

# ILLINOIS DEPARTMENT OF HEALTHCARE AND FAMILY SERVICES

## PCCM/DM QUALITY MANAGEMENT SUBCOMMITTEE

### Meeting Minutes from July 14, 2010

**SAVE THE DATE: NEXT PCCM/DM QM SUBCOMMITTEE MEETING IS SCHEDULED FOR:  
OCTOBER 6<sup>th</sup>, 2010 12n-1pm**

**Attendees** per teleconference:

Margaret Kirkegaard, MD	Medical Director, AHS
Carrie Nelson, MD	Medical Director, McKesson/YHP
Cari VonderHaar, RN	Quality Manager, AHS
Amy Calvin, RN	QA Nurse, AHS
Mary Morrissey, RN	QA Nurse, AHS
Rannie Kloud, RN	QA Nurse, AHS
Vicky Hosey	HFS
Mary Miller	HFS
Amy Harris	HFS
Michelle Maher	HFS
Wendie Medina	HFS
Adair Galster	McKesson/YHP
Kathleen Warnick	McKesson/YHP
Vince Keenan	IAFP
Ken Ryan	ISMS
Mike Temporal	SIHF
Judy King	Consumer
Karen Osuch	Family Healthcare Network
Dr Yabut, MD	Private Practice
Tamarah Duperval, MD	Miles Square Health Center
Stefanie Opasinski	Chicago Family Health

Cari VonderHaar chaired the meeting and opened with a welcome and thank you to all for their participation with today's meeting.

Status Update on the Delivery of YHP Chart Reminders:

Dr Carrie Nelson with Your Healthcare Plus (YHP) led the discussion. She reported that chart reminders have been implemented under YHP for Chronic Obstructive Pulmonary Disease (COPD) and asthma beginning in May of 2010. She also reported that the diabetes chart reminder project showed promising results, with guideline gap closures across the diabetes metrics. The maximum showed 16% of gaps closed in the 3 months following distribution of the tool. Dr. Nelson voiced that the intent of the chart reminders is to assist the providers, and asked for any comments related to the chart reminders. She welcomed anyone contacting her at any time in regards to the chart reminders with questions or concerns.

#### Pharmacist Work in LTC and with Providers in the Community:

Dr. Nelson reminded the group that we have pharmacists and pharmacy techs that support the YHP program through review of complex medication regimens for both ambulatory patients and those in long-term care. Also of note is that the chart reminder project has had a greater impact on non medication based guideline gaps than for those that are medication related. For this reason, the role of the pharmacists has been enhanced in some sites to address medication-based guideline gaps. Dr. Nelson referred to the "RX Fax Form" sent out to all subcommittee members as meeting attachment. The fax form includes claims-based diagnoses and pharmaceutical recommendations for the provider to consider, and respond to as appropriate. Adair Galster then commented that YHP would welcome additional feedback from providers on this issue.

Dr Nelson did comment that YHP staff can customize the process by which these fax forms are delivered to individual sites. If providers desire such customization, please notify her.

Mike Temporal commented that his sites see similar medication prompts generated by a nursing home's consulting pharmacist. He expressed concern that the YHP process described could duplicate that function. Dr. Nelson noted that it is the desire of YHP to collaborate with consulting pharmacists in order to avoid such duplication. Dr Nelson asked Mike to please email her regarding LTC sites that already have a good process for addressing these guideline gaps.

#### CMT Messaging and Psychotropics:

Dr Nelson opened this discussion by describing the feedback offered to providers regarding psychotropic medication prescribing. Care Management Technologies (CMT) facilitates this feedback by identifying quality "triggers" such as patients being on three to five antipsychotic medications at one time or failing to refill essential medications like antidepressants or bipolar agents. In addition to claims-based patient specific input for providers, this initiative provides educational information such as that found in the CMT intro letters. A feature entitled "Tip of the Month", in which high-impact clinical pearls related to care for psychiatric conditions are communicated. This was reviewed by subcommittee members during Dr Nelson's discussion as a meeting attachment. Dr Nelson stated she welcomed being contacted for any follow up comments.

#### Patient Summaries (CCPR) & Measures Trended by Provider:

Adair reported that YHP patient summaries are sent out every quarter and trended by provider. Looking over a four year period now, YHP is able to see where the program has shown improvement and what areas need additional support.

Dr Nelson commented that the guidelines used are HEDIS like for COPD, asthma, diabetes, Congestive Heart Failure (CHF), Coronary Artery Disease (CAD) and depression. A new report has been created in which statistically significant trending can be observed. When looking at this report the aggregate statewide trend is upward for most of the clinical metrics for these conditions. While this trending report cannot be distributed, Dr Nelson stated that if anyone has questions about the trend for their particular sites please contact her. She stated that YHP is looking at ways to highlight the successes by site so that others can potentially learn from those successes.

#### Emergency Department (ED) –Primary Care Provider (PCP) Communications:

Dr Nelson reported on initiatives underway to improve communication between PCPs and EDs. Providers are encouraged to discuss patient use of the ED. For example, appropriate medication utilization for individuals with an asthma diagnosis.

Dr Yabut commented that he receives reports from EDs which are electronic. He also stated that patients are given information at ED visits to present to their PCP office but these documents are not beneficial to the provider.

Dr Nelson stated she would like feedback from PCPs on what they are currently experiencing as standard practice working with EDs. She commented that she is working with a small group of EDs and PCPs involving asthma patients to enhance such communication. Dr Margaret Kirkegaard commented on the goal to assist PCPs with increasing or improving interfaces of care, which can be a 10-20% occurrence outside of the medical home. It has been reported by PCPs that if they are not on staff at a hospital where their patient presents in the ED, their notification of the ED visit is sporadic.

#### Bonus Payment for High Performance Program Updates:

Cari VonderHaar reported that the 2009 Bonus Payments for High Performance will be sent out soon to qualifying IHC PCPs. A more detailed summary and report will be presented at the next PCCM/DM QM Subcommittee meeting, and providers will also be notified when information is posted on the IHC website.

She also reported that the Bonus Measures for the 2010 program will remain the same as 2009. However, the benchmarks have been revised to reflect the 2009 HEDIS 50<sup>th</sup> percentile benchmarks.

Mike Temporal asked if lead screening would be included soon. Dr Kirkegaard reported that a data sharing agreement has been finalized with IDPH and plans are underway to have lead information included on the fall 2010 Provider Profiles. She also commented that IHC is working with HFS to finalize 2011 Bonus Measures to notify providers in advance.

Dr Duperval asked Dr Kirkegaard if immunization claims data is linked to a standard well child visit during a nurse encounter visit at a Federally Qualified Healthcare Center (FQHC) site. Dr Kirkegaard stated that since FQHCs are considered encounter rate clinics, the immunization administration would be per detailed billing. She also stated that if a site has I-CARE, the immunizations given could be inputted into the I-CARE system and count towards immunization bonus measure data.

Dr Kirkegaard gave recognition to HFS for their continued support with the bonus funds allocated, and further recognition of the providers reaching out to patients for optimal services at their medical homes.

#### Doc Assist:

Cari presented the resource information on Doc Assist with members with meeting attachment "A". Doc Assist is available for child and adolescent behavioral health consulting services to providers at no charge. Dr Kirkegaard added that the Doc Assist information is posted on the IHC website, and IHC has offered Doc Assist Program webinars, of which slides are also posted on IHC website.

[www.illinoishealthconnect.com](http://www.illinoishealthconnect.com)

#### Tobacco Cessation Handout:

Cari referred members to the meeting attachment "B" on Smoking Cessation, made available by HFS and YHP at no charge to providers. Dr. Nelson commented that this is an excellent tool for provider use on resources and medication coverage that are available to assist patients with tobacco cessation. The handout is available on the IHC website under Provider Information/Notices.

Healthy Kids Handbook:

Amy Harris with HFS reported that the final revisions to the Healthy Kids Handbook are still under review within HFS. HFS hopes to have the handbook completed soon and available online. Providers will be notified when completed and details on how to access.

The meeting adjourned with no further discussion at this time on agenda items or other general discussion items.

**\*\*\* THE NEXT PCCM/DM QM SUBCOMMITTEE MEETING IS SCHEDULED FOR OCTOBER 6, 2010\*\*\***  
**Request for agenda items and meeting details will follow closer to the date.**