



# Quarterly Quality Call Superior Health Plan

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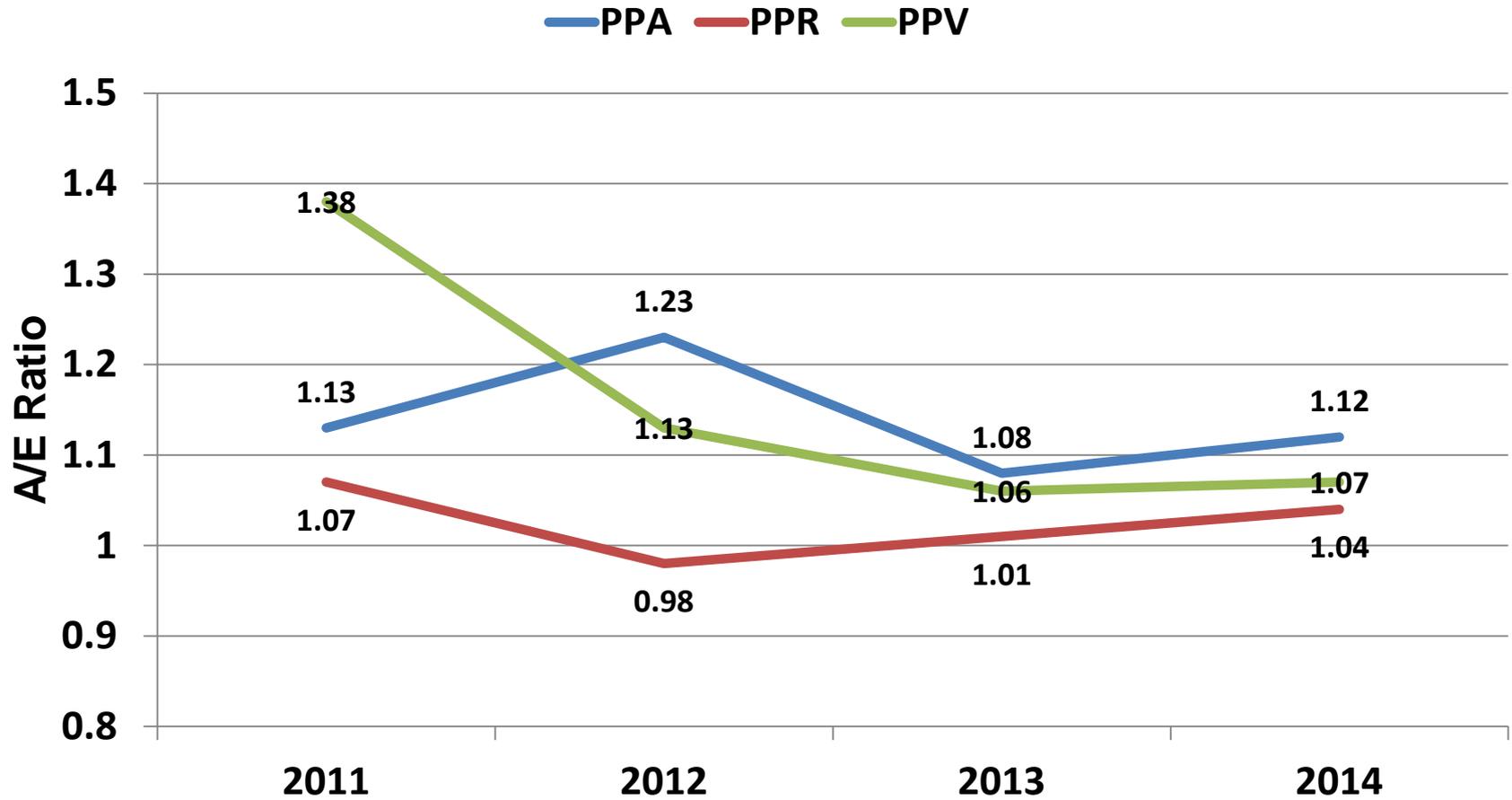
**Texas Health and Human Services  
Commission**

Health Policy and Clinical Services Division

Healthcare Quality Analytics, Research and Coordination Support

**July 13, 2015**

# STAR PPEs



# PPEs definition

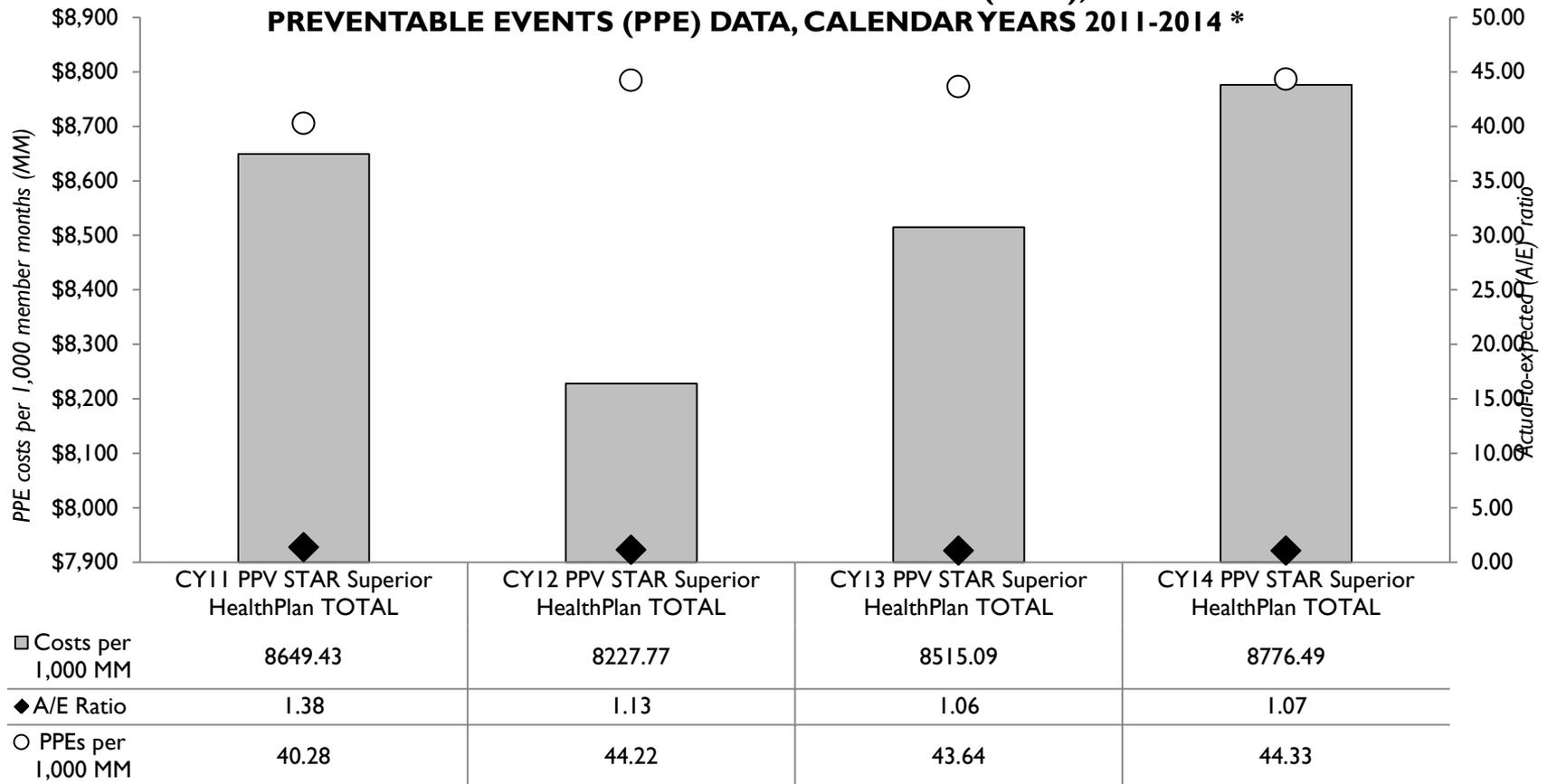
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Potentially preventable events analyzed by HHSC include:

- **Potentially preventable emergency room visit (PPV):** Emergency treatment for a condition that could have been, treated or prevented by a physician or other health care provider in a nonemergency setting.
- **Potentially preventable readmission (PPR):** A return hospitalization within a set time period that might have resulted from problems in the care during a previous hospital stay or from deficiencies in a post-hospital discharge follow-up.
- **Potentially preventable admission (PPA):** A hospital admission or a long-term care facility stay that might have been reasonably prevented with adequate access to ambulatory care or health care coordination.
- **Potentially preventable complication (PPC):** A harmful event or negative outcome, such as an infection or surgical complication, that occurs after a hospital admission or a long-term care facility stay and might have resulted from the care, lack of care, or treatment provided during the admission or stay.

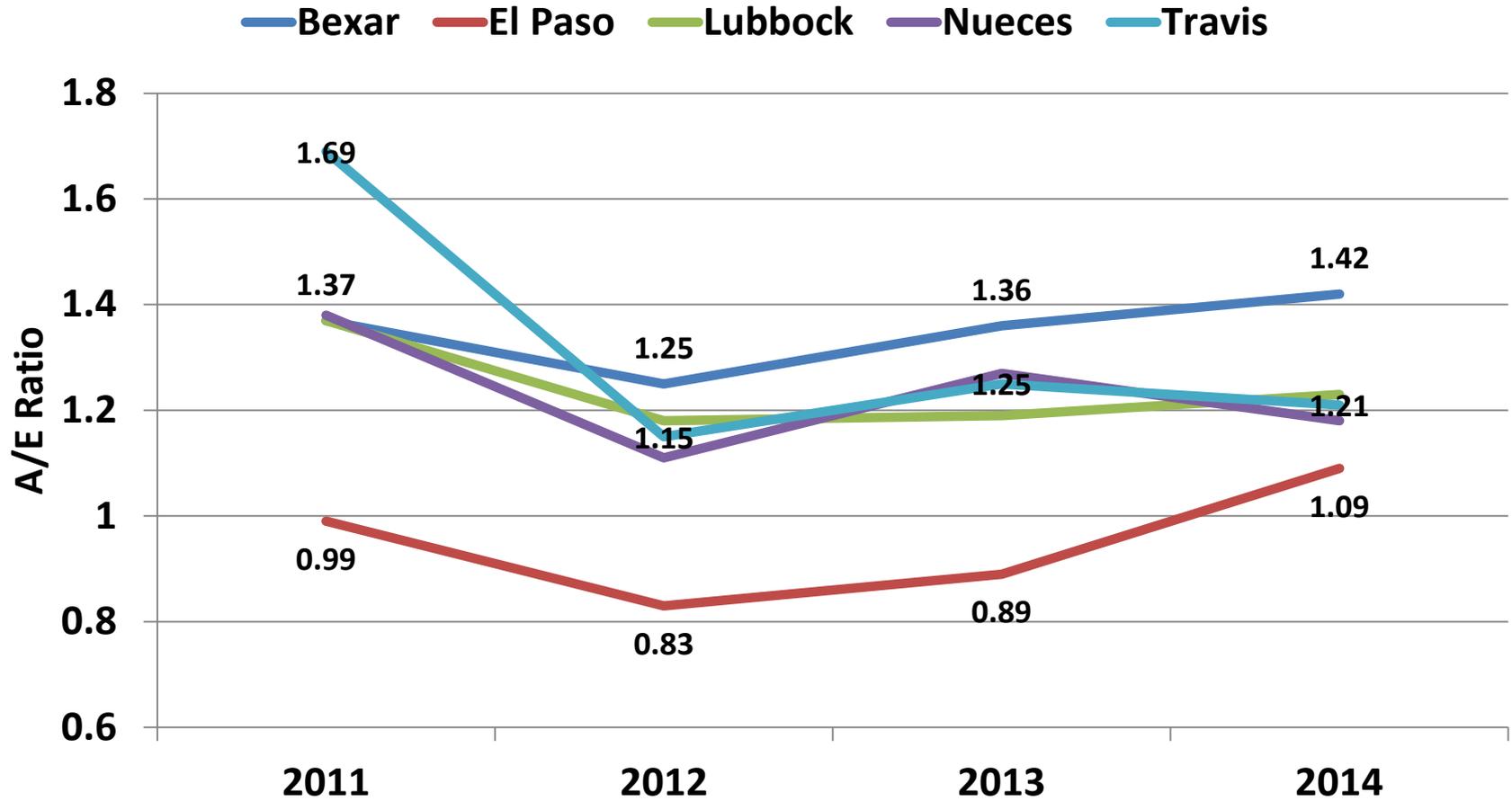
# STAR PPV

## MEDICAID / CHIP MANAGED CARE ORGANIZATION (MCO), POTENTIALLY PREVENTABLE EVENTS (PPE) DATA, CALENDAR YEARS 2011-2014 \*

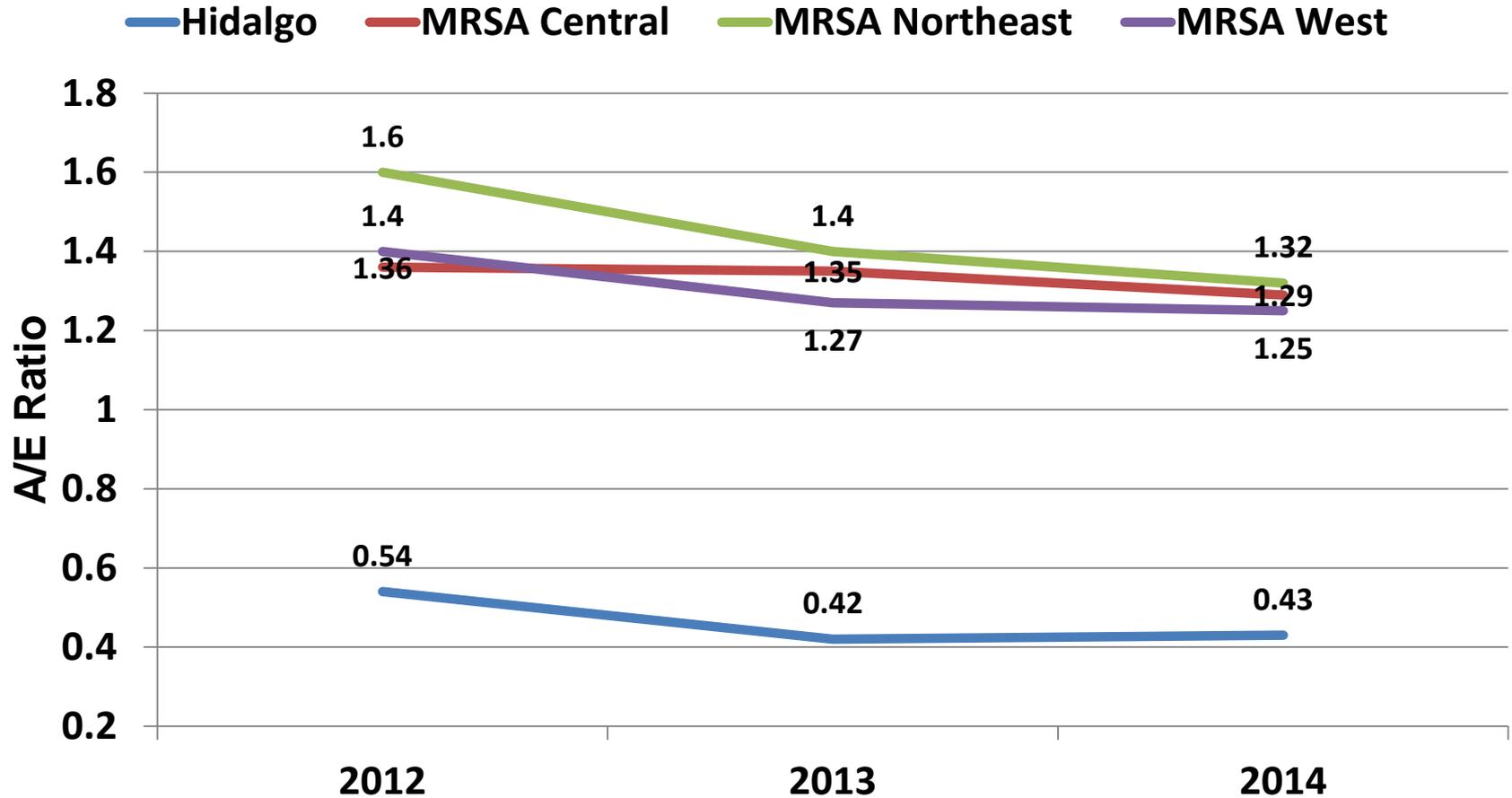


\* NOTE: Calendar year 2014 is a partial year of data.

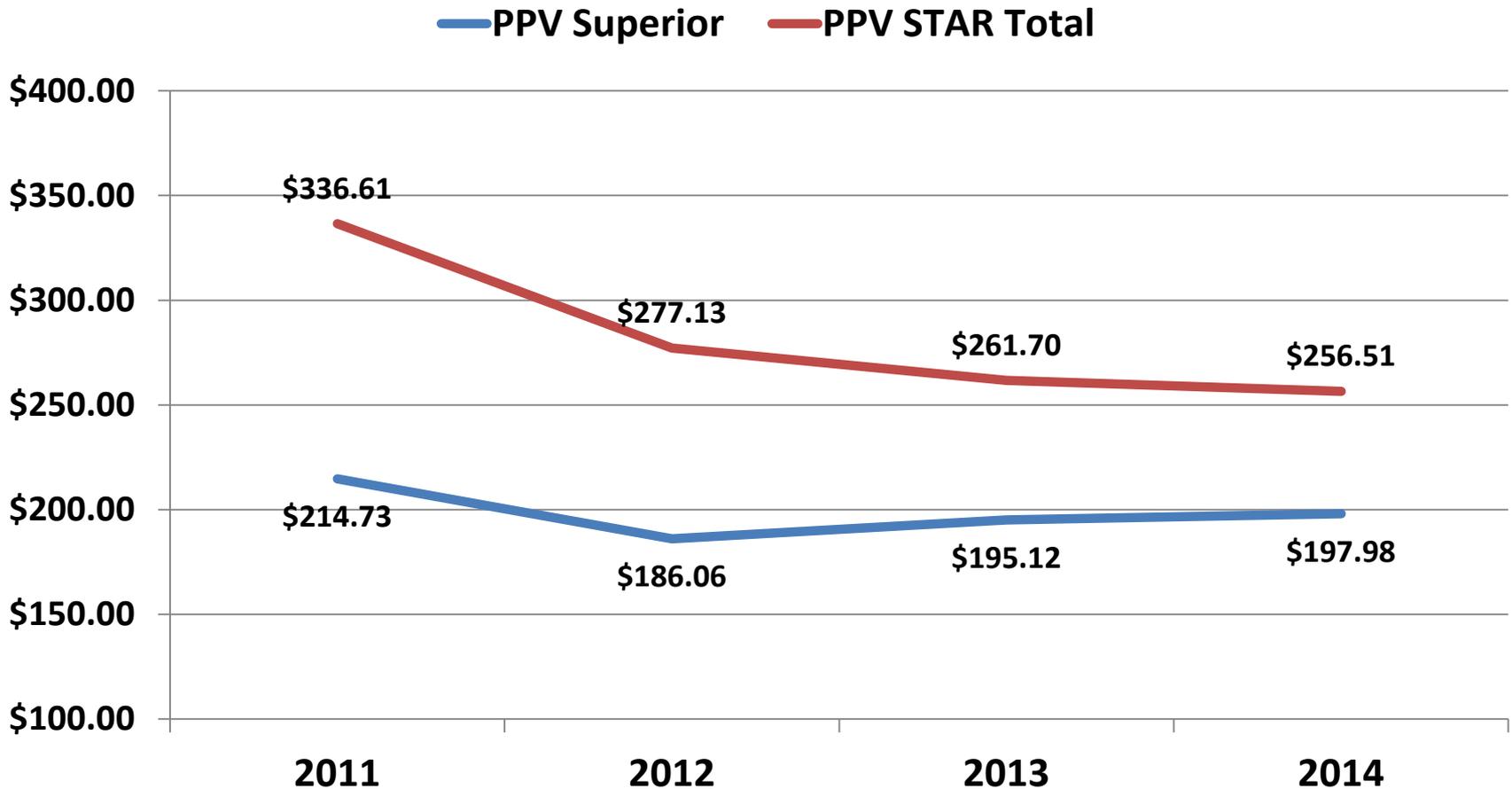
# PPV A/E Ratio



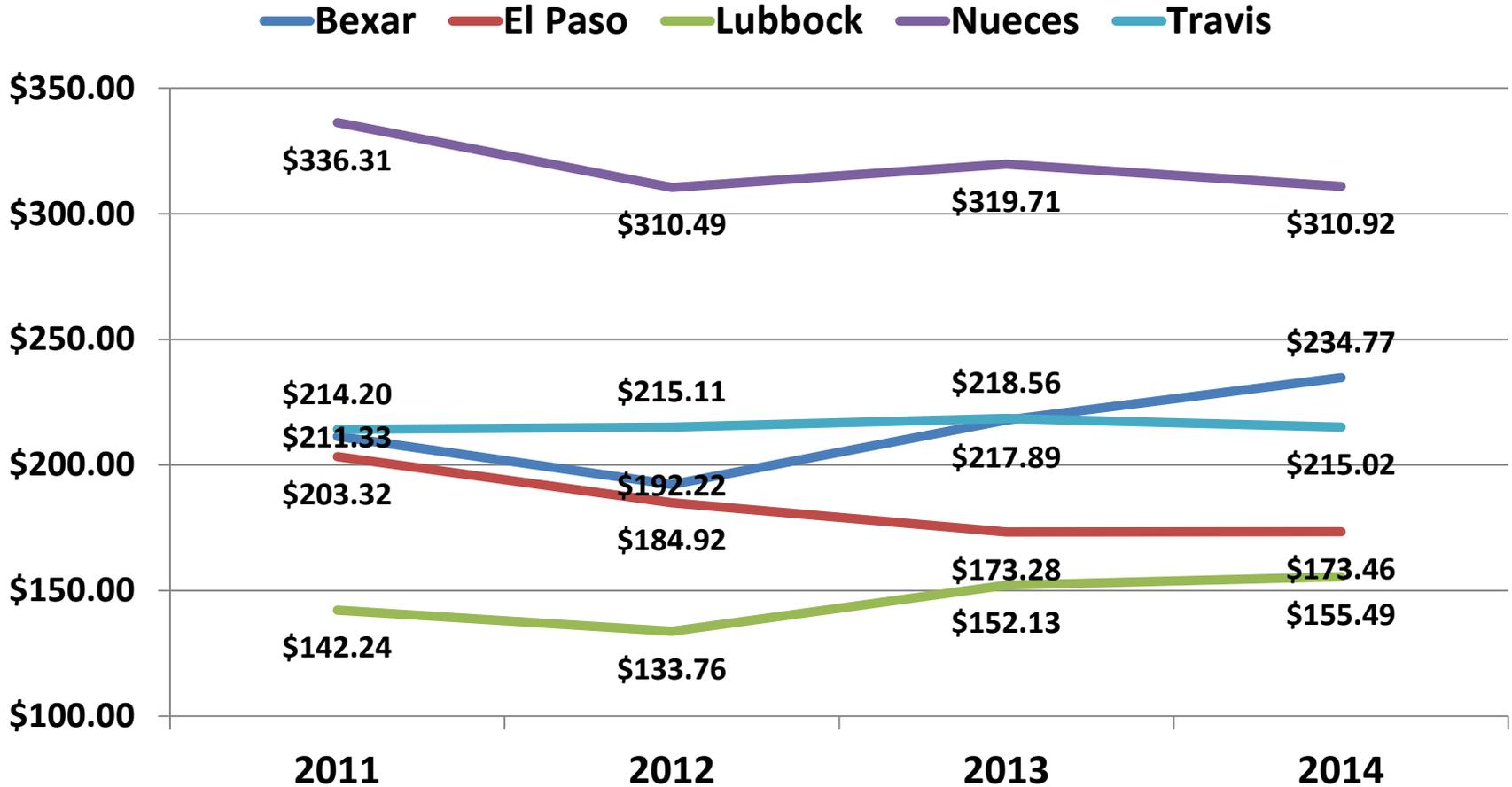
# PPV A/E Ratio



# Cost per PPV Statewide

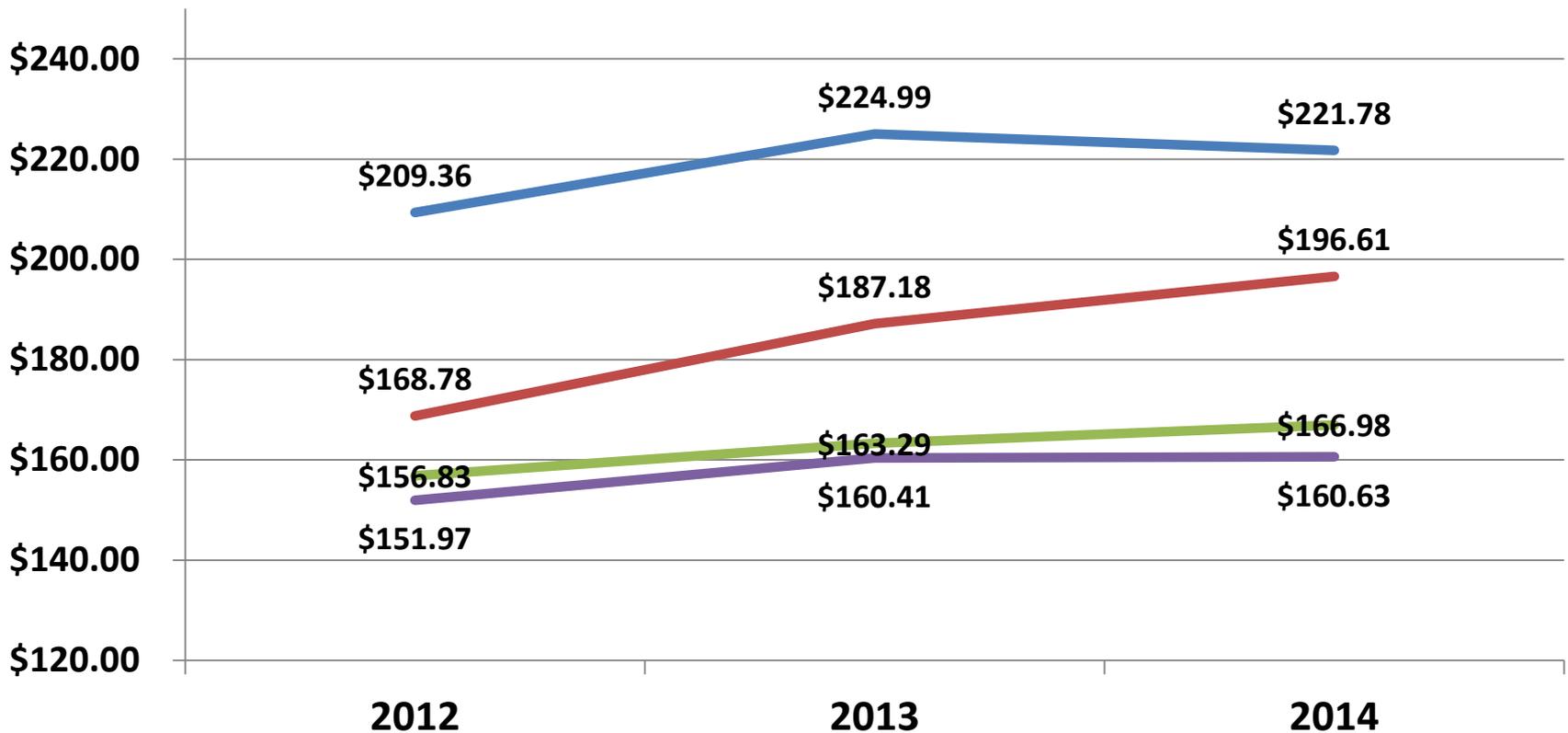


# Service Area Cost per PPV



# Service Area Cost per PPV

— Hidalgo — MRSA Central — MRSA Northeast — MRSA West



## PPV Reasons

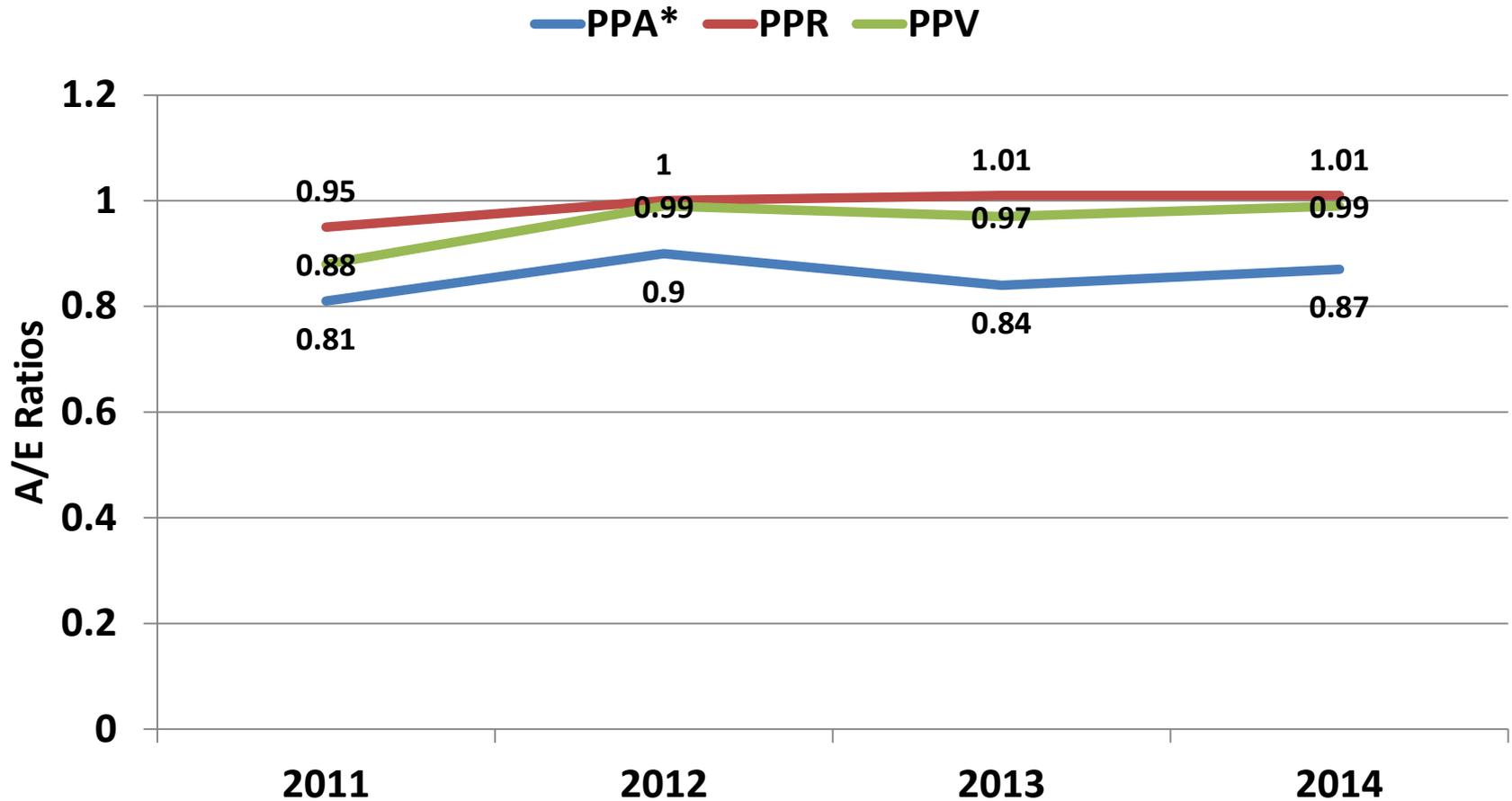
Overall Plan (74.8%)	Number	Frequency
Infections Of Upper Respiratory Tract	80,212	25.80%
Non-Bacterial Gastroenteritis, Nausea & Vomiting	21,385	6.88%
Signs, Symptoms & Other Factors Influencing Health Status	20,114	6.47%
Other Skin, Subcutaneous Tissue & Breast Disorders	16,933	5.45%
Contusion, Open Wound & Other Trauma to Skin & Subcutaneous Tissue	16,422	5.28%
Other Ear, Nose, Mouth, Throat & Cranial/Facial Diagnoses	15,379	4.95%
Musculoskeletal System & Connective Tissue Diagnoses	15,292	4.92%
Abdominal Pain	13,570	4.37%
Viral Illness	10,827	3.48%
Cellulitis & Other Bacterial Skin Infections	8,029	2.58%
Acute Lower Urinary Tract Infections	7,938	2.55%
Splint, Strapping and Cast Removal	6,470	2.08%

## Discussion

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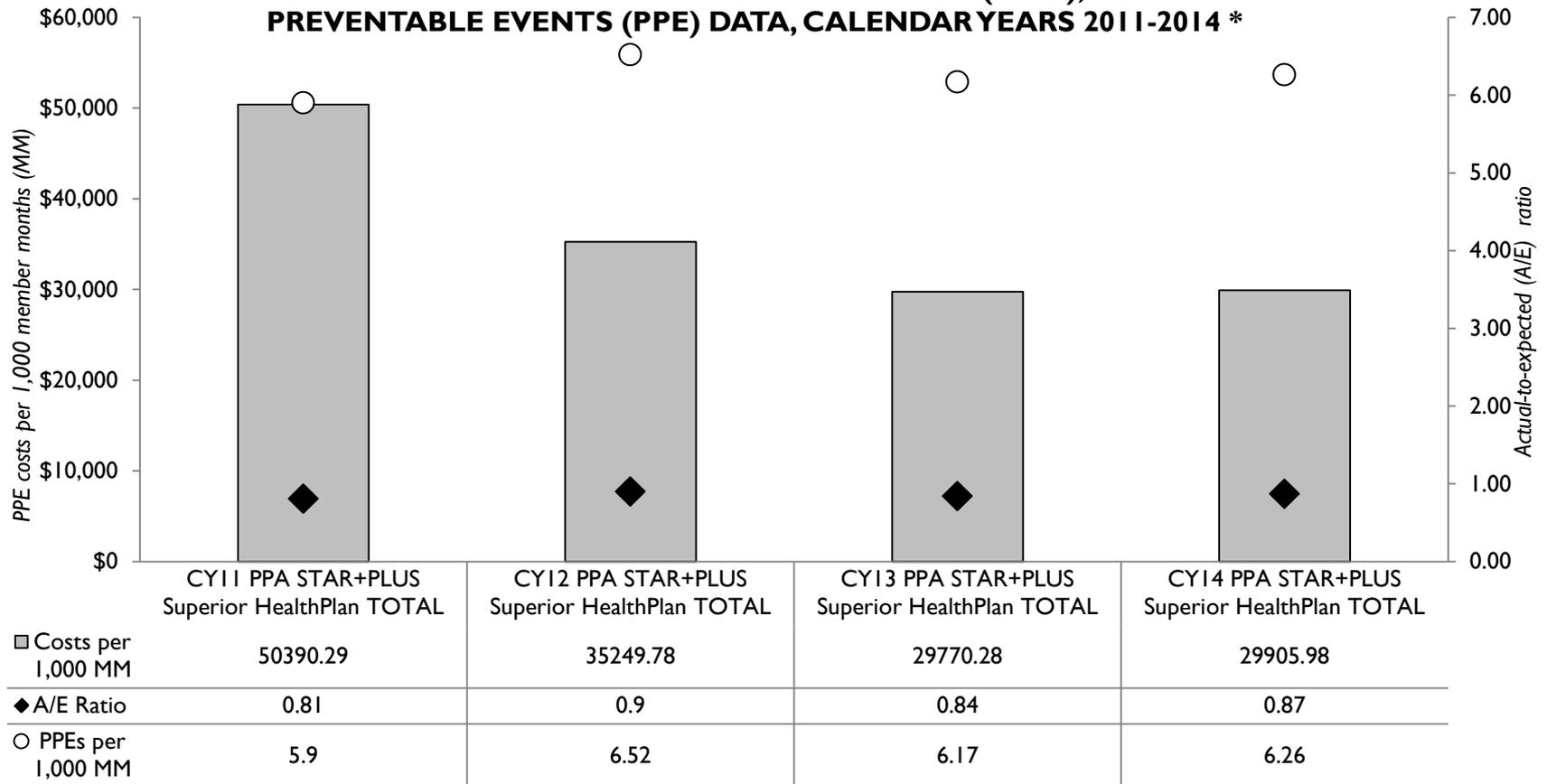
- Potentially Preventable Emergency (PPV) Department Visits
- Overall 16% average above state level
- Wide variation in utilization
  - Low: Hidalgo and El Paso
  - High: Nueces, Lubbock, MRSA West, Travis, MRSA Central, Bexar, MRSA Northeast
- Variation in cost:
  - High in Nueces; Low in Lubbock

# STAR+PLUS

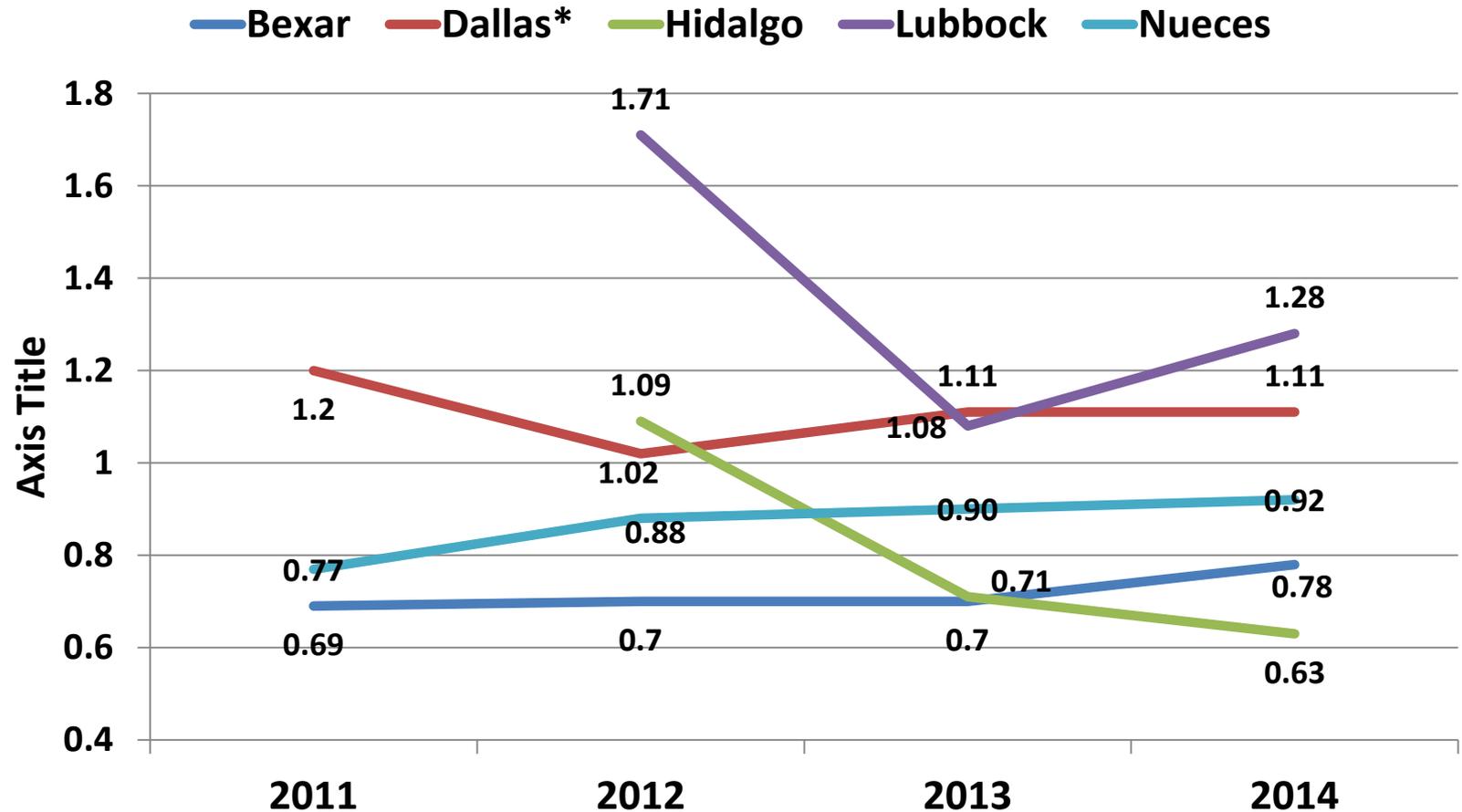


\* Methodology used by 3M excludes several Behavioral Health conditions

## MEDICAID / CHIP MANAGED CARE ORGANIZATION (MCO), POTENTIALLY PREVENTABLE EVENTS (PPE) DATA, CALENDAR YEARS 2011-2014 \*

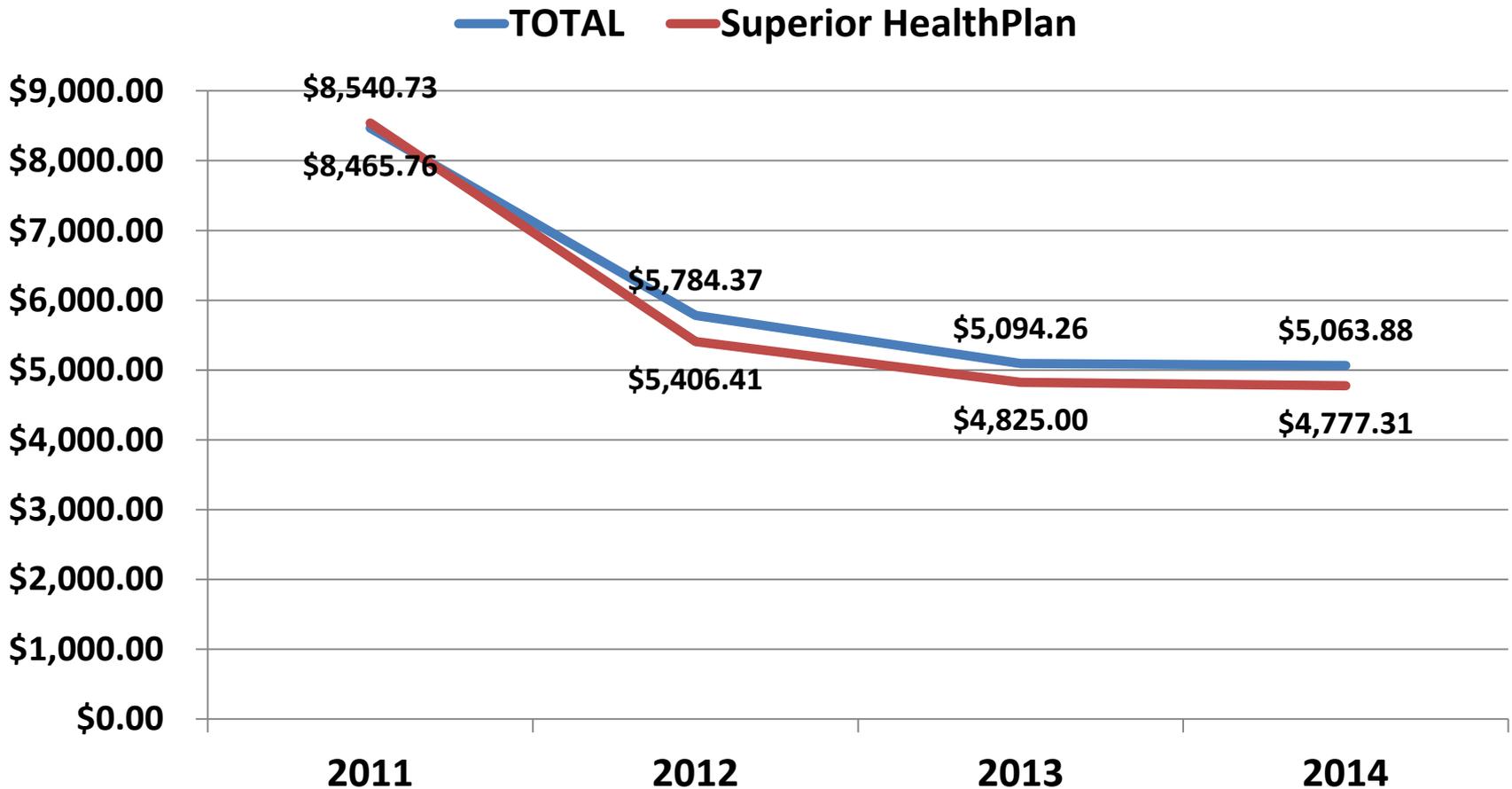


# PPA A/E Ratios

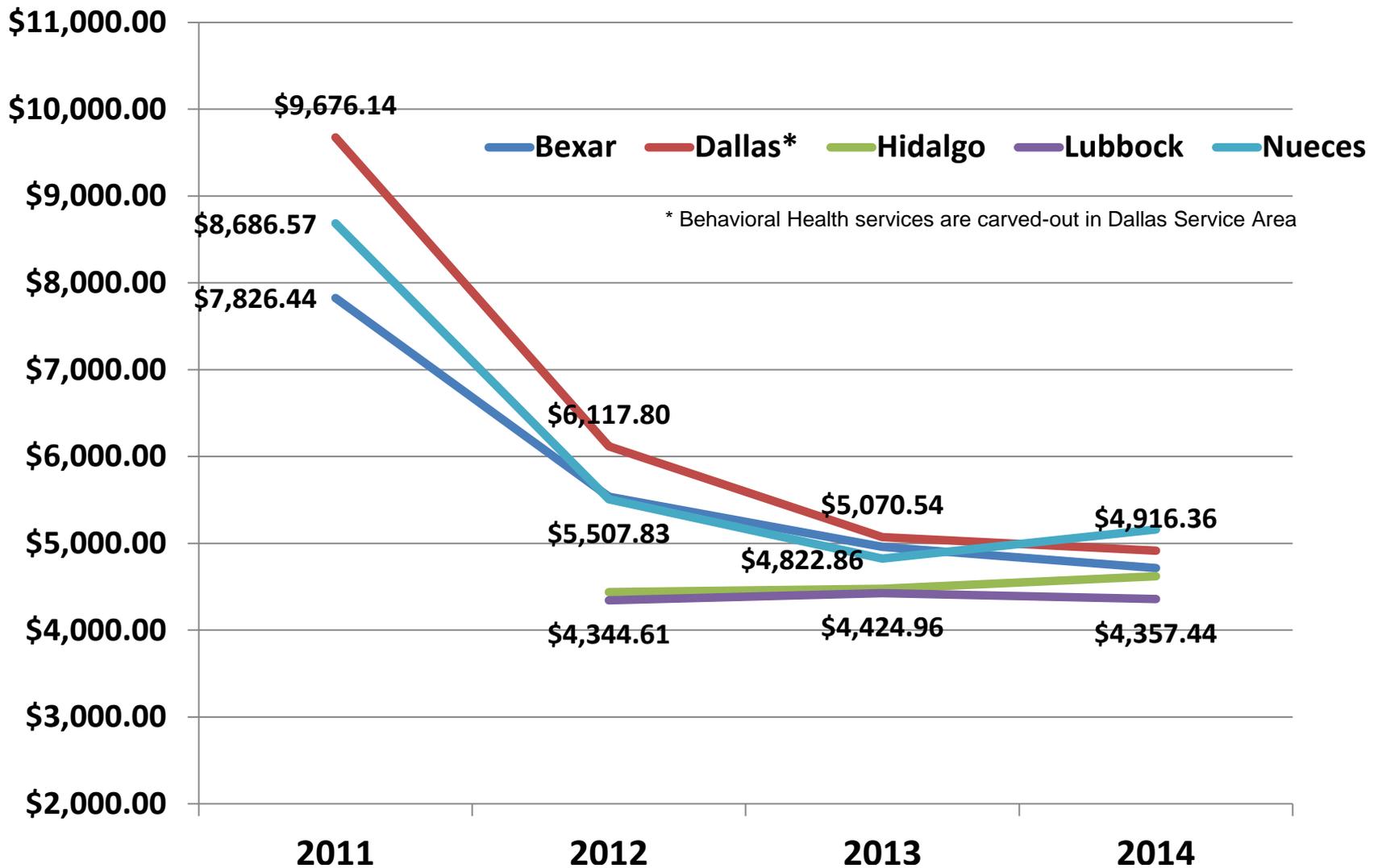


\* Behavioral Health services are carved-out in Dallas Service Area

# Cost per PPA



# Cost by Service Area



# PPA Conditions

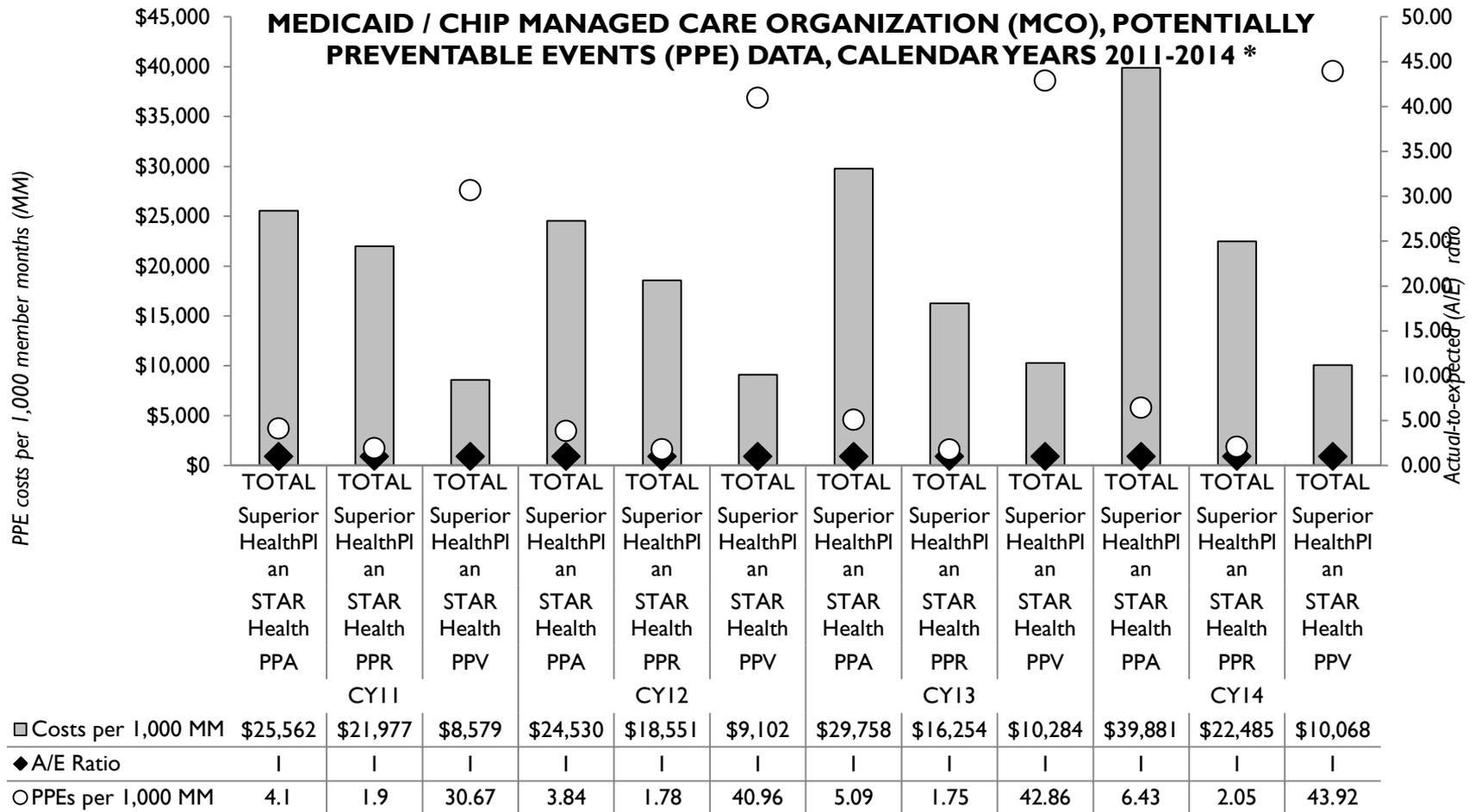
PPA Reason (APR DRG) [95.1%]	Number	Percent
Bipolar Disorders	1,097	63.26%
Major Depressive Disorders & Other/Unspecified Psychoses	214	12.34%
Seizure	60	3.46%
Other Pneumonia	56	3.23%
Diabetes	42	2.42%
Asthma	36	2.08%
Cellulitis & Other Bacterial Skin Infections	35	2.02%
Depression Except Major Depressive Disorder	23	1.33%
Kidney & Urinary Tract Infections	23	1.33%
Childhood Behavioral Disorders	22	1.27%
Schizophrenia	21	1.21%
Infections of Upper Respiratory Tract	20	1.15%

## Discussion

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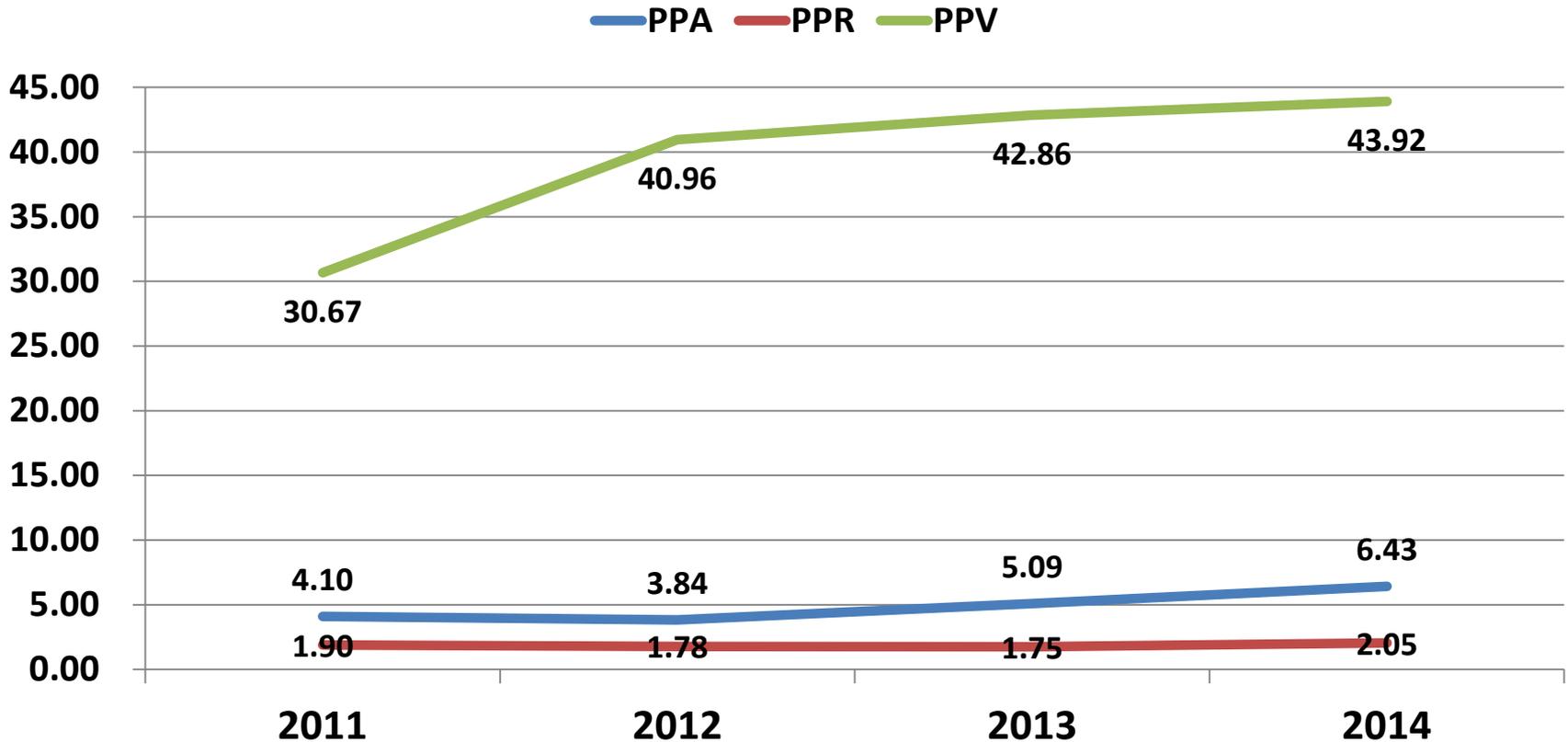
- Potentially Preventable Admissions (PPA)
- Overall 15% average below state level
- Wide variation
  - Low: Bexar, Nueces, Hidalgo
  - High: Dallas, Lubbock
- Cost
  - Low in Hidalgo and Lubbock
- *Did you find similar results?*

# STAR Health PPEs



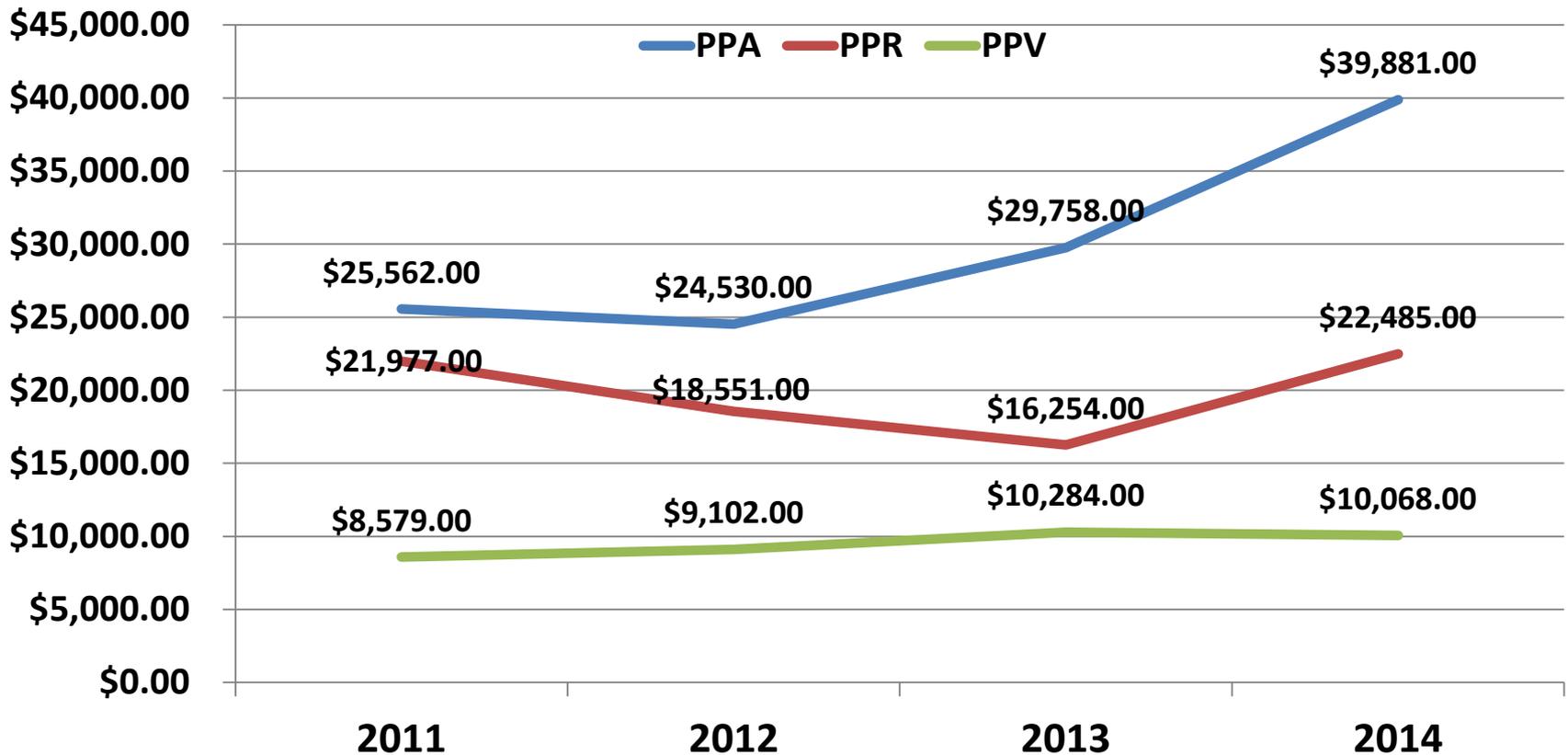
# STAR Health PPEs

Number of PPEs per 1,000 Member Months

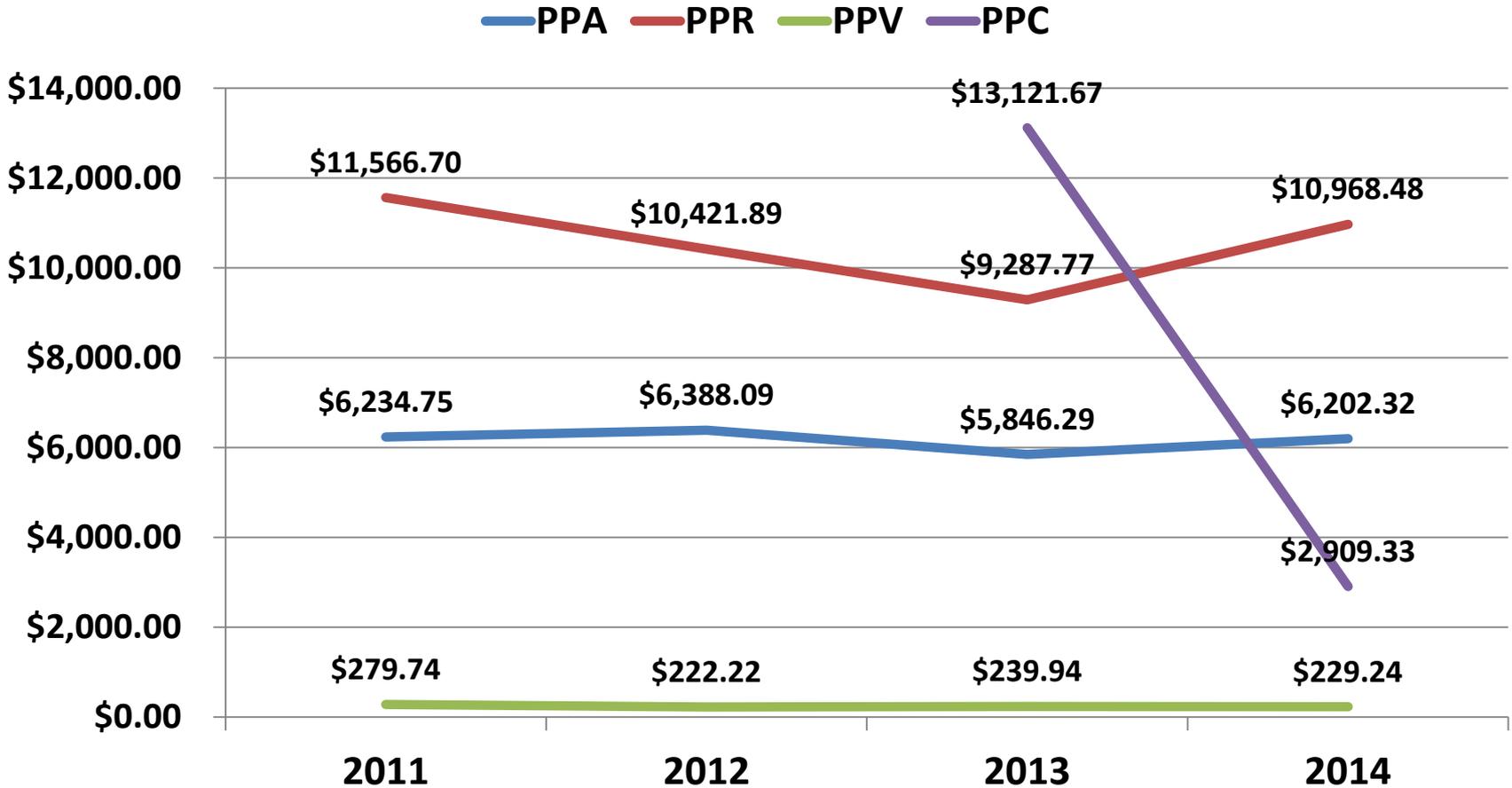


# STAR Health PPEs Costs

PPEs Costs per 1,000 Member Months

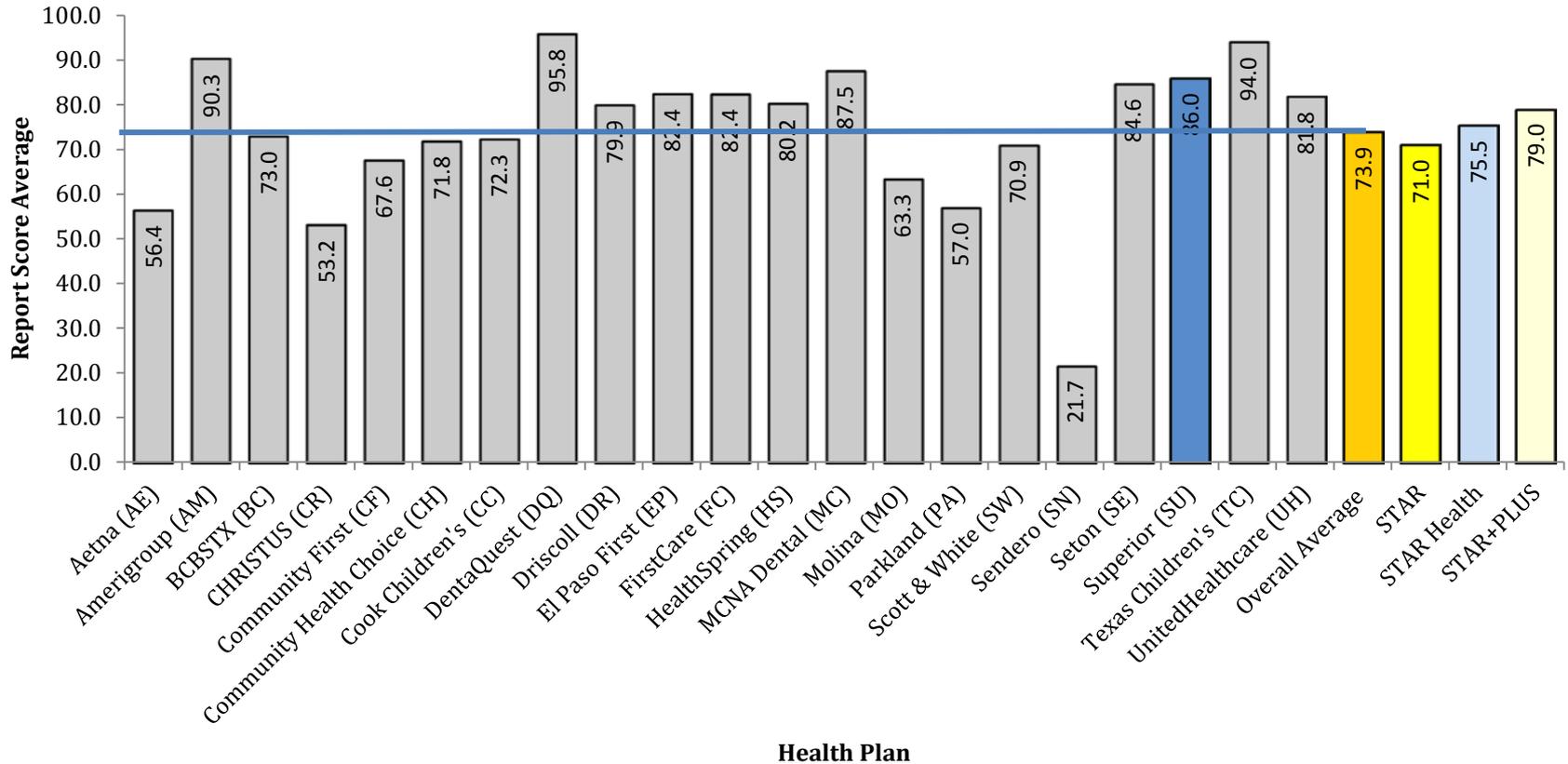


# STAR Health Cost per PPE



# 2013 PIP Score

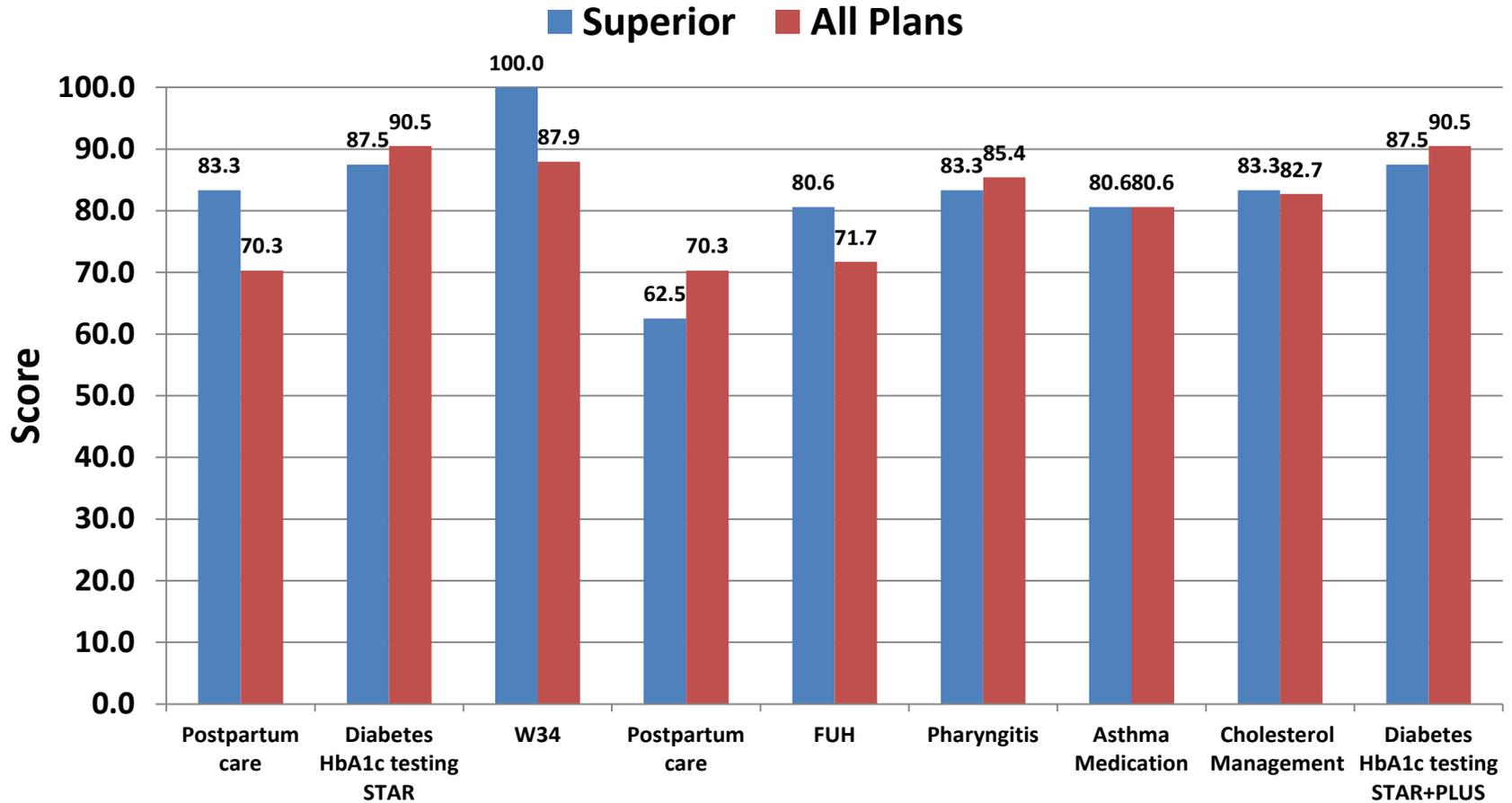
## 2013 Final PIP Report Score Averages by Plan



# 2013 PIP Score by Topic

2013 Final PIP Report Scores by Topic				2013 Final PIP Report Topic Count and Scores			
Health Plan	Program	Topic	Final Score	Total Count	Average Score	Minimum Score	Maximum Score
Superior	STAR	Postpartum care	83.3	15	70.3	23.6	100.0
Superior	STAR	Diabetes HbA1c testing	87.5	3	90.5	87.5	96.4
Superior	STAR	Well Child Visits (W34)	100.0	8	87.9	74.1	100.0
Superior	STAR Health	Postpartum care	62.5	15	70.3	23.6	100.0
Superior	STAR Health	Follow-up Hospital (FUH)	80.6	8	71.7	41.7	84.4
Superior	STAR Health	Pharyngitis	83.3	4	85.4	75.0	100.0
Superior	STAR+PLUS	Asthma Medication	80.6	1	80.6	80.6	80.6
Superior	STAR+PLUS	Cholesterol Management	83.3	2	82.7	82.1	83.3
Superior	STAR+PLUS	Diabetes HbA1c testing	87.5	3	90.5	87.5	96.4
2014 Performance Improvement Projects							
Superior	STAR	Comprehensive Diabetes Management (PPA)					
Superior	STAR	Asthma Management, includes all measures, (PPA)					
Superior	STAR+PLUS	Comprehensive Diabetes Management (PPV)					
Superior	STAR+PLUS	Schizophrenia Medication Management					
Superior	STAR Health	Antidepressant Management in Teen and Young Adults					

# PIP Scores by Plan Type



# Special Populations

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- Baseline: December 1, 2014
- Superior Health Plan, Inc. and Superior Health Plan Network
- Methodology: Identify super-utilizers: claims, PPEs, clinical outcomes
- Resources: predictive modelling on cost, utilization, gaps in care, dual diagnosis
- Focus: identify members with highest potential to improve
- Integrated Care Team with specific responsibilities
- Intervention: in person visits at clinic and/or home
- Evaluation: costs, ER visits, admissions, readmissions, gaps in care

# Partnership Opportunity

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## Medicaid Waiver

- Bexar County - RHP 6
- El Paso – RHP 15
- Lubbock – RHP 12
- Nueces – RHP 4
- Travis – RHP 7
- Hidalgo – RHP 5
- MRSAs Central, Northeast & West – multiple RHPs