



**Capital Health**  
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## **2009 QUALITY IMPROVEMENT PROGRAM EVALUATION**

Approval by Board of Directors: 9/8/98, 8/10/99, 8/22/00, 8/28/01, 2/26/02, 3/11/03, 3/9/04, 3/15/05, 2/21/06, 3/13/07, 12/18/07, 12/16/08, 12/22/09

### QI Program Evaluation 2009

Performance Indicator	CHP Results			Target 2009	Commercial Nat. Best Practice (HEDIS 09)	Medicare Nat. Best Practice (HEDIS 09)	Statistically Significant Improvement	Barriers/ Comments	Summary of 2009 Improvement Activities
	2007	2008	2009						
<b>#1 Priority Measures</b>									
Avoidance of Antibiotics for Adults w/ Acute Bronchitis (high # is better)	25% C	24% C	34% C	86%	91% Sanford HP	NA	C: 2008-2009	Physicians using incorrect diagnosis codes, resulting in low reporting of antibiotic usage.	EMR customized decision support (currently underutilized). Added to EMR Dashboard & CHPConnect 6/09. Financial incentive for staff & affiliate family practice physicians (FP) staff pediatricians (Ped), staff FP & Internal Medicine (IM) nurses. Measure will be a top priority for improvement in 2010.
Chlamydia Screening (combined ages)	51% C	60% C	65% C	92%	82% Kaiser GA	NA	C: 2008-2009		Added to EMR Dashboard and CHPConnect in 2009. CHP staff worked with affiliate practices to increase use of Thin Preps. Plan to integrate with adolescent well visit reports in 2010.
Well Care Visits for Adolescents	43% C	45% C	57% C	78%	79% Tufts Assoc. HMO	NA	C: 2008-2009		EMR customized decision support; added to CHPConnect 6/09; EMR Dashboard in 2008. Financial incentives for staff & affiliate FP and Ped, staff FP & IM nurses.
Alcohol - Engagement of Treatment*	10% C 0% M	9% C 7% M	17% C 0% M (0/51)	41%	53% Sanford		C: 2008-2009	Lag time between diagnosis and CHP's receipt of the claim; local hospital (CRMC) coding errors	CHP staff follows up with PCPs to request treatment for eligible members; added BH practitioners that treat substance abuse to network in 2008. Measure will be a high priority for improvement in 2010.
Alcohol - Initiation of Treatment*	47% C 58% M	37% C 45% M	46% C 41% M	79%	70% Kaiser Mid-Atlantic		C: 2008-2009	Same as above	As above. Measure will be a high priority for improvement in 2010.
ADHD Continuation and Maintenance Care	31% C	30% C	41% C	97%	83% Care First Blue Choice	NA	C: 2008-2009	Patients taking drugs Mon.- Fri., not on summer vacations. Not all prescriptions are appropriate.	After 2nd prescription fill, CHP staff conducts a telephone visit. After 4th prescription fill, CHP staff contacts PCP office to recommend a visit by due date. Financial incentive for staff Ped nurses. Measure will be a top priority for 2010.
Appropriate Tx for Children w/ Upper Respiratory Infection	78% C	80% C	84% C	100%	99% AmeriHealth HMO	NA	C: 2008-2009		Added to CHPConnect 6/09; EMR Dashboard in 2008. Financial incentive for staff Peds.

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<b>#2 Priority Measures</b>									
Hypertension Treatment*	62% C 58% M	64% C 64% M	71% C 66% M	80%	88% Personal Care of IL		C: 2008-2009		EMR alert to recheck high BP readings. Financial incentive for staff FP & IM nurses. Results not trendable 07 to 08.
ADHD Initiation Phase Treatment	30% C	30% C	34% C	66%	59% Providence HPs	NA			CHP staff contacts physician offices to schedule follow-up appointments within 30 days. EMR decision support. Financial incentive for staff Ped & affiliate FP and Ped, staff Ped nurses. Measure will be a top priority for improvement in 2010.
Spirometry Testing for COPD*	41% C 40% M	45% C 40% M	84% C 82% M	60%	<b>84% CHP</b>	<b>82% CHP</b>	C: 2008-2009 M: 2008-2009	Radiologists incorrectly code COPD. Medicare results stratified by race: African-Amer: 74% (den. 19); Caucasian: 82% (den. 198)	Appropriate members are contacted & scheduled for testing. Staff practice nurses trained in spirometry testing 5/09. Health Promotions staff are identifying coding errors and correcting claims when possible.
Anti-Rheumatic Drug Therapy*	90% C 83% M	88% C 76% M	85% C 85% M	98%	98% Gunderson Lutheran HP		M: 2008-2009	Exclusion codes exist that aren't recognized by NCQA.	Beginning to identify target population for intervention in 2010; will be a high priority for improvement in 2010.
Well Child Visits (age 3-6)	68% C	75% C	79% C	96%	97% Harvard Pilgrim	NA			EMR decision support; added to CHPConnect 6/09; EMR Dashboard in 2008. Financial incentive for staff & affiliate Ped; staff Ped nurses.
Antidepressant Acute Phase Treatment*	54% C NA M	56% C 55% M	58% C 57% M	85%	90% Kaiser CO			Inability to accurately identify population; inability to collect drug fill information from retail stores such as Walmart.	CHP staff contact identified members for assessment. Staff also contacts PCPs when members are identified, and when refills are necessary. Measure will be a high priority for improvement in 2010.
Childhood Immunization - Combination 3	78% C	80% C	85% C	91%	92% Kaiser GA	NA	C: 2008-2009		Reminder letters to parents of 1yr old children. Financial incentive for staff Ped, staff Ped nurses. Results not trendable 2007 to 2008.
Antidepressant Continuation Phase Treatment*	38% C NA M	38% C 46% M	41% C 48% M	70%	78% Kaiser CO			Inability to accurately identify population; inability to collect drug fill information from retail stores such as Walmart.	CHP staff contact identified members for assessment. Staff also contacts PCPs when members are identified, and when refills are necessary. Measure will be a high priority for improvement in 2010.

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Well Child Visits (6 in first 15 mo.)	60% C	74% C	85% C	98%	100% Harvard Pilgrim	NA	C: 2008-2009		Added to CHP <i>Connect</i> 6/09; EMR Dashboard in 2008. Financial incentive for staff & affiliate Ped; staff Ped nurses.
Strep Test for Children w/ Pharyngitis, on antibiotics	73% C	80% C	83% C	97%	95% Group Health SC WI	NA			Added to CHP <i>Connect</i> 6/09; EMR Dashboard in 2008. Financial incentive for staff & affiliate Ped. Health Promotions staff met with affiliate offices to educate about the measure.
Cervical Cancer Screening	89% C	88% C	88% C	94%	94% HealthAmerica PA	NA			Reminders sent to members in need of screening; mailings are combined with mammography letters.
Access to Care (age 7-11)	91% C	92% C	93% C	100%	99% Tufts Assoc. HMO	NA			Results have been stable; measure will be a top priority for improvement in 2010. Plan to implement a financial incentive for Pediatricians in 2010.
7 Day Follow-up after Hospitalization*	73% C NA M	78% C NA M	85% C NA M	94%	98% Humana Kansas City		C: 2008-2009		Local hospital's BH Center coordinates follow-up visits.
Monitor Patients on Long Term Meds (combo, 4 meds)*	79% C 87% M	80% C 90% M	80% C 90% M	90%	93% Grand Valley HP				Orders for K+ and creatinine are added to lab orders through Health Promotions Dept. when appropriate. Informational letter sent to members on ace inhibitors, diuretics, anticonvulsants & digoxin in October, 2009.
Beta Blocker - Continuing Treatment*	71% C 84% M	84% C NA M	94% C NA M	96%	96% Geisinger HP		C: 2008-2009	Rx obtained through generic medication programs (ex. Walmart). Beta blockers not appropriate care for MIs due to cocaine abuse.	CHP staff follows up with members. Measure will be a high priority for improvement in 2010.
Breast Cancer Screening (age 42-69)*	79% C 81% M	79% C 85% M	82% C 86% M	84%	85% Kaiser HI			Medicare results stratified by race: African-Amer: 88% (den. 347); Caucasian: 86% (den. 1331)	Included in EMR pop-up reminder "quick list". Added to CHP <i>Connect</i> 6/09; EMR Dashboard in 2008. Report format changed to cumulative in 2009. Financial incentive for affiliate FP & IM.

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Asthma Appropriate Meds, age 10 -17	94% C	91% C	94% C	100%	100% Aetna CT	NA	C: 2008-2009		Physicians received reports from Health Dialog; gap letters were sent to members. Health Promotions staff follow up with members who have had an ER visit or inpatient admission. Measure will be a high priority for improvement in 2010.
Diabetic Blood Pressure Control <130/80 mm Hg	26% C 31% M	35% C 39% M	45% C 49% M	54%	55% Kaiser N CA		C: 2008-2009 M: 2008-2009		Health Dialog sent informational letters about blood pressure control to physicians. Financial incentive for staff FP & IM nurses.
<b>#3 Priority Measures</b>									
Asthma Appropriate Meds, age 18 - 56	90% C	94% C	92% C	99%	99% Kaiser CO	NA			Physicians received reports from Health Dialog; gap letters were sent to members. Health Promotions staff follow up with members who have had an ER visit or inpatient admission. Measure will be a high priority for improvement in 2010.
LDL Screening, cardiovascular conditions*	92% C 95% M	94% C 98% M	91% C 97% M	98%	98% Kaiser GA			Medicare results stratified by race: African-Amer: 85% (den. 89); Caucasian: 93% (den. 646)	Physicians received reports from Health Dialog; gap letters were sent to members. Health Promotions staff identify & follow this population. Financial incentive for affiliate FP & IM.
Postpartum Care	89% C	90% C	88% C	98%	99% PersonalCare IL	NA			Health Promotions staff is working with OB offices to increase use of Category 2 codes; working with IS staff to automate collection of the codes on claims.
Diabetic LDL <100*	50% C 67% M	51% C 64% M	55% C 68% M	65%	76% Health Options			Medicare results stratified by race: African-Amer: 55% (den. 459); Caucasian: 69% (den. 1112)	Physicians received reports from Health Dialog; gap letters were sent to members. Financial incentive for affiliate FP & IM; staff FP & IM nurses.
Cardiac LDL <100	71% C 72% M	69% C 73% M	73% C 79% M	77%	80% PersonalCare IL		M: 2008-2009	Medicare results stratified by race: African-Amer: 53% (den. 89); Caucasian: 75% (den. 646)	Financial incentive for affiliate FP & IM. Results not trendable 07 to 08.
Asthma Appropriate Meds, age 5 -9	98% C	98% C	99% C	100%	100% Aetna OK	NA			Physicians received reports from Health Dialog; gap letters were sent to members. Measure will be a high priority for improvement in 2010.

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Prenatal Care Visits	97% C	97% C	97% C	100%	99.6% Aetna PA	NA			Health Promotions staff is working with OB (obstetric) offices to increase use of Category 2 codes; working with IS staff to automate collection of the codes on claims.
Diabetic HbA1c Testing*	91% C 93% M	93% C 96% M	91% C 96% M	98%	98% Medical Assoc. HP			Medicare results stratified by race: African-Amer: 90% (den. 459); Caucasian: 90% (den. 1112)	Physicians received reports from Health Dialog; gap letters were sent to members. Financial incentive for affiliate FP & IM.
Diabetic LDL Screening*	89% C 94% M	93% C 97% M	92% C 96% M	98%	97% Grand Valley HP			Medicare results stratified by race: African-Amer: 91% (den. 459); Caucasian: 94% (den. 1112)	Physicians received reports from Health Dialog; gap letters were sent to members. Financial incentive for affiliate FP & IM.
Diabetic Blood Pressure Controlled <140/90*	62% C 61% M	73% C 67% M	77% C 76% M	83%	85% PersonalCare IL		M: 2008-2009		Health Dialog sent informational letters about blood pressure control to physicians.
Diabetic Kidney Monitoring*	89% C 95% M	92% C 96% M	92% C 93% M	94%	94% Kaiser HI			Medicare results stratified by race: African-Amer: 95% (den. 459); Caucasian: 89% (den. 1112)	Physicians received reports from Health Dialog; gap letters were sent to members. Financial incentive for affiliate FP & IM.
Diabetic HbA1c Control (≤9)*	83% C 89% M	83% C 91% M	84% C 90% M	88%	89% Medical Assoc. HP				Physicians receive reports from Health Dialog; gap letters sent to members. Financial incentive for staff FP & IM nurses (<8.0). NOTE: HEDIS HbA1c is a "poor control" measure - inverted results are presented here.
Diabetic Retinal Eye Exams*	74% C 89% M	83% C 92% M	83% C 89% M	88%	91% Grand Valley HP	<b>89% CHP</b>		C: 2nd best score in the nation Medicare results stratified by race: African-Amer:85% (den.459); Caucasian: 83% (1112)	Eye Care staff contact appropriate members for testing & provide exams in PCP offices; incentives for optometry staff. Decision support tool, pop-up screen in EMR. Financial incentive for affiliate FP & IM.

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Colorectal Cancer Screening*	79% C 86% M	78% C 86% M	78% C 90% M	78%	79% Martin's Point Healthcare	<b>90% CHP</b>		C: 2nd best score in the nation Medicare results stratified by race: African-Amer: 86% (den. 1104); Caucasian: 86% (den. 5205)	CHP's Colon Screening Program tracks members & provides screening procedures; added to EMR Dashboard 10/09. Financial incentive for affiliate FP & IM.
Osteoporosis Management (M)*	21% M	41% M	54% M	63%	NA		M: 2008-2009	Inaccurate telephone numbers; member fear of radiation from the testing. Medicare results stratified by race: African-Amer: 56% (den. 9); Caucasian: 53% (den. 88)	CHP Radiology staff contacts & schedules appropriate members for Radiology screening; incentives for Radiology staff. Barriers will be addressed in 2010.
Management of COPD Exacerbation, Systemic Corticosteroid*	NA	67% C 59% M	54% C 62% M	NA	91% Security HP WI			Prescriptions obtained through generic medication programs (ex. Walmart)	Health Promotions staff calls & sends letters to members after discharge.
Management of COPD Exacerbation, Bronchodilator*	NA	69% C 79% M	64% C 64% M	NA	93% Mercy HP MO			As above	Health Promotions staff calls & sends letters to members after discharge.
Use of Imaging Studies for Low Back Pain	72% C	76% C	78% C	94%	87% BCBS VT	NA			CHP's Back Pain Program designed to promote conservative treatment options continued in 2009. Added to Commercial 2008 accreditation score.
Glaucoma Screening for Older Adults* (M)	78% M	79% M	80% M	86%	NA			Medicare results stratified by race: African-Amer: 80% (den. 998); Caucasian: 80% (den. 5071)	CHP's Eye Care Centers audit files monthly to ensure appropriate screenings are done during routine visits.
Adult BMI Assessment*	NA	NA	55% C 64% M	NA	NA	NA		Many BMI calculations missing because no height was recorded during the calendar year Medicare results stratified by race: African-Amer: 56% (den.842); Caucasian: 36% (den. 3937)	New measure in 2009. BMIs were most frequently found in staff and affiliate electronic medical records.

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BMI Assessment (age 3-17)	NA	NA	49% C	NA	NA	NA		As above	New measure in 2009. BMIs were most frequently found in staff and affiliate electronic medical records.
Nutrition Counseling (age 3-17)	NA	NA	61% C	NA	NA	NA			New measure in 2009
Physical Activity Counseling (age 3-17)	NA	NA	52% C	NA	NA	NA			New measure in 2009
Use of High Risk Medications in the Elderly* (M) (1 prescription; low # - better)	35% M	35% M	33% M	1%	NA			Medicare results stratified by race: African-Amer: 28% (den. 1253); Caucasian: 34% (den. 6466)	Quarterly letters mailed to physicians with members taking high risk drugs (CMS QI project).
Potentially Harmful Drug Disease Interactions in Elderly (M)* (low - better)	25% M	31% M	30% M	4%	NA				
Adult Access to Preventive/Ambulatory Care, Age 65+ (M)*	97%	98%	98%	100%	NA				
Advised to quit smoking by a doctor or health provider in your plan* (CAHPS)	73% C 73% M	76% C 76% M	84% C 76% M	NA	89% HealthPlus MI		C: 2008-2009		
Medication recommended or discussed to assist in quitting smoking (CAHPS)	53% C	36% C	63% C	66%	73% Martin's Point Healthcare	NA			
Methods or strategies other than medications recommended to assist in quitting smoking (CAHPS)	40% C	26% C	44% C	65%	69% Harvard Pilgrim New England	NA			
Flu Shots for Adults, Age 50-64 (CAHPS) Flu Shots for Older Adults (CAHPS)	42% C 82% M	50% C 84% M	54% C 81% M	NA	71% Caritan HP				
Pneumonia Vaccine for Adults* (M) (CAHPS)	85% M	85% M	84% M	NA	NA				
Rating of Health Plan (CAHPS; 9-10 rating)	54% C 76% M	58% C 79% M	62% C 82% M	84%	84% Martin's Pt		C: 2008-2009		

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Rating of Health Care (CAHPS; 9-10 rating)	50% C 58% M	50% C 59% M	56% C 64% M	72%	72% Martin's Pt				
Rating of Personal Doctor (CAHPS; 9-10 rating)	66% C 79% M	68% C 80% M	69% C 78% M	80%	81% Fed. Plan 87				
Rating of Specialist (CAHPS; 9-10 rating)	58% C 88% M	60% C 71% M	67% C 75% M	82%	82% H. Pilgrim NH				
Getting Needed Care (CAHPS Composite)	85% C 94% M	87% C 94% M	89% C 95% M	94%	94% CIGNA, IL				
Getting Care Quickly (CAHPS Composite)	87% C 72% M	85% C 78% M	87% C 76% M	94%	94% Martin's Pt				
Doctors Communicate (CAHPS Composite)	94% C 96% M	94% C 95% M	94% C 95% M	97%	97% CT General, IL				
Shared Decision Making (CAHPS Composite)	56% C	56% C	58% C	NA	71% Martin's Pt				New composite measure reported.
Customer Service (CAHPS Composite)	86% C	90% C 97% M	90% C 97% M	97%	97% Martin's Pt				
Claims Processing (CAHPS Composite)	94% C	96% C	95% C	97%	97% Aultcare				
Relative Resource Use - Diabetes (C)	Medical: 0.77 Rx: 0.91	Medical: 1.09 Rx 0.96	Medical: 1.01 Rx:0.99	1.0	NA	NA			Will be publicly reported in 2010.
Relative Resource Use - Asthma (C)	Medical: 0.75 Rx: 0.82	Medical: 0.94 Rx 0.88	Medical: 0.87 Rx:0.97	1.0	NA	NA			Will be publicly reported in 2010.
Relative Resource Use - Acute Low Back Pain (C)	Medical: 0.38 Rx: 0.34	Medical: 1.11 Rx 0.73	Medical: 0.99 Rx:1.02	1.0	NA	NA			
Relative Resource Use - Cardiovascular Conditions (C)	NA	Medical: 0.97 Rx 1.06	Medical: 0.93 Rx:1.04	1.0	NA	NA			
Relative Resource Use - COPD (C)	NA	Medical: 1.03 Rx 1.15	Medical: 0.99 Rx:1.09	1.0	NA	NA			

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Relative Resource Use - Hypertension (C)	NA	Medical: 1.03 Rx 0.86	Medical: 1.01 Rx:1.07	1.0	NA	NA			
Discussing Urinary Incontinence* Health Outcomes Survey* (HOS)	58% M	62% M	66% M	81%	NA	NA			
Receiving Urinary Incontinence Treatment*	35% M	42% M	40% M	47%	NA	NA			
Discussing Physical Activity* (HOS)	NA	56% M	58% M	64%	NA	NA			
Advising Physical Activity* (HOS)	NA	55% M	54% M	62%	NA	NA			
Discussing Falls Risk* (HOS)	NA	31% M	29% M	55%	NA	NA			
Managing Falls Risk* (HOS)	NA	54% M	58% M	85%	NA	NA			
Osteoporosis Testing* (HOS)	NA	84% M	84% M	88%	NA	NA			

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