



EXPRESS INFORMATION

MONTHLY UPDATE

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The first quarter of 2019 is now behind us, and there are still so many things to focus on for the remaining months of 2019!!

Highlights of some of the key administrative and clinical tasks that require focus include:

Population Health Management

Reduction in emergency room visits

ER utilization has increased, resulting in an annualized impact of **\$1.2 million** due to an additional 1,333 visits per month. There are a few basic initiatives that can be put in place to try to counteract this.

- Train front desk and phone scheduling staff to properly direct patients to the ER due to emergent clinical needs; not scheduling reasons; and

- Outreach to ER 'frequent flier' patients, utilizing reports provided on the MPM web portal, redirecting them to appropriate non-emergent care sites.

Monitor referrals to specialty providers:

- Utilize managed care best practices and appropriate internal review of specialty referrals to eliminate unnecessary authorizations, or referrals for services that can be performed within the health center's walls;
- Ensure that PCP's and extenders are practicing to the full scope of their license; and
- Continue to provide as many services as possible within your health center's walls.



Patient Experience

This topic comes up a lot, and is a very important discussion to review at your Health Center.

Besides how patients are treated when they visit your health center, member perception of written and verbal communication is very impactful at the time of service and telephonically during interactions with your staff.

The CG CAHPS Patient Satisfaction Survey is a tool sent out by the Health Plans annually and is weighted very heavily when calculating the VIIP Bonuses. The access and availability of providers to see or speak with a patient is a large consideration in the category. Staff understanding of the Access Standards is encouraged so that they are aware how to respond to patient requests. You can locate the standards in the HCLA Administrative Guide, which is available on the HCLA Website: <https://www.healthcarela.org>.



Polling for Best Practice Workflows for Quality Measure Capture

During 2018, we have featured Health Center presentations at our Quality and UM meetings, that were helpful to many staff of Health Centers. HCLA is very interested in finding Health Centers that are celebrating successes engaging patients for the various HEDIS and STAR measures. If you have staff willing to share your workflow and success factors with partner Health Centers at one of our Quarterly Quality or Utilization Management meetings, please contact Iris Weil at iweil@healthcarela.org. We are asking for a 10-minute presentation. In consideration of their participation, we provide the staff member with a gift card. Thanks in advance for your time and attention to this request.



Anchoring 'Aging-in' Seniors to a Managed Medicare Plan

As a reminder, MedPOINT posts a monthly report listing patients currently enrolled at your Health Center that are turning 65, and may be eligible to enroll in a Medicare Advantage Plan to meet their health care needs. HCLA contracts with many Medicare Advantage Plans; each with various benefits for seniors. Additionally, HCLA has partnered with many broker organizations who can assist with you to anchor patients to a Plan, and continue care at your Health Center. Many will customize an outreach plan tailored to your Health Center needs. If you would like more information, please contact Iris Weil at iweil@healthcarela.org.



Pediatric Patient Care

Pediatric members continue to show minimum performance levels for quality measures. Well Child Exams for pediatric patients ages 3-6 remains very low throughout the IPA. Additionally, Childhood Immunization Combo 10 remains another low measure. The Interpreta Quality Platform can provide you with a list of members due for these quality measures. Please utilize the patient navigators to outreach to members regarding the importance of these visits. Your attention to this matter is greatly appreciated and noticeable.

To further engage adolescent patients, the IPA is offering two movie tickets when they have their wellness exam. If you are interested in participating in this program, please provide your workflow for member outreach to Iris Weil to determine qualification for the program.

