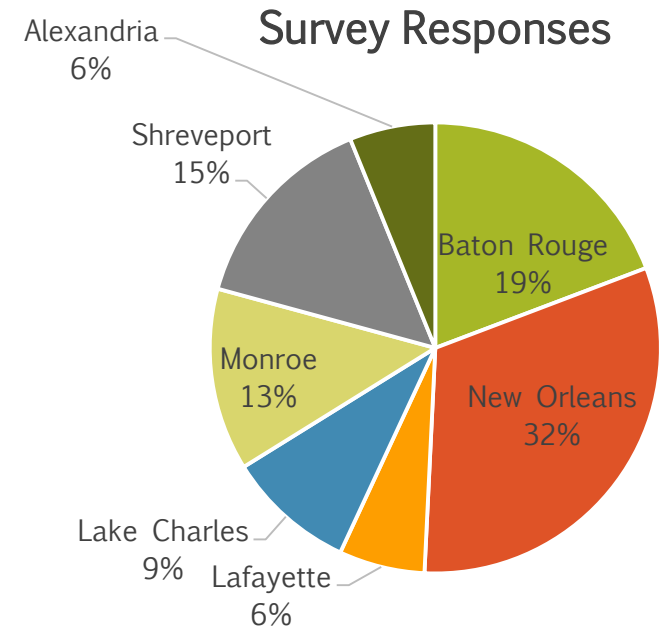
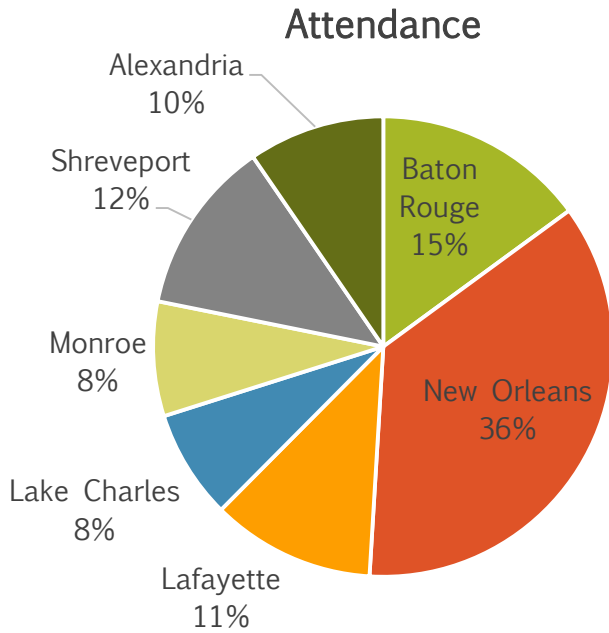
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Updated 5/25/2017

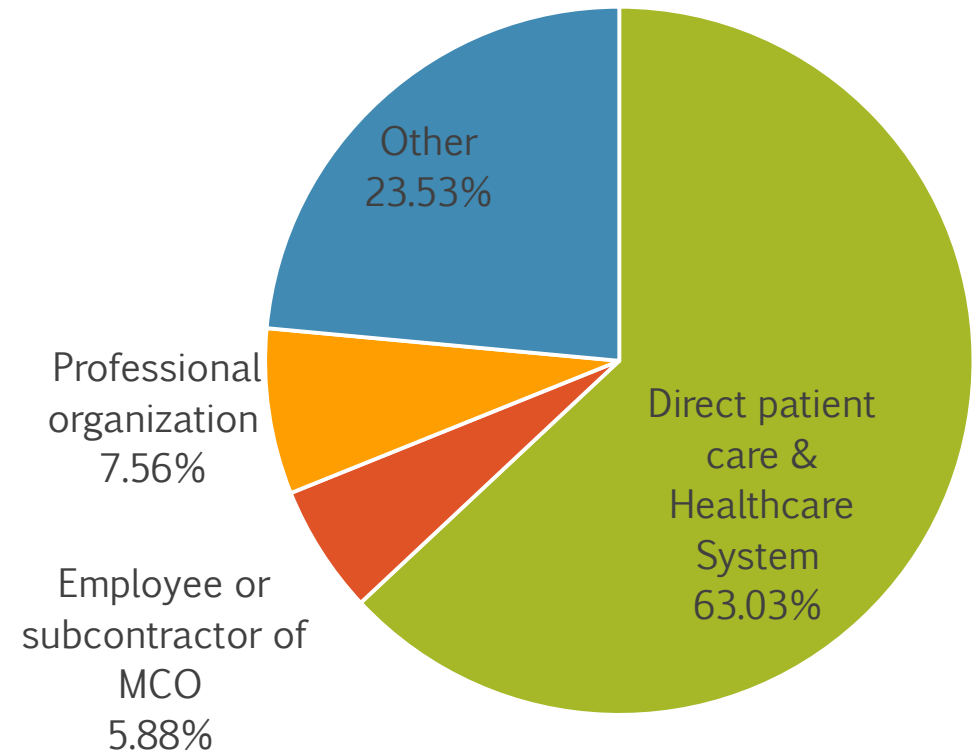
# Town Hall Attendance

	Baton Rouge	New Orleans	Lafayette	Lake Charles	Monroe	Shreveport	Alexandria	TOTAL
# attendees	39	94	30	20	21	32	25	<b>261</b>
# survey responses	25	41	8	12	17	19	8	<b>130</b> <b>(49.8% response rate)</b>



# Survey Respondents by Profession Type – Overall

	#	%
Direct patient care & Healthcare System	75	63.03
Employee or subcontractor of MCO	7	5.88
Professional organization	9	7.56
Other	28	23.53
<b>TOTAL</b>	<b>119*</b>	



*\*The Baton Rouge town hall surveys did not include the provider type question. Baton Rouge data is not included.*

# Survey Response Rate by Provider Type

Provider Type	Total Number of Survey Responses*	Total Number of Attendees*	Survey Response Rate
Direct patient care & Healthcare system	75	88	85.2%
Employee or subcontractor MCO	7	42	16.7%
Professional organization	9	15	60.0%
Other	28	77	36.4%

*\*The Baton Rouge town hall surveys did not include the provider type question. Baton Rouge data is not included.*

# Survey Respondents – by Town Hall Region and Profession

	Baton Rouge		New Orleans		Lafayette		Lake Charles		Monroe		Shreveport		Alexandria	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Direct patient care & Healthcare System			26	54.2%	6	66.7%	9	75%	14	70%	14	63.6%	6	75%
Employee or subcontractor of MCO	<i>Data not available*</i>		2	4.2%	0	0%	1	8.3%	2	10%	1	4.6%	1	12.5%
Professional organization	<i>Data not available*</i>		6	12.5%	0	0%	0	0%	1	5%	2	9.1%	0	0%
Other	<i>Data not available*</i>		14	29.2%	3	33.3%	2	16.7%	3	15%	5	22.7%	1	12.5%

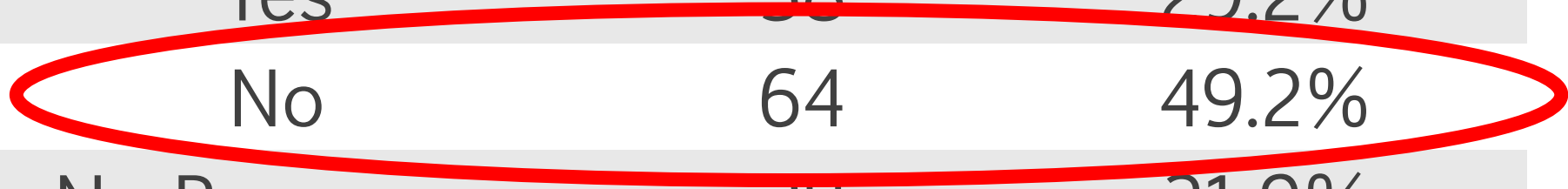
*Some respondents selected more than 1 representation. Therefore, totals may not match previous slide.*

*\*The Baton Rouge town hall surveys did not include the provider type question. Baton Rouge data is not included.*

# Key Question: Should incentivized measures be purely claims based?

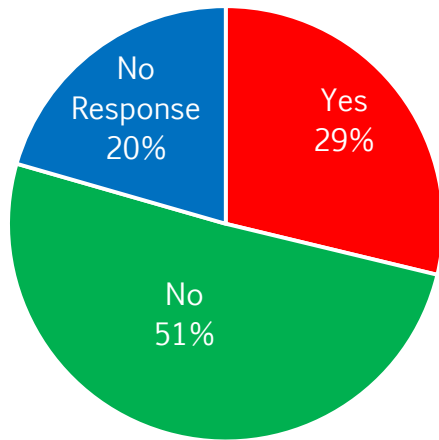


	Count	%
Yes	38	29.2%
No	64	49.2%
No Response	28	21.9%

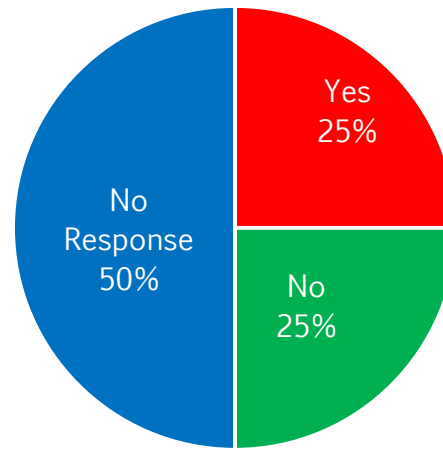


# Key Question: Should incentivized measures be purely claims based?

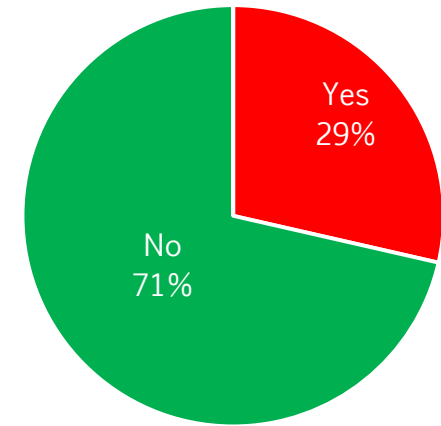
Direct Patient Care & Healthcare System



Professional Organization



MCO Employee or Subcontractor

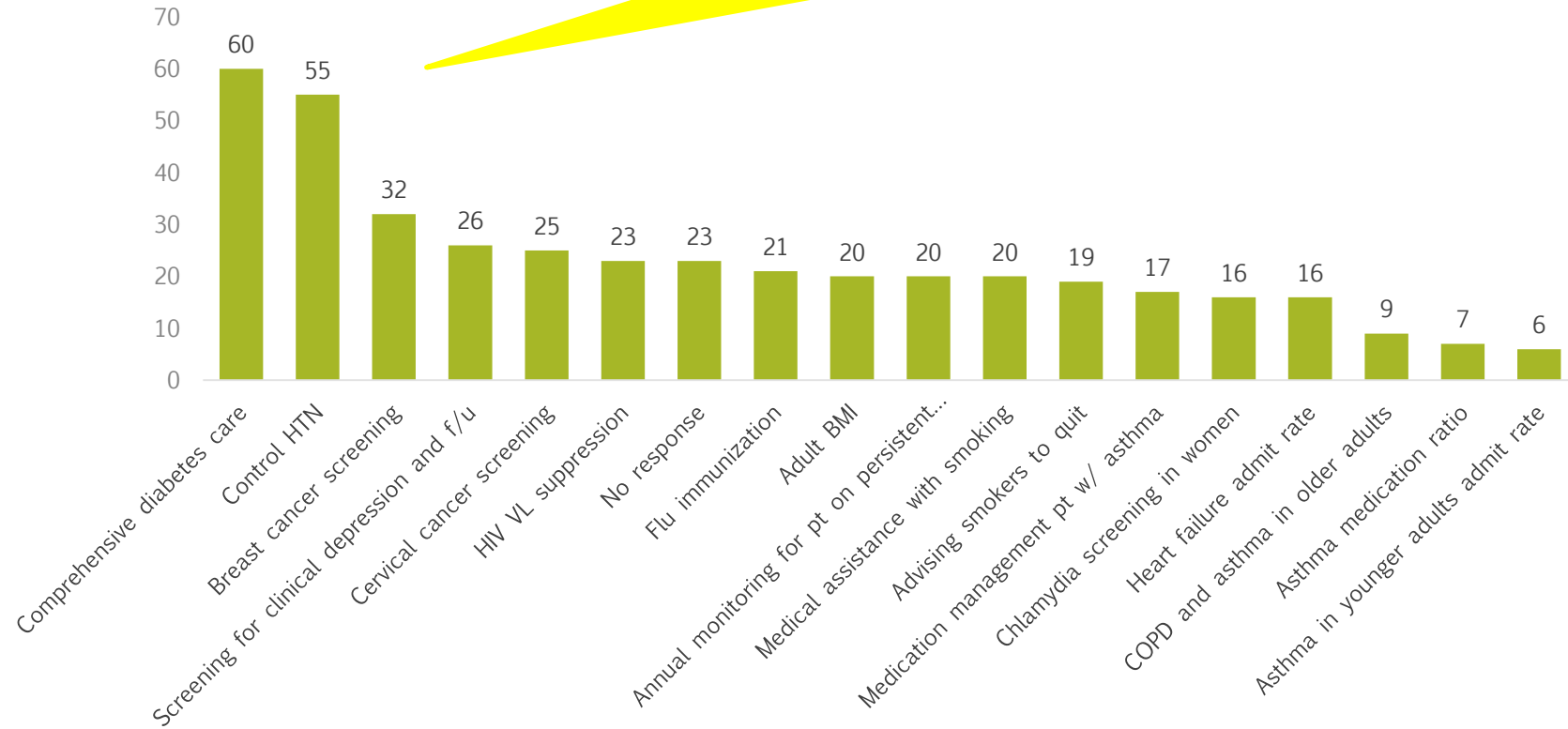


# Adult- Incentivized

Adult-Incentivized	Votes
Comprehensive diabetes care	60
Control HTN	55
Breast cancer screening	32
Screening for clinical depression and f/u	26
Cervical cancer screening	25
HIV VL suppression	23
No response	23
Flu immunization	21
Adult BMI	20
Annual monitoring for pt on persistent med	20
Medical assistance with smoking	20
Advising smokers to quit	19
Medication management pt w/ asthma	17
Chlamydia screening in women	16
Heart failure admit rate	16
COPD and asthma in older adults	9
Asthma medication ratio	7
Asthma in younger adults admit rate	6

**Top 3: Incentivized**

- ✓ Comprehensive Diabetes Care
- ✓ Control HTN
- ✓ Breast Cancer Screening



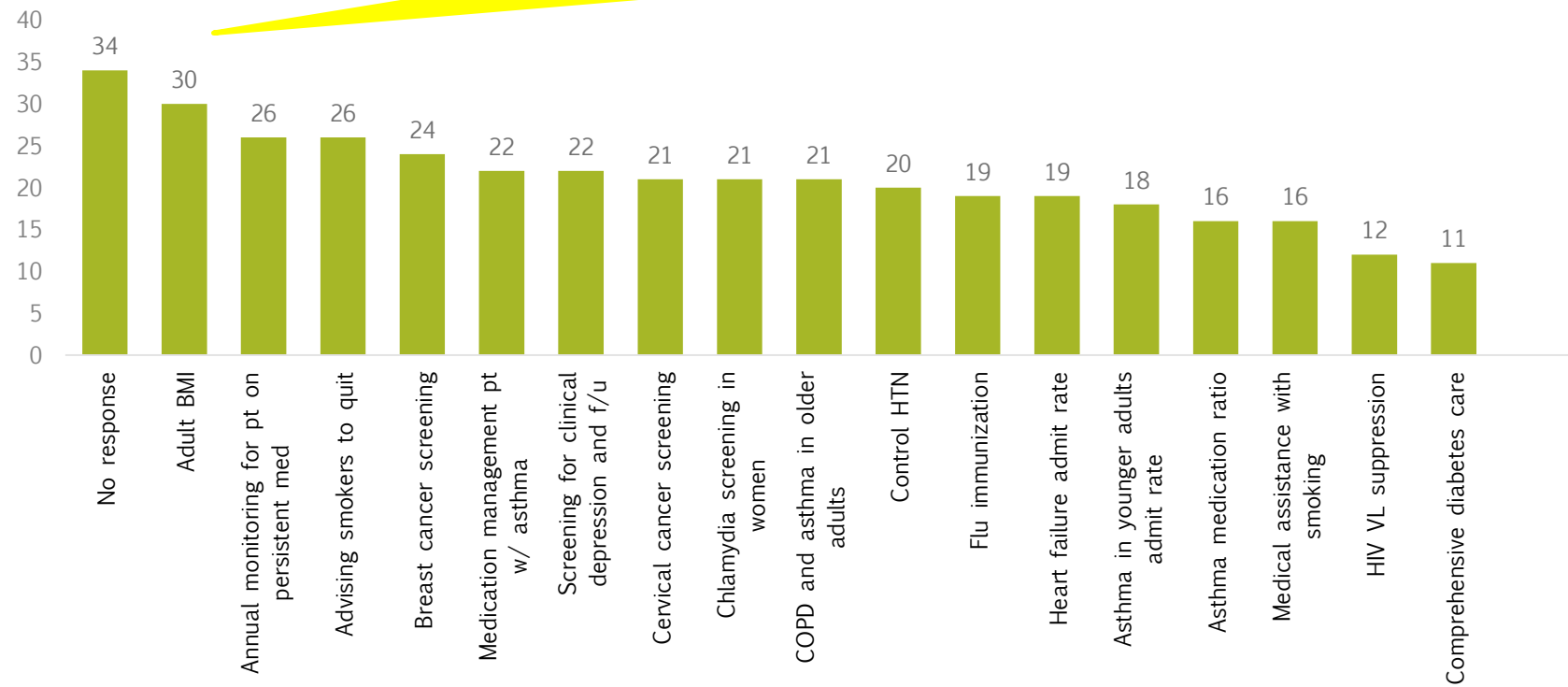


# Adult- Monitored

**Top 3: Monitored**

- ✓ Adult BMI
- ✓ Monitoring patients on persistent (chronic) medications (tie)
- ✓ Advising smokers to quit (tie)

Adult - Monitored	Votes
No response	34
Adult BMI	30
Annual monitoring for pt on persistent med	26
Advising smokers to quit	26
Breast cancer screening	24
Medication management pt w/ asthma	22
Screening for clinical depression and f/u	22
Cervical cancer screening	21
Chlamydia screening in women	21
COPD and asthma in older adults	21
Control HTN	20
Flu immunization	19
Heart failure admit rate	19
Asthma in younger adults admit rate	18
Asthma medication ratio	16
Medical assistance with smoking	16
HIV VL suppression	12
Comprehensive diabetes care	11



# Top 3 Recommendations by Provider Type

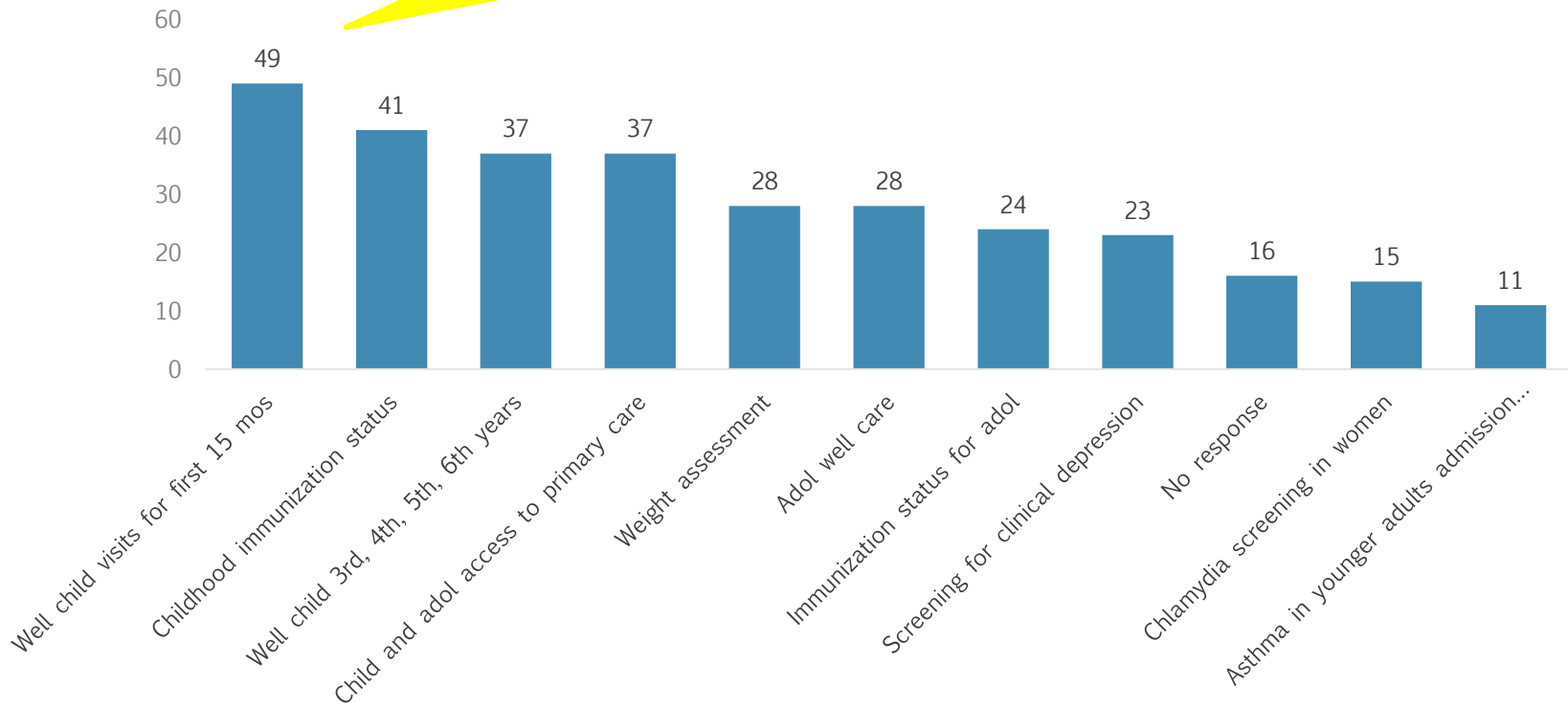
Adult-Incentivized	Direct Provider Care & Healthcare system	Employee/Subcontractor MCO	Professional Org
#1	Comprehensive diabetes care	Comprehensive diabetes care	Tie: Comprehensive diabetes care; Control HTN
#2	Control HTN	Control HTN	See above
#3	Breast cancer screening	Tie: Annual monitoring pt on persistent medications; Chlamydia screening in women	Tie: Breast cancer screening; HIV VL suppression

Adult- Measured	Direct Provider Care & Healthcare system	Employee/Subcontractor MCO	Professional Org
#1	Adult BMI	Tie: Comprehensive diabetes care; Control HTN; COPD and asthma in older adults	Tie: Adult BMI; Advising smokers to quit
#2	Annual monitoring pt on persistent medications	See Above	See Above
#3	Tie: Control HTN	Tie: Annual monitoring for pt on persistent med; Asthma medication ratio; Breast cancer screening; Advising smokers to quit; Asthma in younger adults admit rate; HIV viral load suppression	Tie: Screening for clinical depression; Annual monitoring pt on persistent medications

# Pediatrics- Incentivized

Peds- Incentivized	Votes
Well child visits for first 15 mos	49
Childhood immunization status	41
Well child 3rd, 4th, 5th, 6th years	37
Child and adol access to primary care	37
Weight assessment	28
Adol well care	28
Immunization status for adol	24
Screening for clinical depression	23
No response	16
Chlamydia screening in women	15
Asthma in younger adults admission rate	11

- Top 3: Incentivized**
- ✓ Well child visit first 15 mos
  - ✓ Childhood immunizations
  - ✓ Well child visits 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup> yr (tie)
  - ✓ Child and adolescent access to primary care (tie)

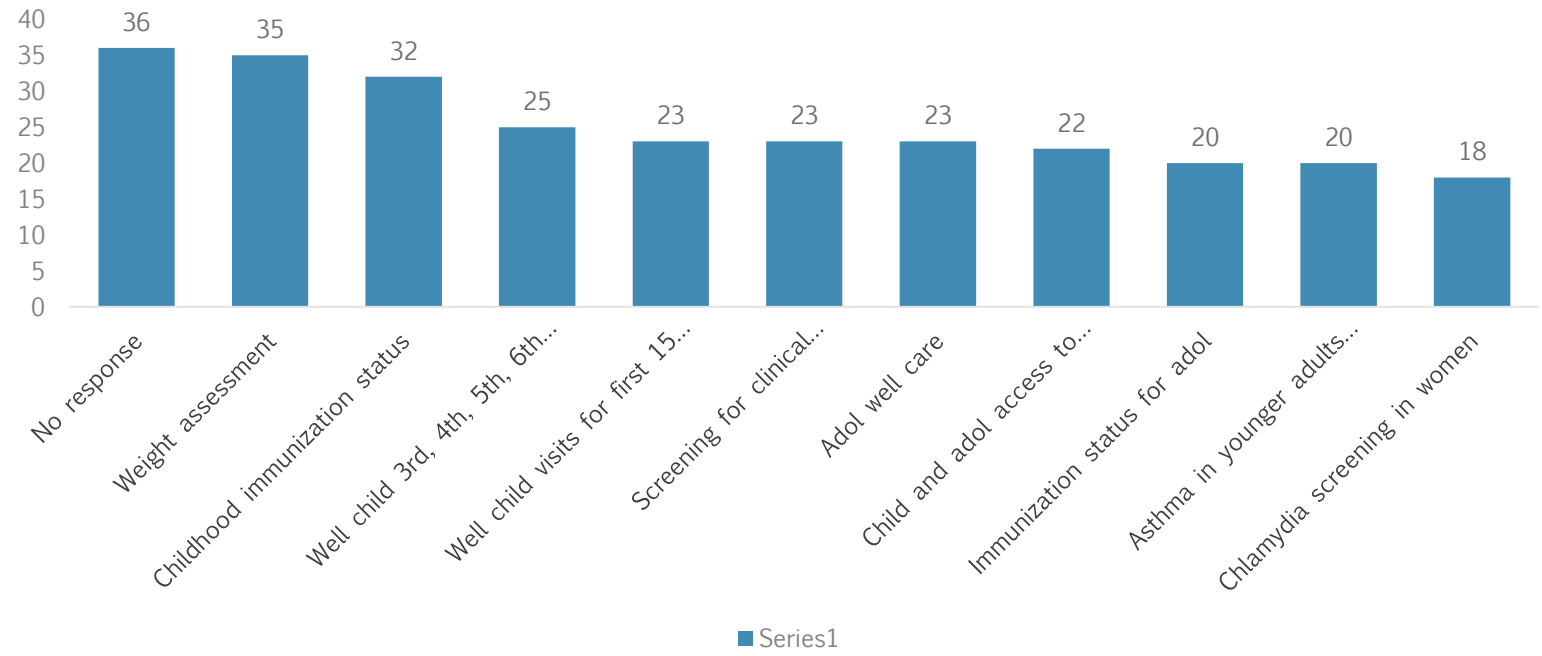


# Pediatrics- Monitored

Peds- Monitored	Votes
No response	36
Weight assessment	35
Childhood immunization status	32
Well child 3rd, 4th, 5th, 6th years	25
Well child visits for first 15 mos	23
Screening for clinical depression	23
Adol well care	23
Child and adol access to primary care	22
Immunization status for adol	20
Asthma in younger adults admission rate	20
Chlamydia screening in women	18

**Top 3: Monitored**

- ✓ Weight assessment
- ✓ Childhood immunization status
- ✓ Well child visit 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup> yr



# Top 3 Recommendations by Provider Type

Peds- Incentivized	Direct Provider Care & Healthcare system	Employee/Subcontractor MCO	Professional Org
#1	Well child 15 mos	Well child 3 <sup>rd</sup> , 4 <sup>th</sup> , 5 <sup>th</sup> , 6 <sup>th</sup> years	Well child first 15 mos
#2	Childhood immunization status	Tie: Well child 15 mos; Adolescent well care	Adolescent well care
#3	Well child 3 <sup>rd</sup> , 4 <sup>th</sup> , 5 <sup>th</sup> , 6 <sup>th</sup> years	See above	Well child 3 <sup>rd</sup> , 4 <sup>th</sup> , 5 <sup>th</sup> , 6 <sup>th</sup> years

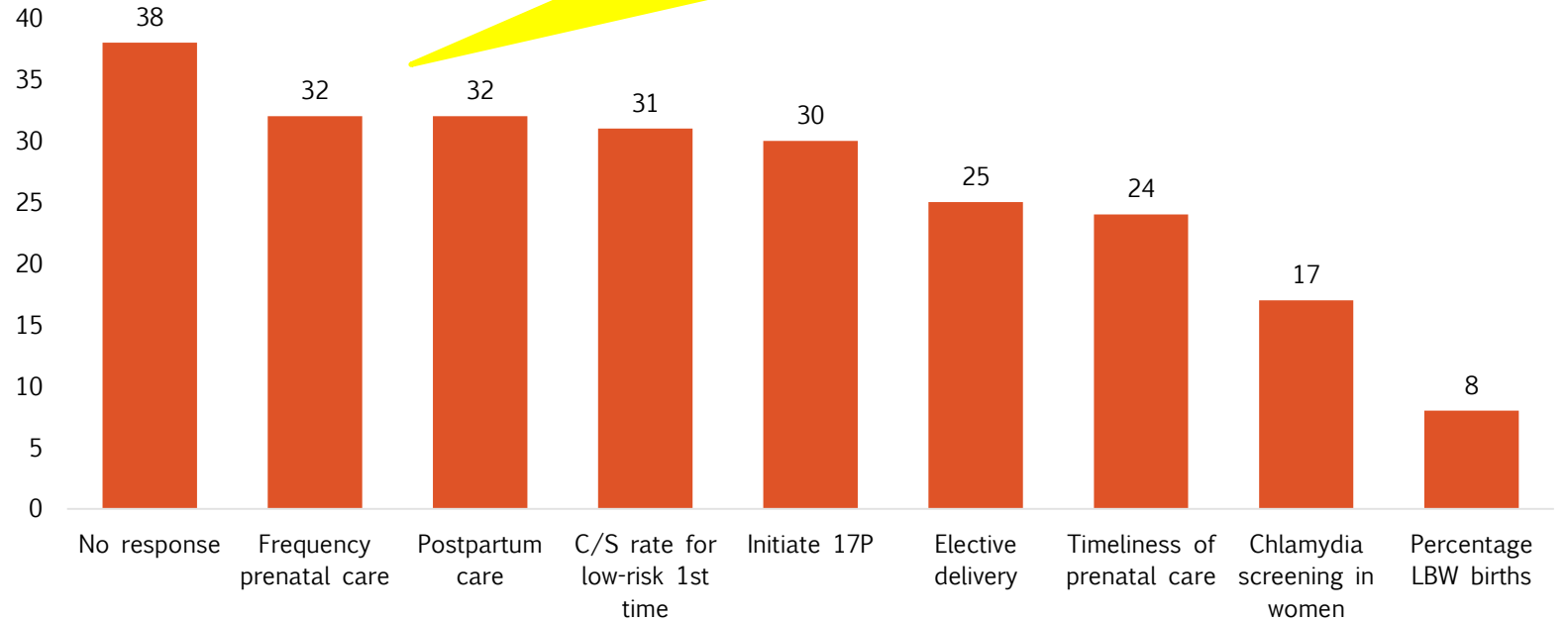
Peds- Monitored	Direct Provider Care & Healthcare system	Employee/Subcontractor MCO	Professional Org
#1	Weight assessment	Tie: Weight assessment; Screening for clinical depression	Weight assessment
#2	Childhood immunization status	See above	Tie: Well child 3 <sup>rd</sup> , 4 <sup>th</sup> , 5 <sup>th</sup> , 6 <sup>th</sup> years; Chlamydia screening
#3	Well child 3 <sup>rd</sup> , 4 <sup>th</sup> , 5 <sup>th</sup> , 6 <sup>th</sup> years	Tie: Well child visits for first 15 mos; Childhood immunization status; Well child 3 <sup>rd</sup> , 4 <sup>th</sup> , 5 <sup>th</sup> , 6 <sup>th</sup> years; Adolescent well care	See above

# Women's & Maternal Health- Incentivized

Women's & Maternal Health- Incentivized	Votes
No response	38
Frequency prenatal care	32
Postpartum care	32
C/S rate for low-risk 1st time	31
Initiate 17P	30
Elective delivery	25
Timeliness of prenatal care	24
Chlamydia screening in women	17
Percentage LBW births	8

Top 3: Incentivized

- ✓ Postpartum care (tie)
- ✓ Frequency of prenatal care (tie)
- ✓ Caesarean section rate for low-risk 1<sup>st</sup> time mothers
- ✓ Initiate 17P

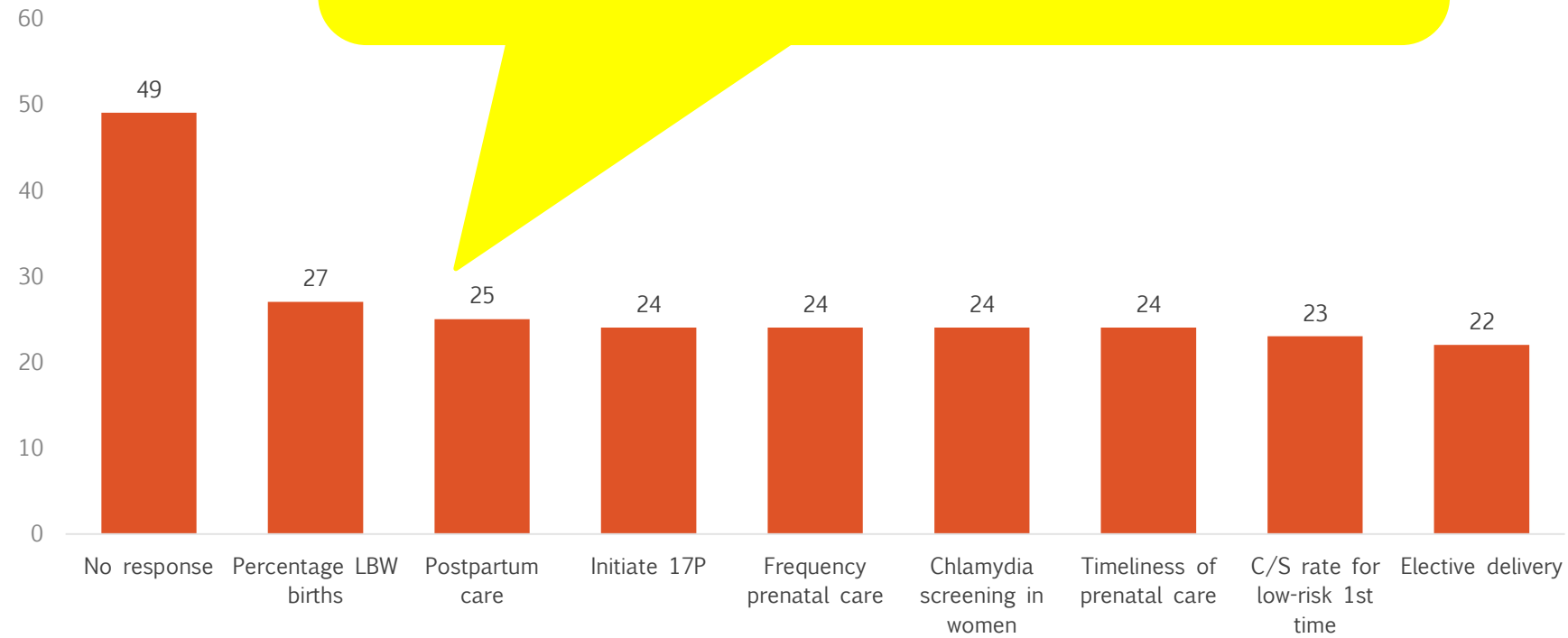


# Women's & Maternal Health- Monitored

Women's & Maternal Health- Monitored	Votes
No response	49
Percentage LBW births	27
Postpartum care	25
Initiate 17P	24
Frequency prenatal care	24
Chlamydia screening in women	24
Timeliness of prenatal care	24
C/S rate for low-risk 1st time	23
Elective delivery	22

**Top 3: Monitored**

- ✓ Percentage of LBW births
- ✓ Postpartum care
- ✓ 4-way tie: initiate 17P, frequency prenatal care, chlamydia screening, timeliness of prenatal care



# Top 3 Recommendations by Provider Type

Women's & Maternal Health - Incentivized	Direct Provider Care & Healthcare system	Employee/Subcontractor MCO	Professional Org
#1	Frequency of prenatal care	Postpartum care	C/S rate for low-risk 1 <sup>st</sup> time
#2	Postpartum care	C/S rate for low-risk 1 <sup>st</sup> time	Frequency of prenatal care
#3	17P Initiation	Timeliness of prenatal care	Tie: 17P Initiation; Postpartum care

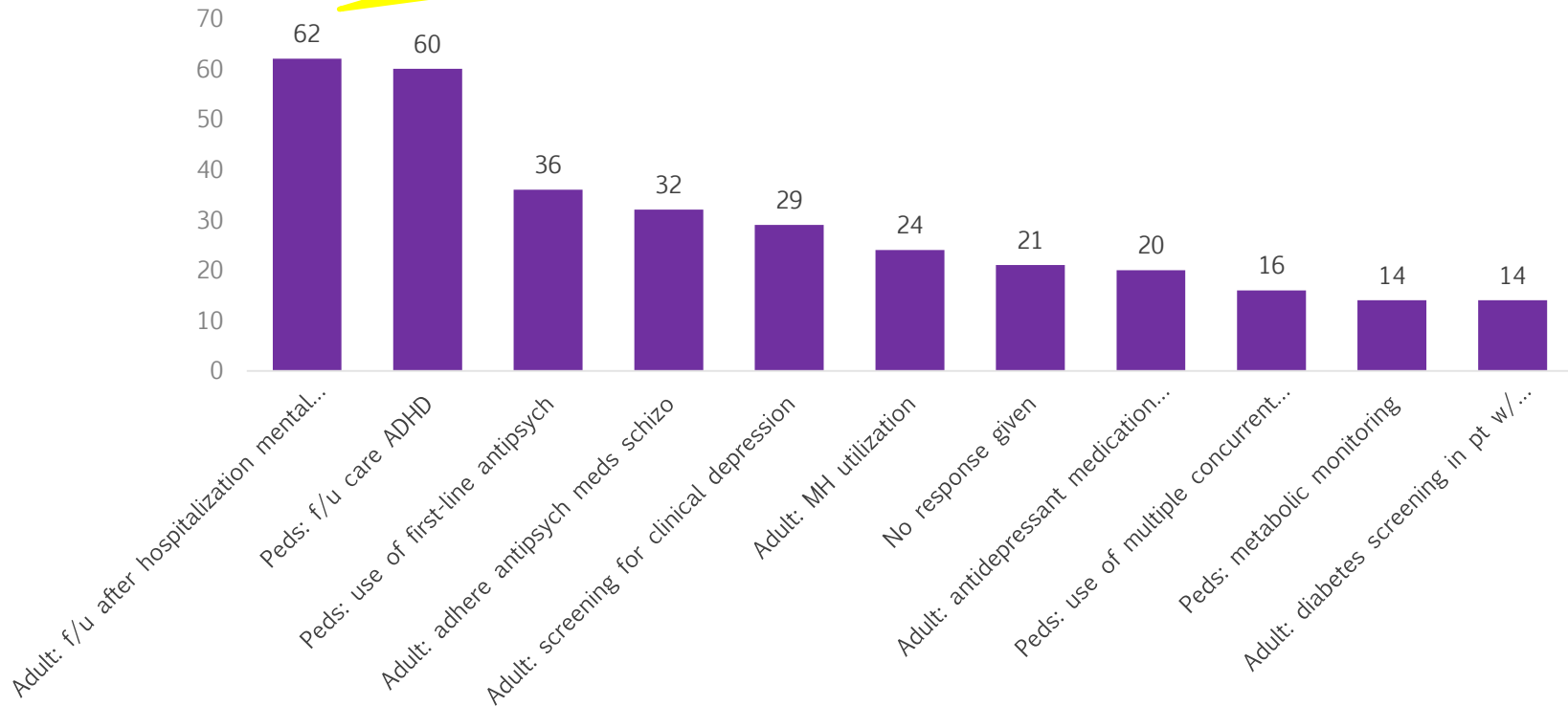
Women's & Maternal Health - Monitored	Direct Provider Care & Healthcare system	Employee/Subcontractor MCO	Professional Org
#1	Percentage of LBW births	Frequency of prenatal care	Tie: Chlamydia screening; Timeliness of prenatal care
#2	Elective delivery	Tie: Percentage of LBW births; 17P initiation; Timeliness of prenatal care	See above
#3	Postpartum care	See above	Elective delivery



# Mental Health- Incentivized

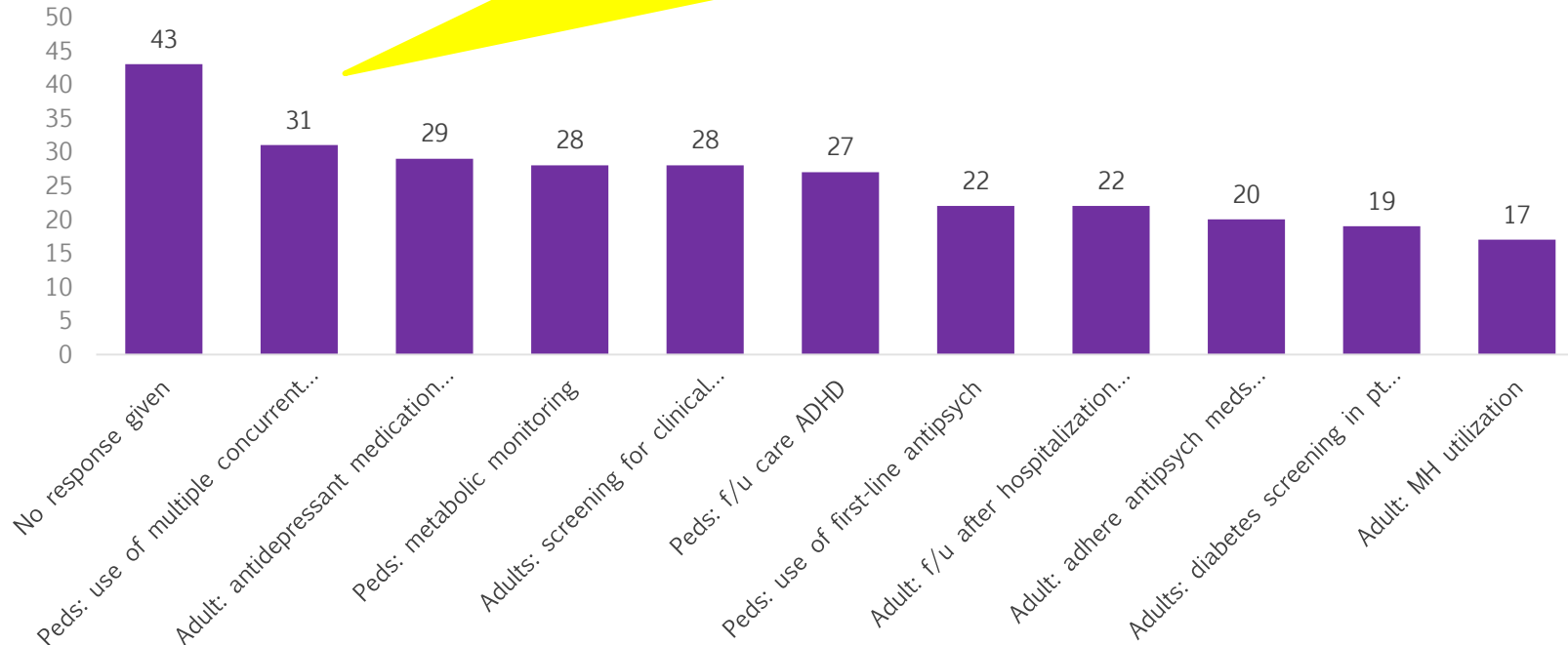
Mental Health- Incentivized	Votes
Adult: f/u after hospitalization mental illness	62
Peds: f/u care ADHD	60
Peds: use of first-line antipsych	36
Adult: adhere antipsych meds schizo	32
Adult: screening for clinical depression	29
Adult: MH utilization	24
No response given	21
Adult: antidepressant medication management	20
Peds: use of multiple concurrent antipsych	16
Peds: metabolic monitoring	14
Adult: diabetes screening in pt w/ schizo or bipolar	14

- Top 3: Incentivized**
- ✓ Adult follow-up after hospitalization for mental illness
  - ✓ Pediatrics follow-up care after ADHD Rx
  - ✓ Adult adherence to antipsychotic meds in schizophrenic pt



# Mental Health- Monitored

Mental Health- Monitored	Votes
No response given	43
Peds: use of multiple concurrent antipsych	31
Adult: antidepressant medication management	29
Peds: metabolic monitoring	28
Adults: screening for clinical depression	28
Peds: f/u care ADHD	27
Peds: use of first-line antipsych	22
Adult: f/u after hospitalization mental illness	22
Adult: adhere antipsych meds schizo	20
Adults: diabetes screening in pt w/ schizo or bipolar	19
Adult: MH utilization	17



- Top 3: Monitored
- ✓ Pediatric use of multiple concurrent antipsychotic
  - ✓ Adult antidepressant medication management
  - ✓ Adult screening for clinical depression (tie)
  - ✓ Pediatric metabolic monitoring (tie)

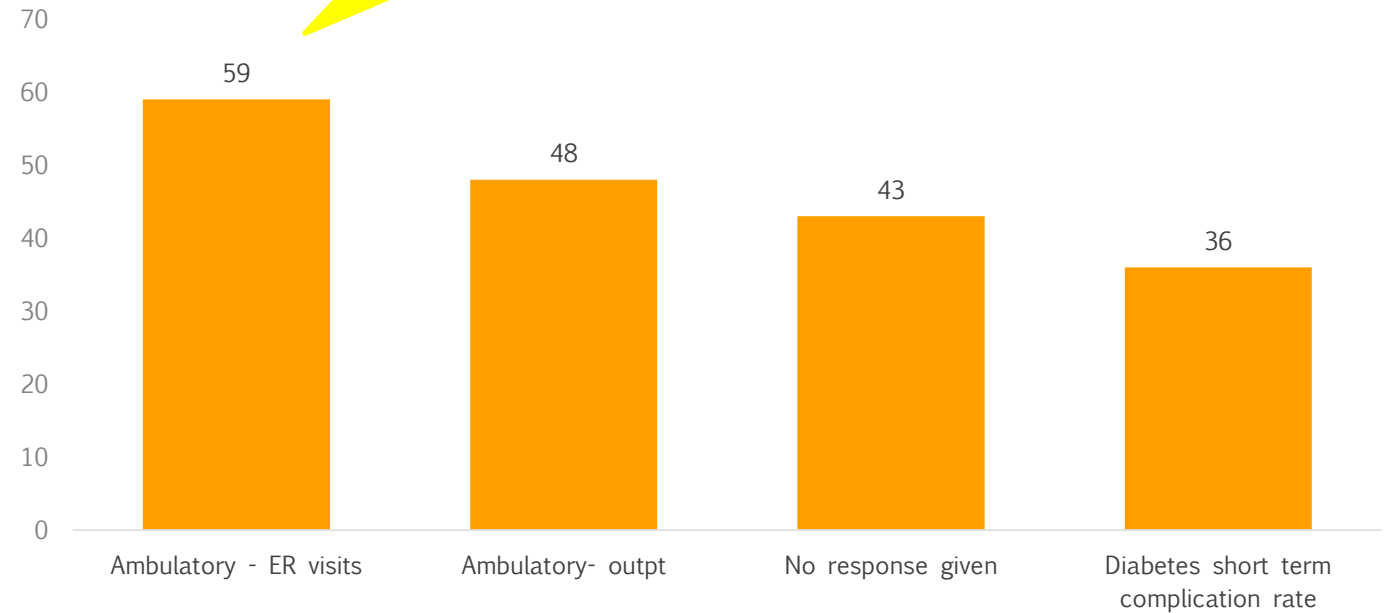
# Top 3 Recommendations by Provider Type

Mental Health-Incentivized	Direct Provider Care & Healthcare system	Employee/Subcontractor MCO	Professional Org
#1	Adult: f/u after hospitalization for mental illness	Tie: Peds: f/u care ADHD; Adult: f/u after hospitalization for mental illness; Adult: adhere to antipsych meds schizophrenia	Peds: f/u care ADHD
#2	Peds: f/u care ADHD	See above	Adult: f/u after hospitalization mental illness
#3	Peds: use of first-line antipsychotics	See above	Adult: adhere to antipsych meds schizophrenia
Mental Health-Monitored	Direct Provider Care & Healthcare system	Employee/Subcontractor MCO	Professional Org
#1	Peds: use of multiple concurrent antipsych	Tie: Adult: MH utilization; Peds: f/u care ADHD	Peds: metabolic monitoring
#2	Peds: f/u care ADHD	See above	Tie: Peds: use of multiple concurrent antipsychotics; Peds: use of first-line antipsychotics
#3	Peds: metabolic monitoring	Tie: Peds: use of multiple concurrent antipsych; Peds: use of first-line antipsych; Adult: f/u after hospitalization mental illness; Adult: antidepressant medication management; Adults: screening for clinical depression	See above

# Care- Incentivized

Care- Incentivized	Votes
Ambulatory - ER visits	59
Ambulatory- outpt	48
No response given	43
Diabetes short term complication rate	36

- Top 3: Incentivized
- ✓ Ambulatory ER visits
  - ✓ Ambulatory outpatient
  - ✓ Diabetes short term complications

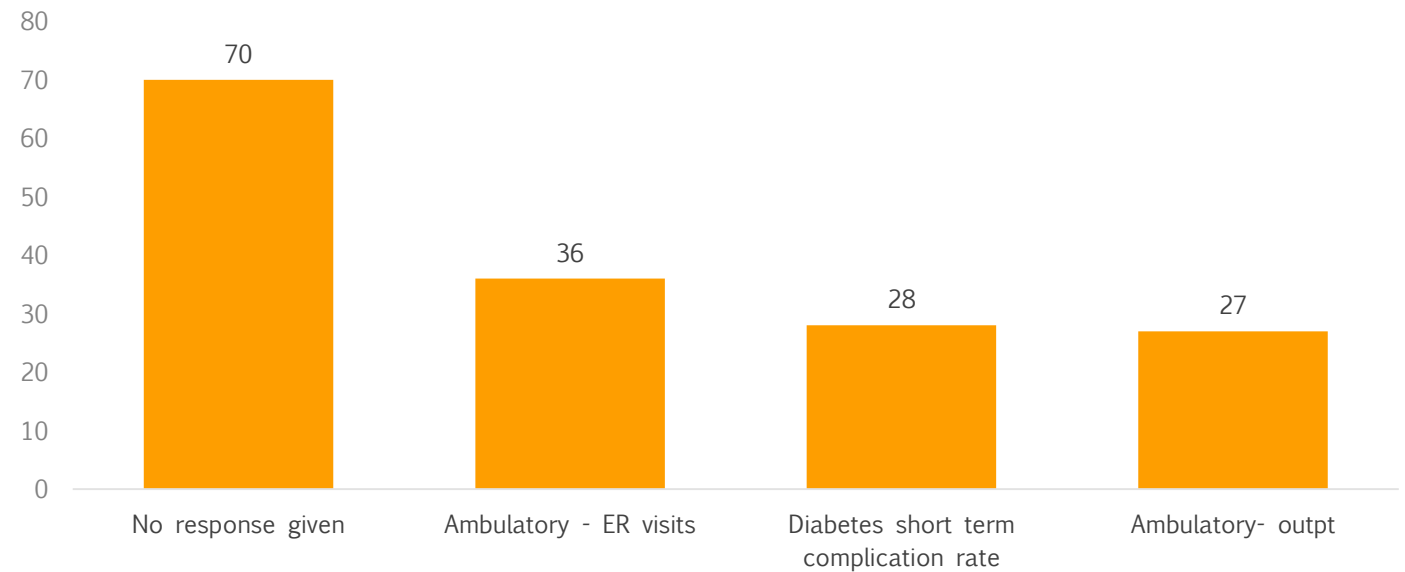


# Care- Monitored

Care- Monitored	Votes
No response given	70
Ambulatory - ER visits	36
Diabetes short term complication rate	28
Ambulatory- outpt	27

Top 3: Monitored

- ✓ Ambulatory ER visits
- ✓ Diabetes short term complications
- ✓ Ambulatory outpatient



# Top 3 Recommendations by Provider Type

Care- Incentivized	Direct Provider Care & Healthcare system	Employee/Subcontractor MCO	Professional Org
#1	Ambulatory - ER visits	Tie: Diabetes short term complication rate; Ambulatory outpt	Ambulatory - ER visits
#2	Ambulatory outpt	See above	Ambulatory outpt
#3	Diabetes short term complication rate	Ambulatory - ER visits	Diabetes short term complication rate
Care- Monitored	Direct Provider Care & Healthcare system	Employee/Subcontractor MCO	Professional Org
#1	Tie: Ambulatory - ER visits; Ambulatory outpt	Ambulatory - ER visits	Tie: Ambulatory - ER visits; Diabetes short term complication rate
#2	Diabetes short term complication rate	Diabetes short term complication rate	Ambulatory outpt
#3	N/A	Ambulatory outpt	N/A

# Top Town Hall Recommendations for Incentivized Measures

## *Women's & Maternal Health*

1. Postpartum care (tie)
2. Frequency of prenatal care (tie)
3. C-section rate for low-risk 1<sup>st</sup> time mothers
4. Initiation of 17P

## *Pediatric Health*

1. Well child visit first 15 months
2. Childhood immunizations
3. Well child visits 3rd, 4th, 5th, 6th yr (tie)
4. Child and adolescent access to primary care (tie)

## *Care Processes*

1. Ambulatory ER visits
2. Ambulatory outpatient
3. Diabetes short term complications

## *Adult Health/Primary Care*

1. Comprehensive Diabetes Care
2. Hypertension Control
3. Breast Cancer Screening

## *Behavioral Health*

1. Adult follow-up after hospitalization for mental illness
2. Pediatrics follow-up care after ADHD Rx
3. Adult adherence to antipsychotic medications in pt w/ schizophrenia

# Top Town Hall Recommendations for Monitored Measures

## *Women's & Maternal Health*

1. Percentage LBW births
2. Postpartum care
3. Initiate 17P
4. Frequency of prenatal care (tie)
5. Chlamydia screening in women (tie)
6. Timeliness of prenatal care (tie)

## *Pediatric Health*

1. Weight assessment
2. Childhood immunizations status
3. Well child 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup> years

## *Care Processes*

1. Ambulatory ER visits
2. Diabetes short term complications
3. Ambulatory outpatient

## *Adult Health/Primary Care*

1. Adult BMI
2. Annual monitoring for patients on persistent medications
3. Advising smokers to quit

## *Behavioral Health*

1. Pediatrics: use of multiple concurrent antipsychotics
2. Adult: antidepressant medication management
3. Adults: screening for clinical depression (tie)
4. Pediatrics: metabolic monitoring (tie)



# Pulling It All Together: Louisiana State-Wide Recommendations for Medicaid Incentivized Metrics

- Town Hall Top Recommendations**
1. *Postpartum care*
  2. *Prenatal care*
  3. *Diabetes*
  4. *Hypertension*
  5. *Well child visits*
  6. *Childhood immunizations*
  7. *Follow-up after hospitalization for mental illness*
  8. *ADHD monitoring*
  9. *Ambulatory ED visits*
  10. *Ambulatory Outpatient visits*

- One-on-One Top Recommendations**
1. *Hypertension*
  2. *Diabetes*
  3. *C-section rate*
  4. *ED visits*
  5. *Well child visits*
  6. *17P*
  7. *ADHD Monitoring*
  8. *Obesity*
  9. *Adherence to antipsychotic medications*
  10. *All cause readmissions*

- Subcommittee Recommendations**
1. *Hypertension*
  2. *Diabetes*
  3. *F/U after hospitalization for mental health*
  4. *ADHD monitoring*
  5. *Timely Access to Ambulatory Care*
  6. *ED visits*
  7. *17P*
  8. **Pediatric recs pending**
  9. *MCO NICU policies submitted to NICU Subcommittee annually*

- Blue Cross Blue Shield Metrics**
1. *Hypertension*
  2. *Diabetes*
  3. *Vascular*
  4. *Breast cancer screening*
  5. *Cervical cancer screening*
  6. *Colorectal screening*
  7. *Tobacco cessation*
  8. *ED visits*
  9. *30 Day Readmissions*
  10. *Prenatal care*
  11. *Postpartum care*
  12. *Well child visits*
  13. *Follow-up after hospitalization for mental illness*
  14. *All cause readmissions*

- Proposed Medicaid Incentivized Metrics**
1. *Hypertension*
  2. *Diabetes*
  3. *Prenatal care/Postpartum care*
  4. *17P*
  5. *Well child visits*
  6. *ADHD monitoring*
  7. *F/U after hospitalization for mental illness*
  8. *ED visits*
  9. *All cause readmissions*

- Sister Agencies (OPH, OBH, OAAS, OCDD) Top Recommendations**
1. *Diabetes*
  2. *Hypertension*
  3. *HIV*
  4. *Contraceptive monitoring*
  5. *Tobacco cessation*
  6. *Chronic disease indicator*
  7. *ADHD monitoring*
  8. *F/U after hospitalization for mental health*
  9. *COPD or Asthma in Older Adult Admission Rate*
  10. *CHF admission rate*
  11. *Breast cancer screening*
  12. *Patients on persistent medications*
  13. *Mental Health Utilization*
  14. *Influenza vaccination*
  15. *Opioid use*

# Pulling It All Together: Louisiana State-Wide Recommendations for Medicaid Incentivized Metrics

- Town Hall Top Recommendations**
1. *Postpartum care*
  2. *Prenatal care*
  3. *Diabetes*
  4. *Hypertension*
  5. *Well child visits*
  6. *Childhood immunizations*
  7. *Follow-up after hospitalization for mental illness*
  8. *ADHD monitoring*
  9. *Ambulatory ED visits*
  10. *Ambulatory Outpatient visits*

- One-on-One Top Recommendations**
1. *Hypertension*
  2. *Diabetes*
  3. *C-section rate*
  4. *ED visits*
  5. *Well child visits*
  6. *17P*
  7. *ADHD Monitoring*
  8. *Obesity*
  9. *Adherence to antipsychotic medications*
  10. *All cause readmissions*

- Subcommittee Recommendations**
1. *Hypertension*
  2. *Diabetes*
  3. *F/U after hospitalization for mental health*
  4. *ADHD monitoring*
  5. *Timely Access to Ambulatory Care*
  6. *ED visits*
  7. *17P*
  8. *Pediatric recs pending*
  9. *MCO NICU policies submitted to NICU Subcommittee annually*

- Blue Cross Blue Shield Metrics**
1. *Hypertension*
  2. *Diabetes*
  3. *Vascular*
  4. *Breast cancer screening*
  5. *Cervical cancer screening*
  6. *Colorectal screening*
  7. *Tobacco cessation*
  8. *ED visits*
  9. *30 Day Readmissions*
  10. *Prenatal care*
  11. *Postpartum care*
  12. *Well child visits*
  13. *Follow-up after hospitalization for mental illness*
  14. *All cause readmissions*

- Proposed Medicaid Incentivized Metrics**
1. *Hypertension*
  2. *Diabetes*
  3. *Prenatal care/Postpartum care*
  4. *17P*
  5. *Well child visits*
  6. *ADHD monitoring*
  7. *F/U after hospitalization for mental illness*
  8. *ED visits*
  9. *All cause readmissions*

- Sister Agencies (OPH, OBH, OAAS, OCDD) Top Recommendations**
1. *Diabetes*
  2. *Hypertension*
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  4. *Contraceptive monitoring*
  5. *Tobacco cessation*
  6. *Chronic disease indicator*
  7. *ADHD monitoring*
  8. *F/U after hospitalization for mental health*
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  10. *CHF admission rate*
  11. *Breast cancer screening*
  12. *Patients on persistent medications*
  13. *Mental Health Utilization*
  14. *Influenza vaccination*
  15. *Opioid use*

Those in italics and **RED** are proposed incentivized metrics.  
 Those in **BLUE** are proposed monitored metrics or RFP additions

# Pulling It All Together: Louisiana State-Wide Recommendations for Medicaid Monitored Metrics

## Screening Measures

1. Breast cancer screening
2. Cervical cancer screening
3. Colorectal screening
4. Diabetes Screening for People with Schizophrenia or Bipolar who are using Antipsychotic medications

## Adult Measures

1. Cardiovascular disease  
Statin therapy
2. Congestive Heart Failure  
Admission rate
3. HIV Viral Load  
suppression rate
4. COPD and Asthma in  
Older Adult Admission  
Rate
5. Monitoring patients on  
persistent medications
6. Adult adherence to  
antipsychotic  
medications in patients  
with schizophrenia
7. HIV viral load
8. Diabetes short term  
complications
9. Influenza vaccination

## Pediatric Measures

1. Dental sealants
2. Neonatal Abstinence  
Syndrome
3. Vaccinations-childhood
4. Vaccinations-HPV for  
female and male  
adolescents
5. Influenza vaccination

## Fetal/Maternal Measures

1. Percentage of deliveries that  
had a postpartum visit on or  
between 21 and 56 days  
after delivery
2. Contraceptive Care-  
Postpartum (the percentage  
of women ages 15 through  
44 who had a live birth and  
were provided a most or  
moderately effective  
method of contraception  
within 3 and 60 days of  
delivery)
3. C-section rate

*Collaborating* together, we can make a real difference in people's lives.

