



Quarterly Quality Call United Healthcare Community Plan

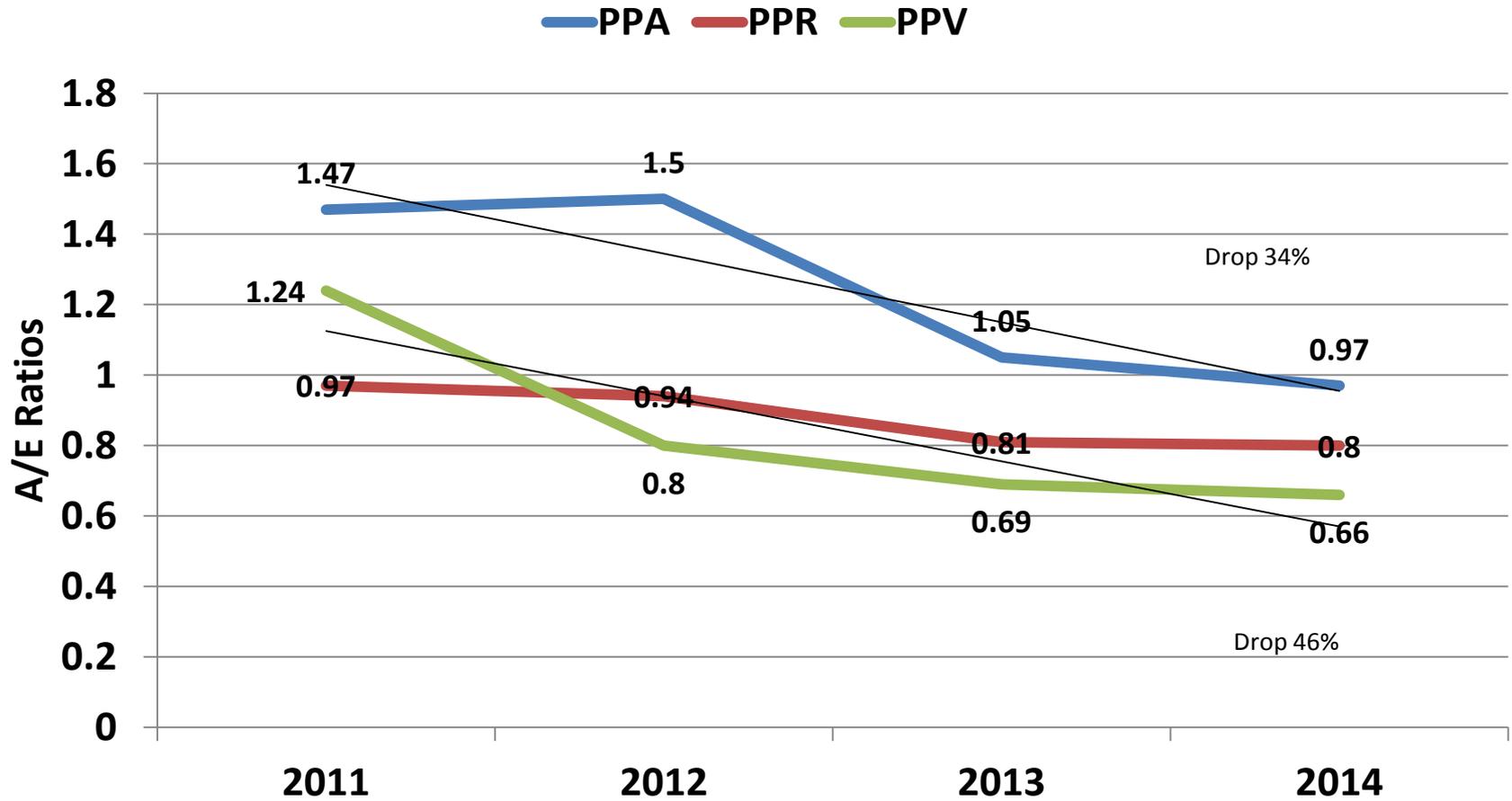
**Texas Health and Human Services
Commission**

Health Policy and Clinical Services Division

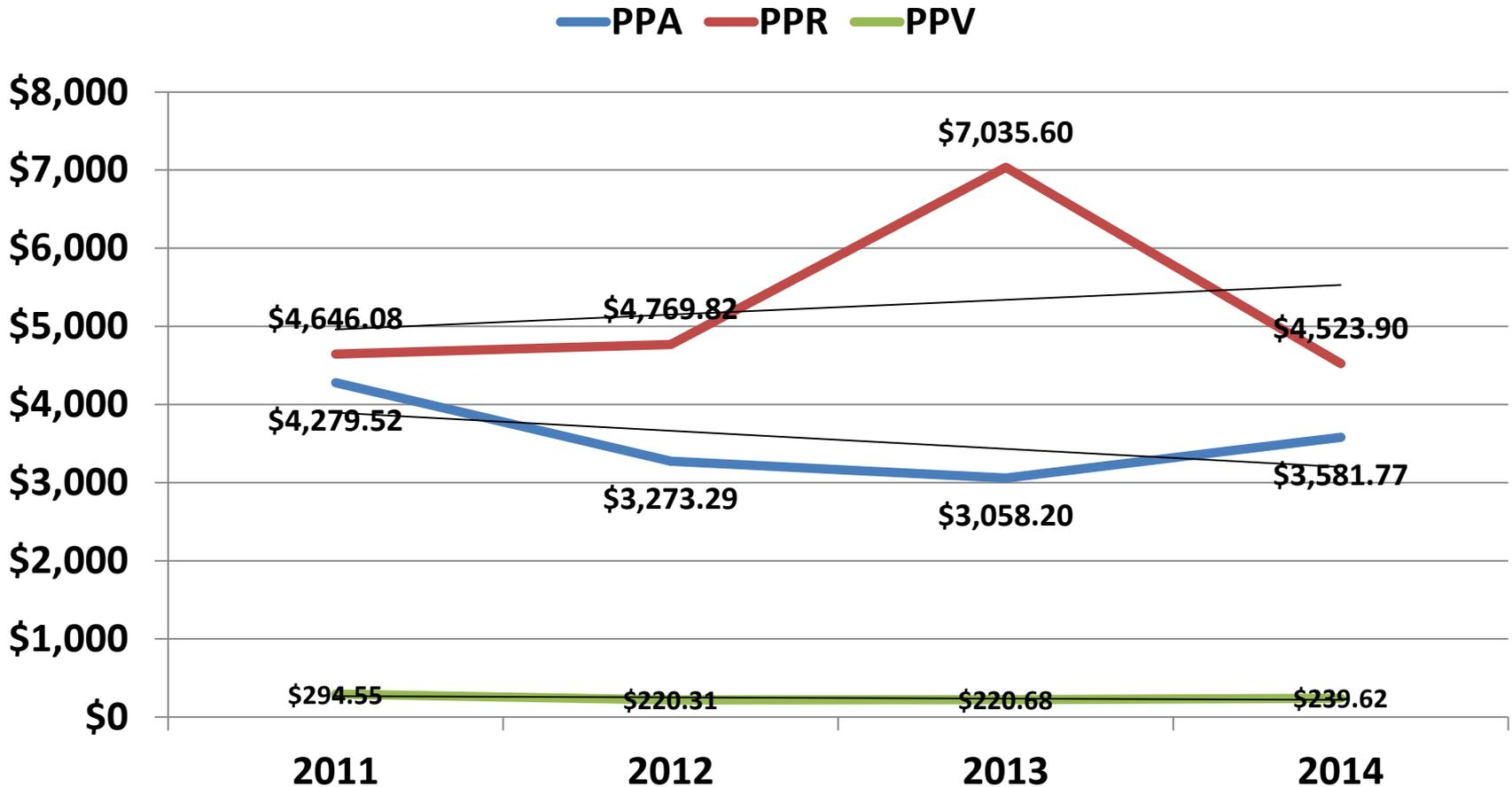
Healthcare Quality Analytics, Research and Coordination Support

July 20, 2015

STAR PPEs



STAR Cost per PPE



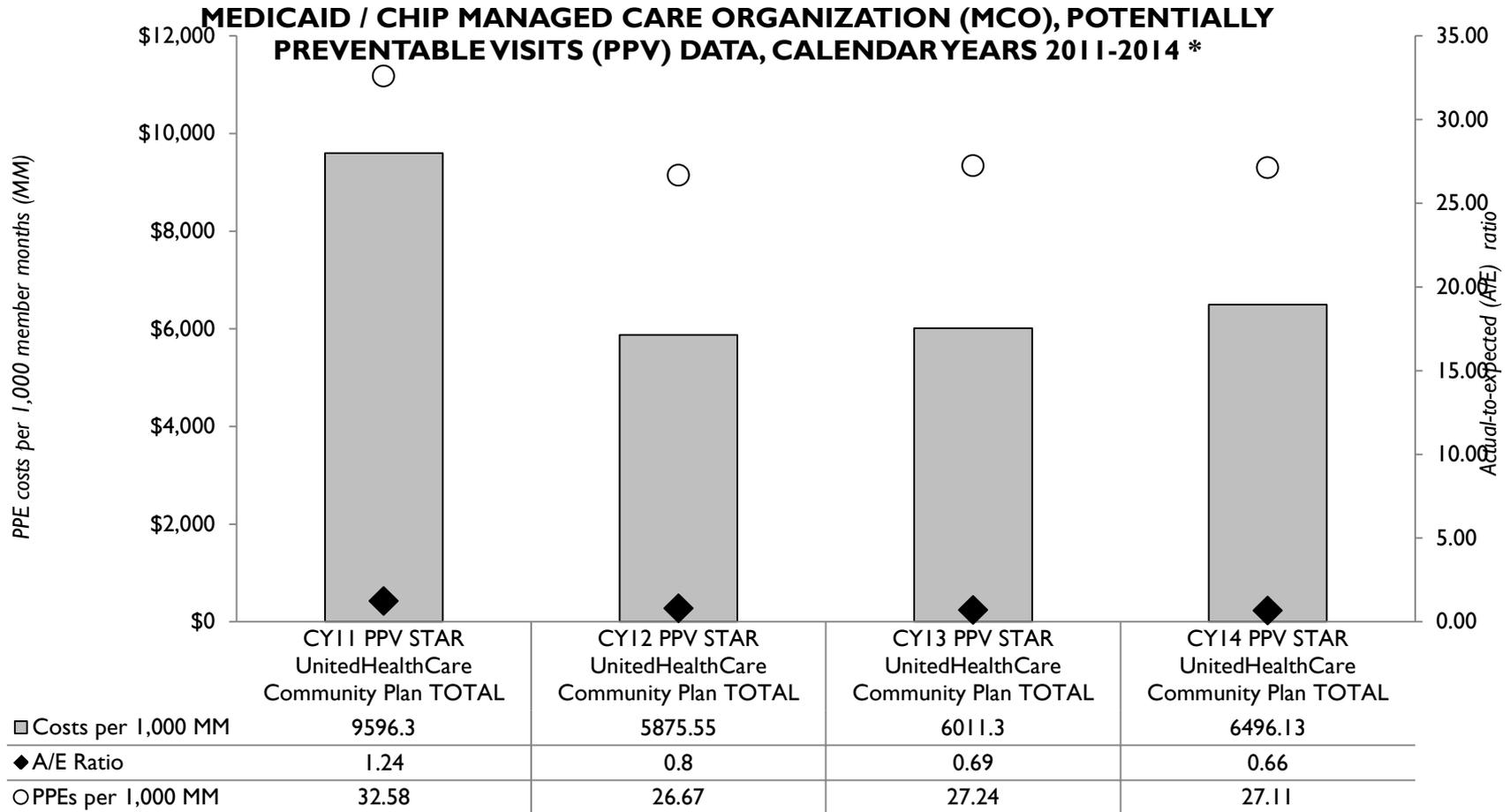
* NOTE: Calendar year 2014 is a partial year of data.

PPEs definition

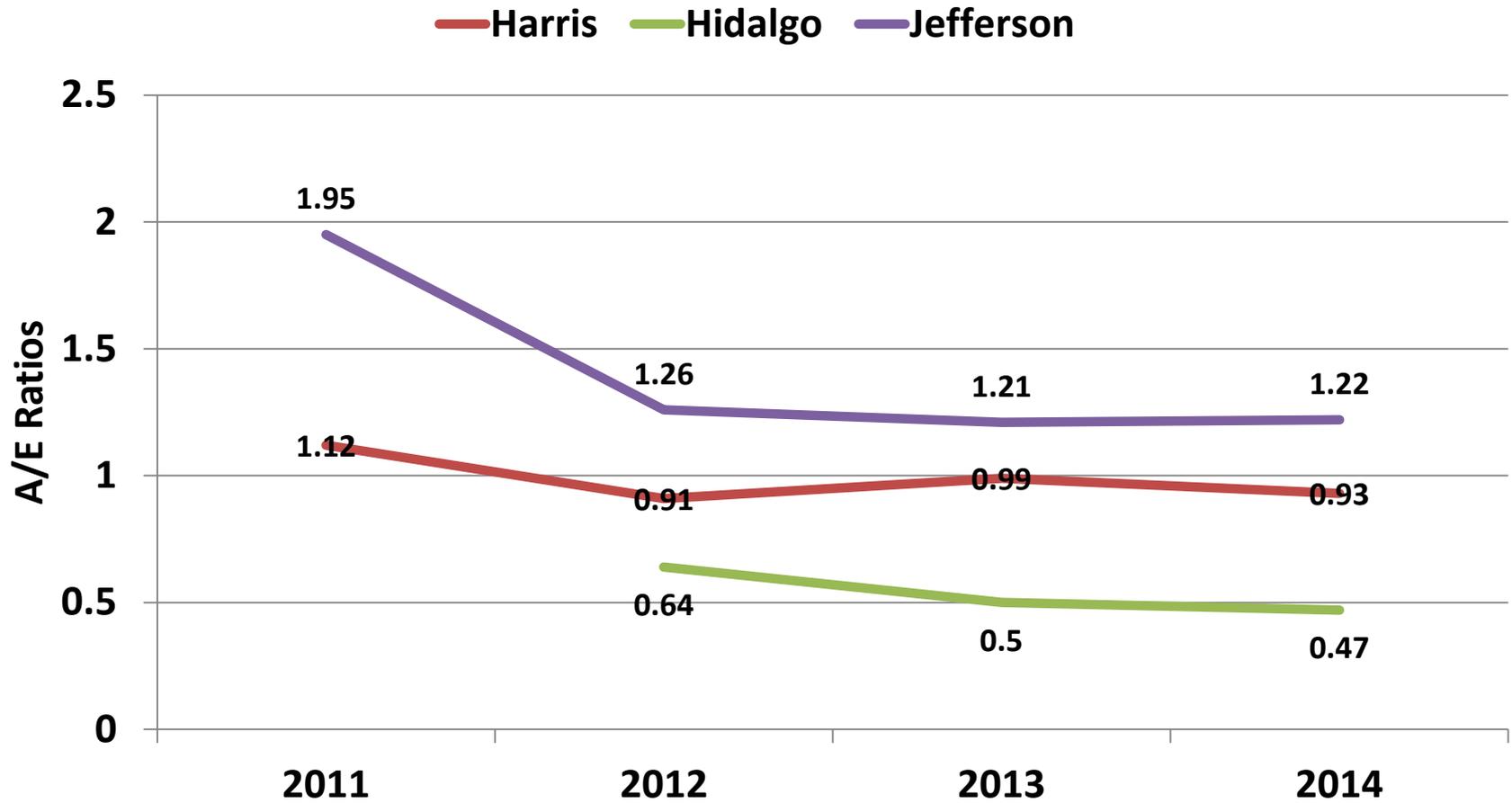
Potentially preventable events analyzed by HHSC include:

- **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.

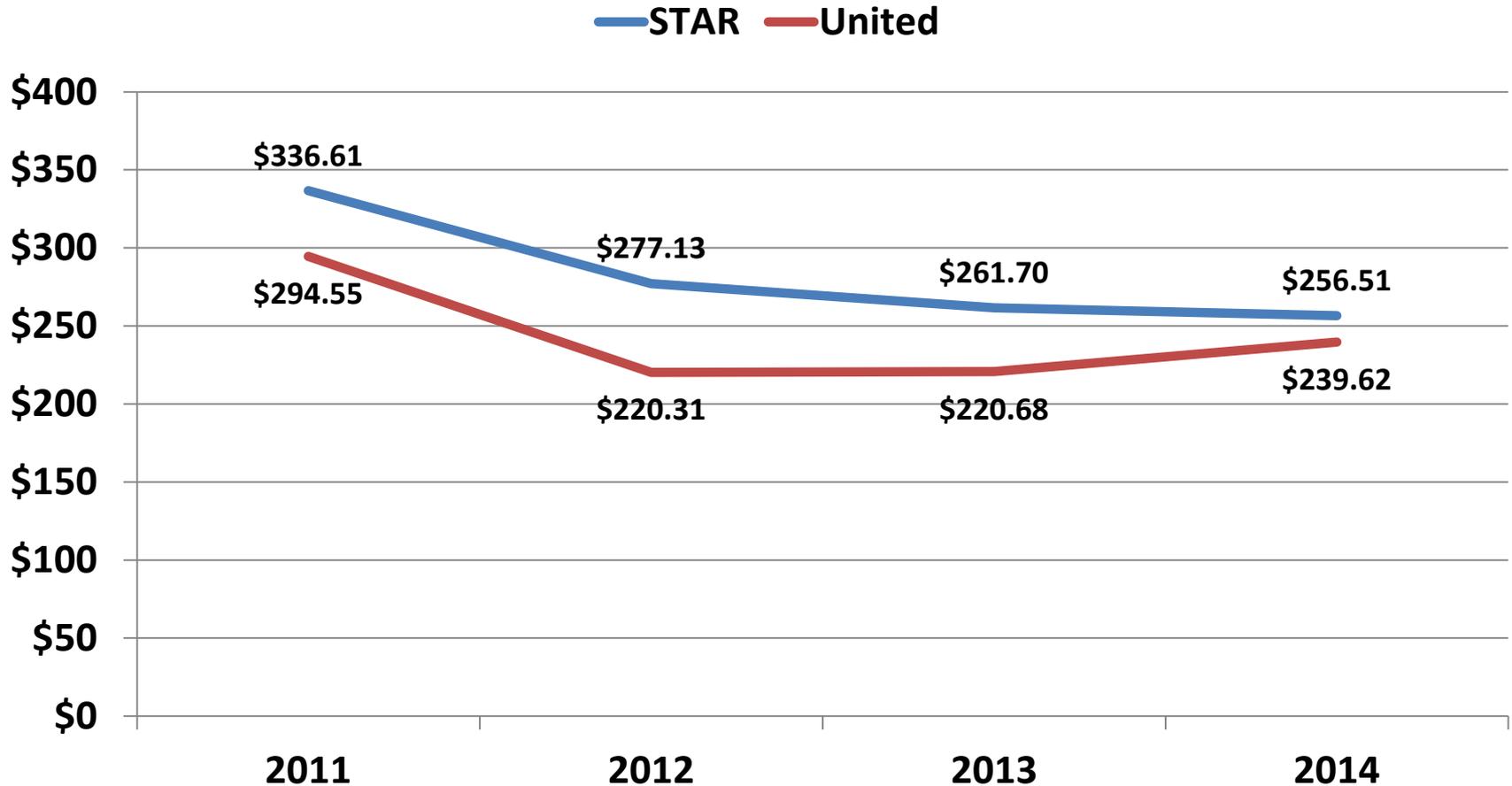
STAR PPV on Website



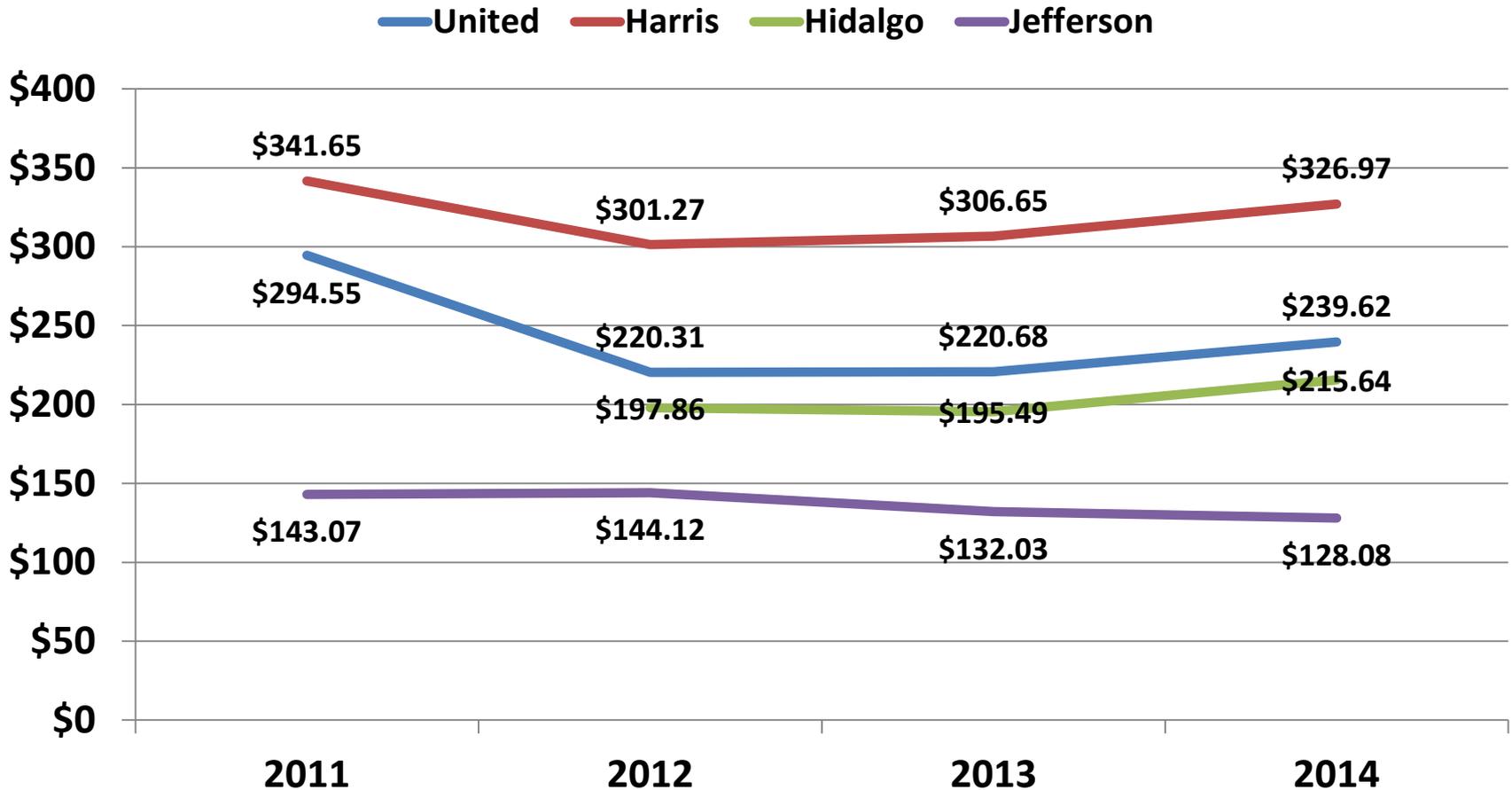
PPV A/E Ratio



Cost per PPV Statewide



Service Area Cost per PPV



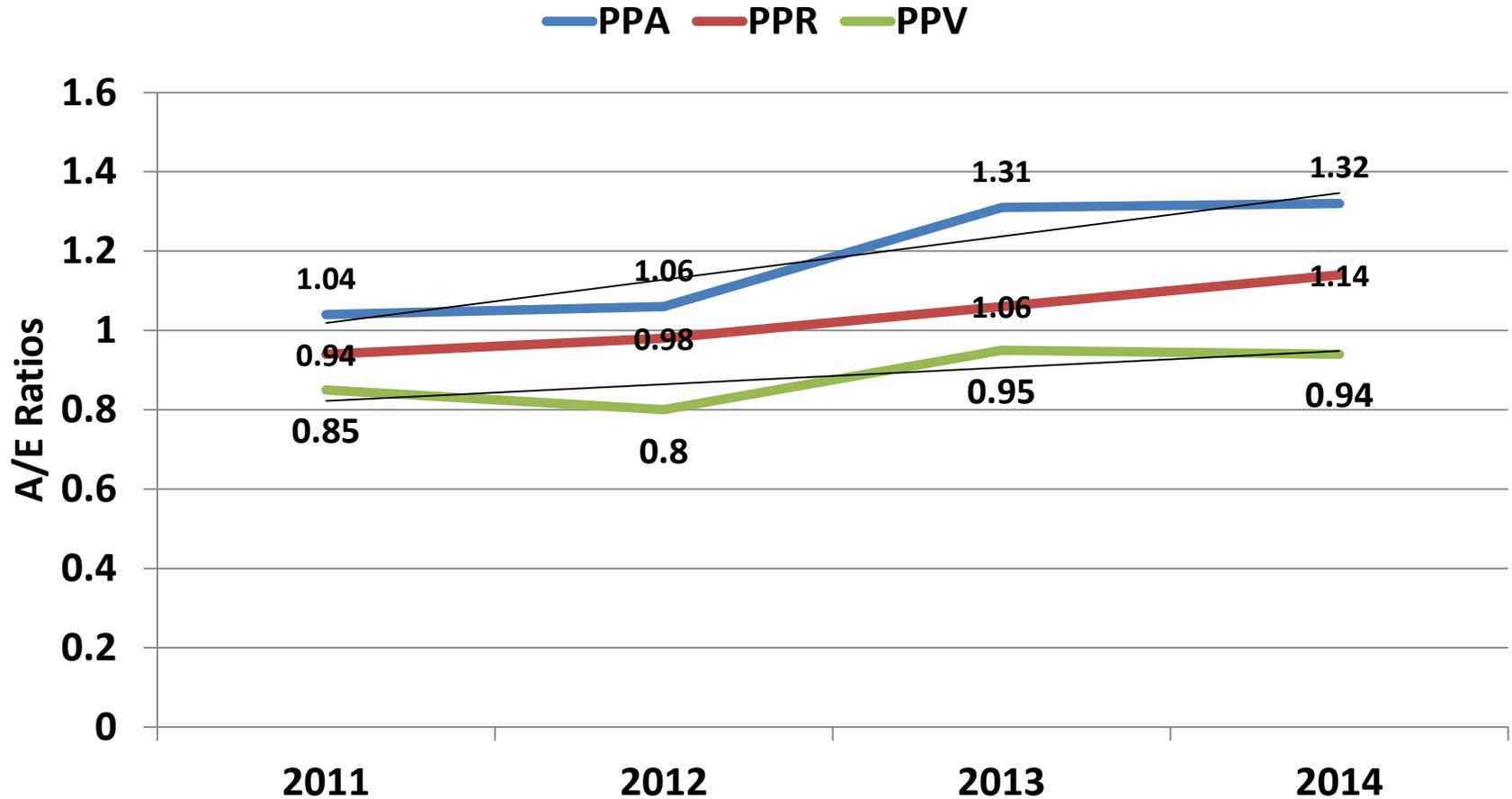
PPV Reasons

Overall Plan (74.6%)	Number	Frequency
Infections Of Upper Respiratory Tract	5,864	21.54%
Non-bacterial Gastroenteritis, Nausea & Vomiting	2,146	7.88%
Signs, Symptoms & Other Factors Influencing Health Status	2,081	7.64%
Contusion, Open Wound & Other Trauma To Skin & Subcutaneous Tissue	1,544	5.67%
Abdominal Pain	1,537	5.65%
Other Skin, Subcutaneous Tissue & Breast Disorders	1,380	5.07%
Level I Other Ear, Nose, Mouth, Throat & Cranial/Facial Diagnoses	1,297	4.76%
Level II Other Musculoskeletal System & Connective Tissue Diagnoses	1,231	4.52%
Viral Illness	1,010	3.71%
Acute Lower Urinary Tract Infections	879	3.23%
Cellulitis & Other Bacterial Skin Infections	715	2.63%
Splint, Strapping And Cast Removal	633	2.33%

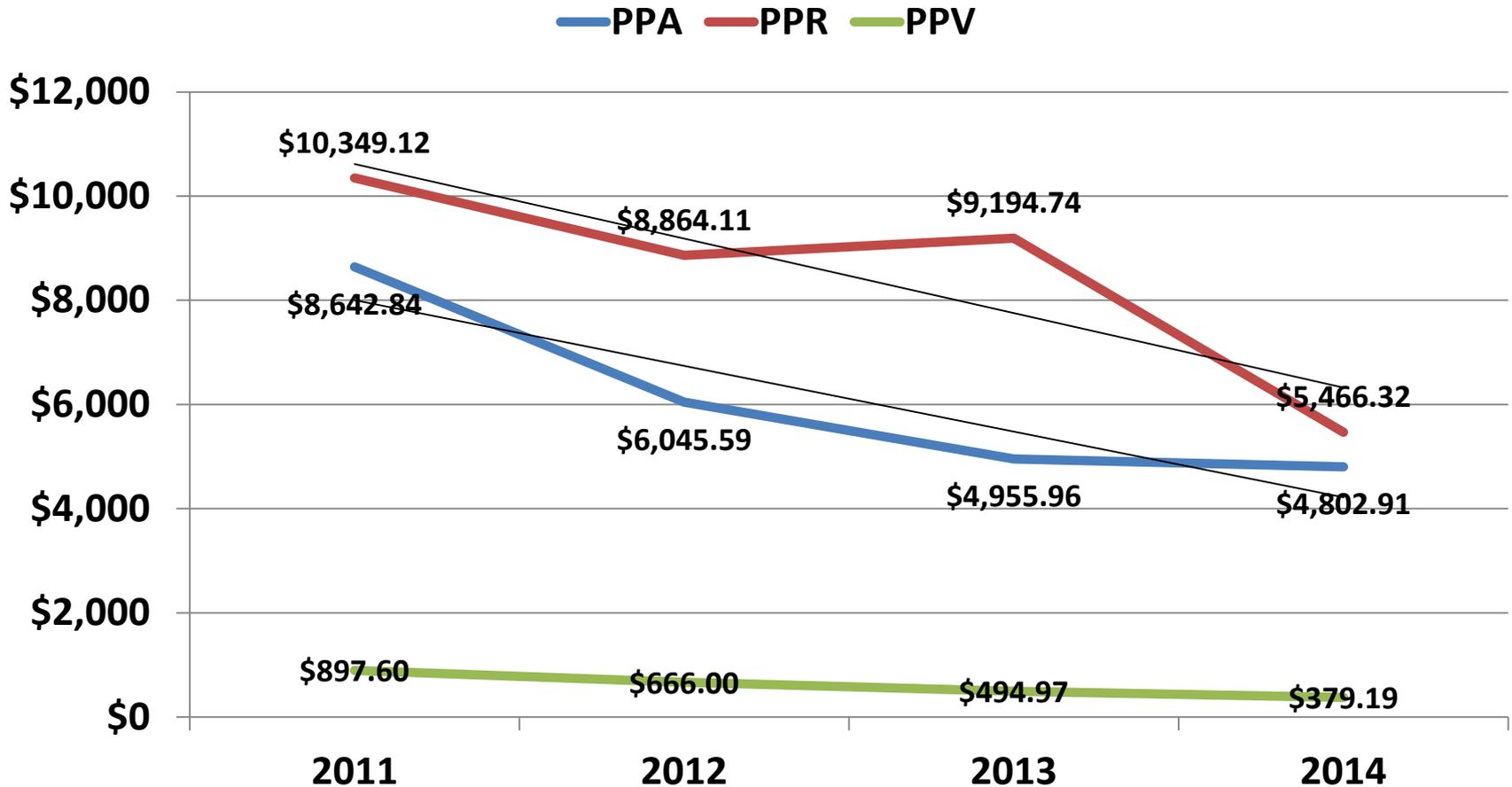
Discussion

- Potentially Preventable Emergency (PPV) Room Visits
- Overall: 46% drop in observation period
 - 29% below state level (last 3 years)
- Wide variation in utilization
 - Low: Hidalgo
 - High: Jefferson
- Variation in cost:
 - High in Harris; Low in Jefferson & Hidalgo

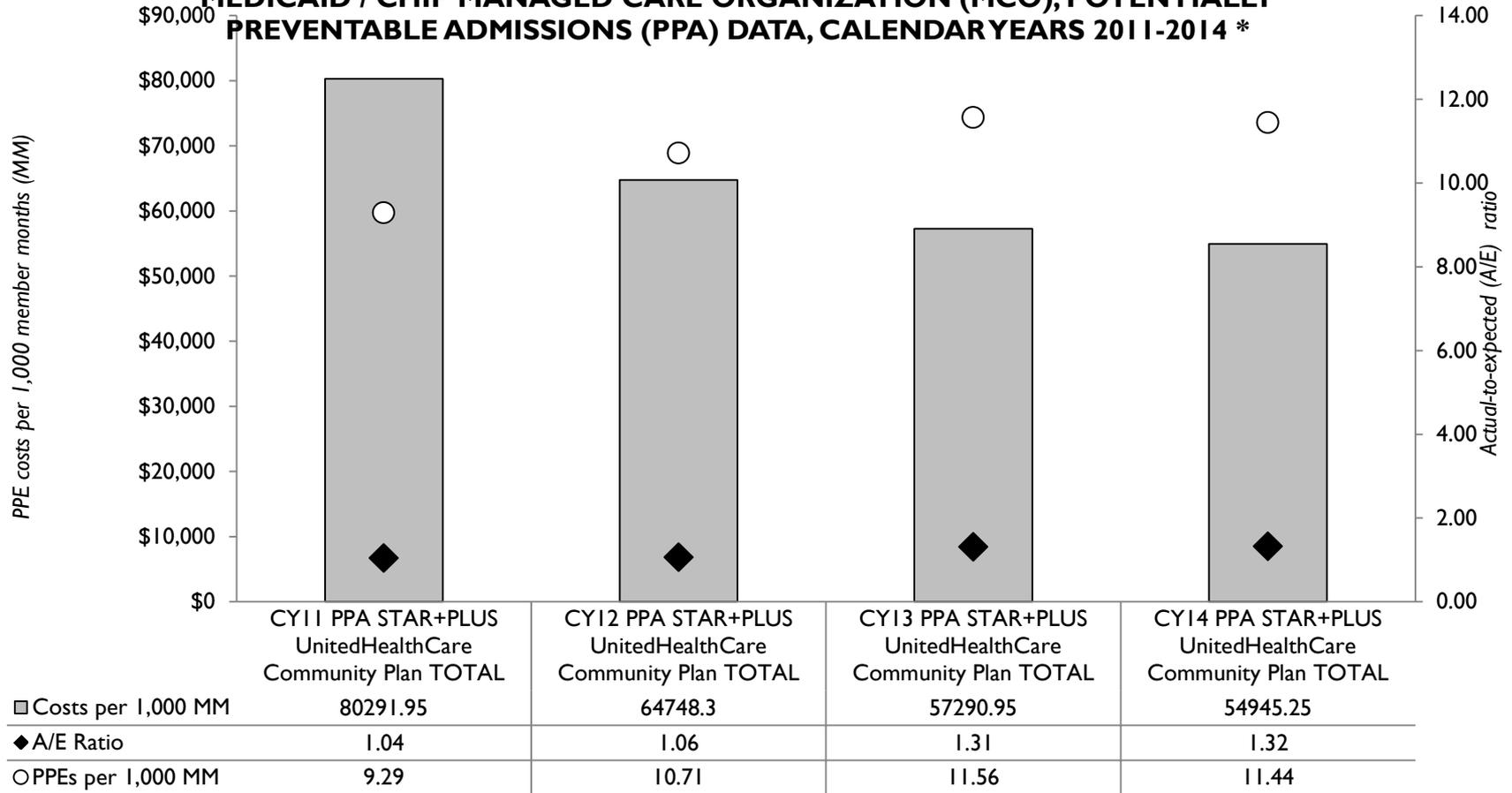
STAR+PLUS PPEs



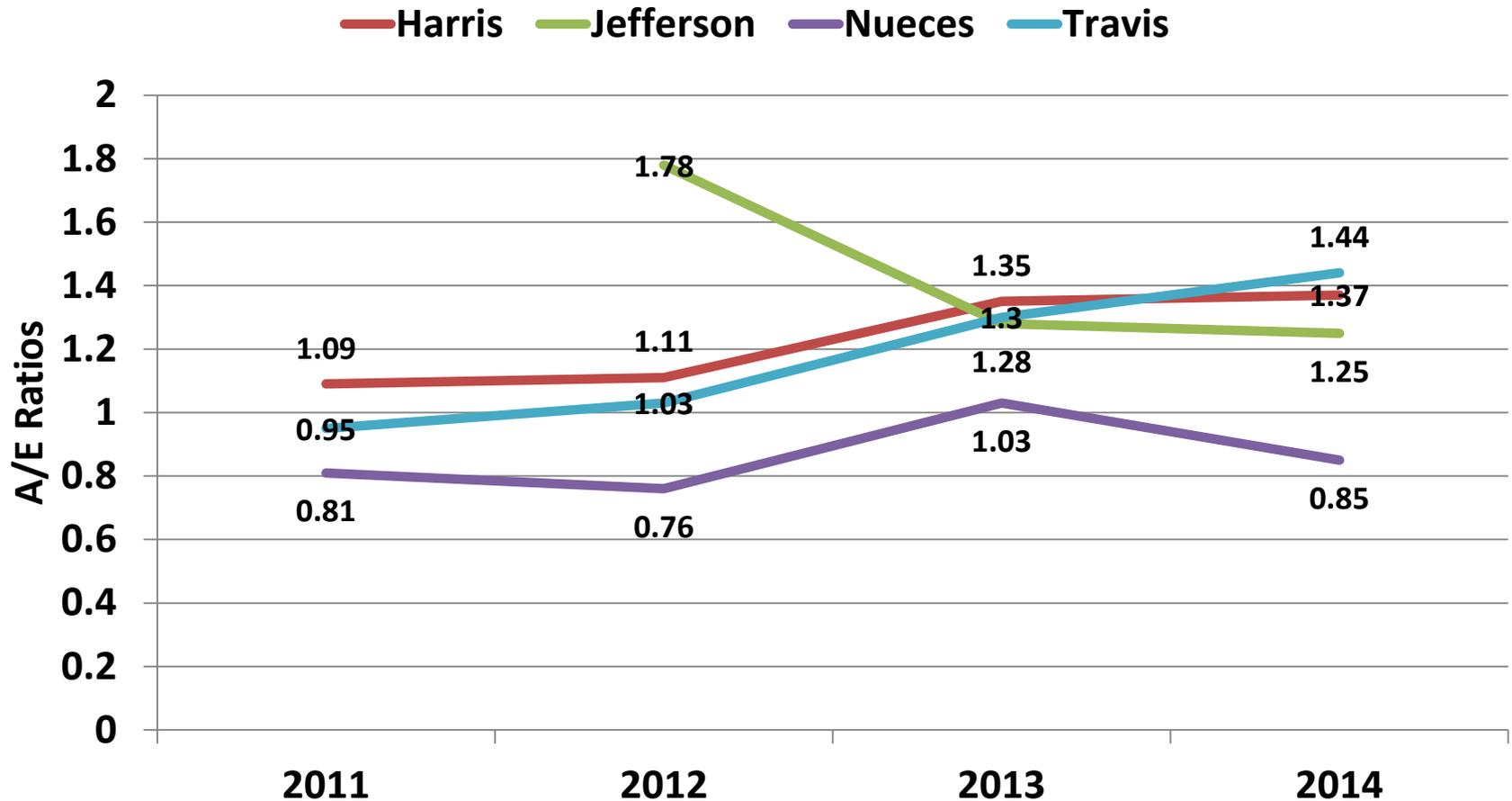
STAR+PLUS Cost per PPE



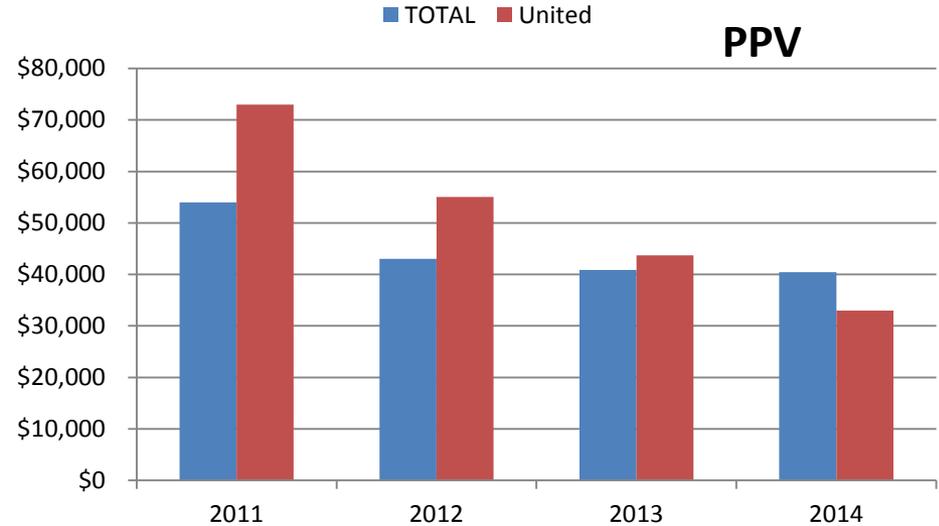
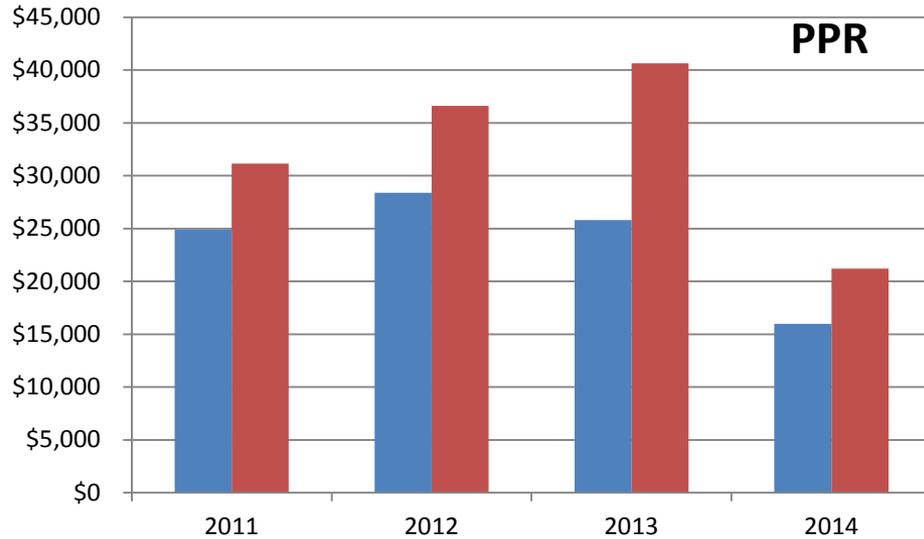
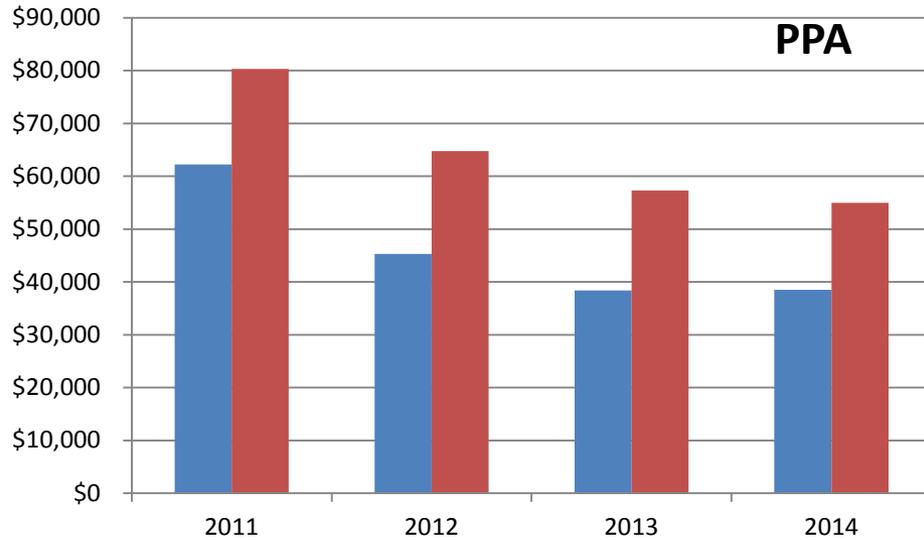
MEDICAID / CHIP MANAGED CARE ORGANIZATION (MCO), POTENTIALLY PREVENTABLE ADMISSIONS (PPA) DATA, CALENDAR YEARS 2011-2014 *



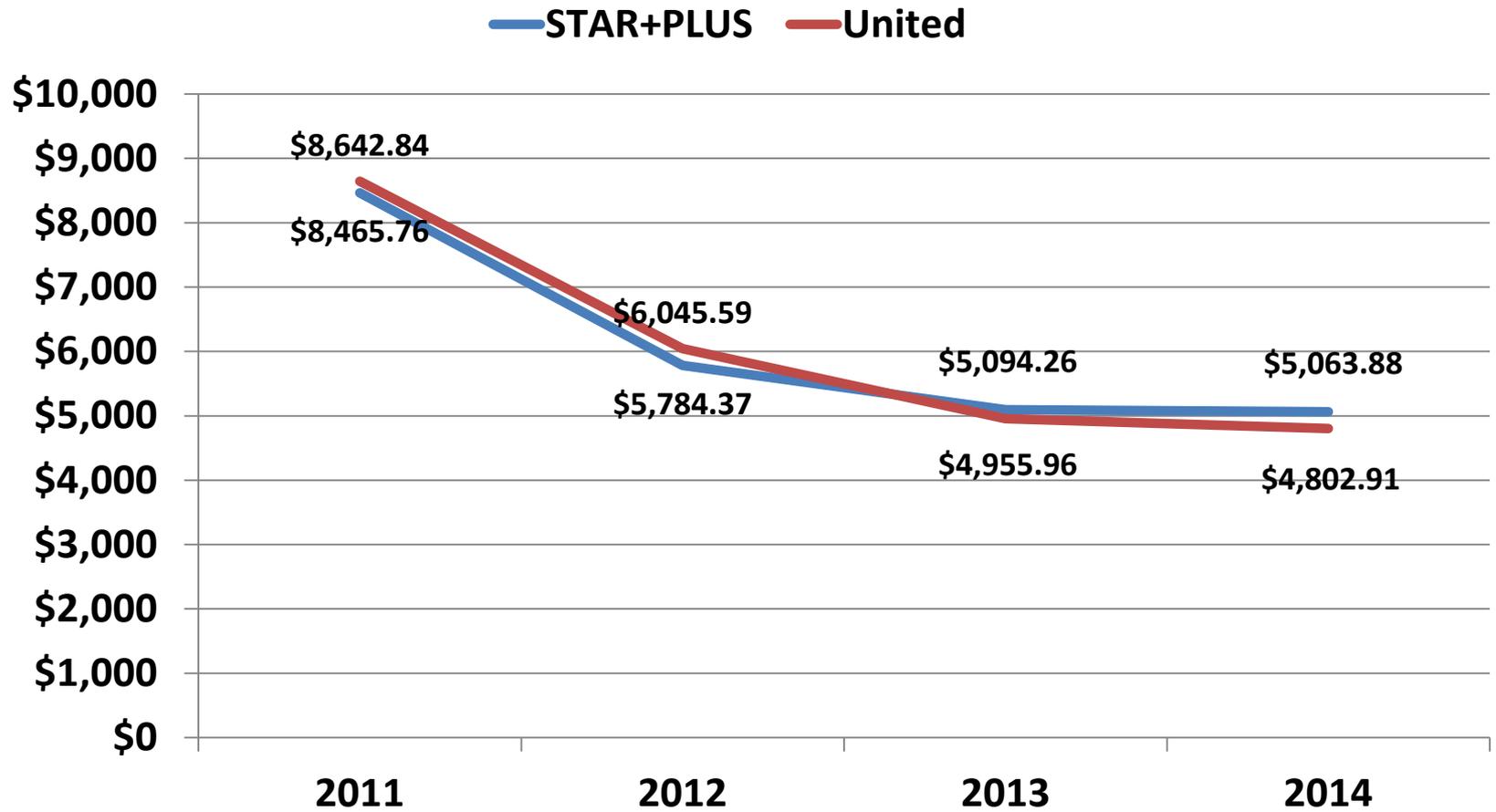
PPA A/E Ratios



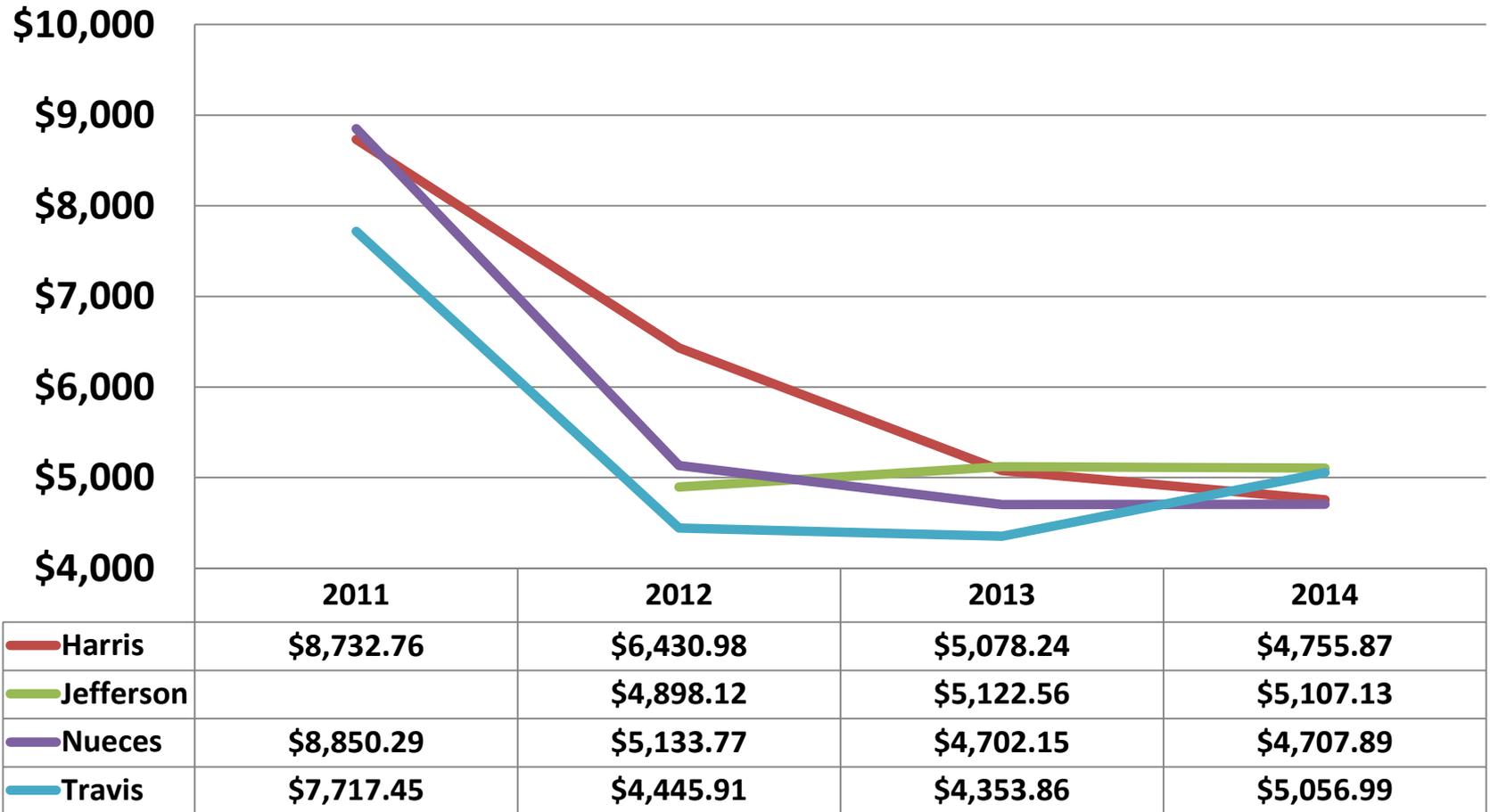
Cost per 1000 Member Months



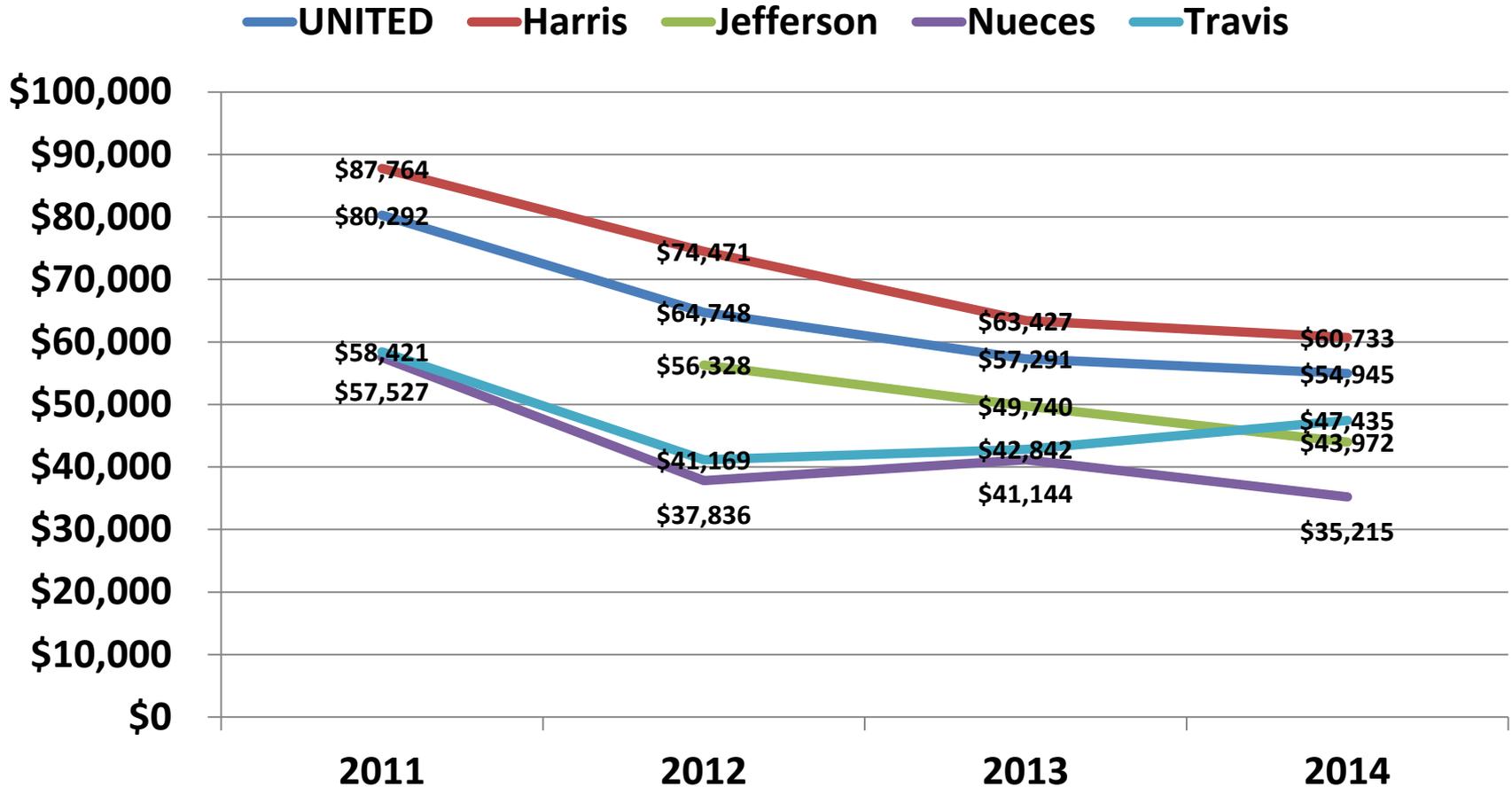
Cost per PPA



Cost per PPA by Service Area



Cost per 1,000 Member Months



PPA Conditions

PPA Reason (APR DRG) [78.3%]	Number	Percent
Schizophrenia	505	13.86%
Chronic Obstructive Pulmonary Disease	414	11.36%
Heart Failure	329	9.03%
Bipolar Disorders	259	7.11%
Other Pneumonia	243	6.67%
Cellulitis & Other Bacterial Skin Infections	224	6.15%
Diabetes	170	4.67%
Seizure	168	4.61%
Sickle Cell Anemia Crisis	164	4.50%
Kidney & Urinary Tract Infections	162	4.45%
Major Depressive Disorders & Other/Unspecified Psychoses	122	3.35%
Non-bacterial Gastroenteritis, Nausea & Vomiting	93	2.55%

Discussion

- Risk of PPE goes up especially PPA
- PPA - average 18% above state level
- Variation in utilization vs. Plan
 - Lower: Nueces
 - Higher: Harris
- Utilization trend
 - Up: Harris & Travis
 - Down: Jefferson & Nueces

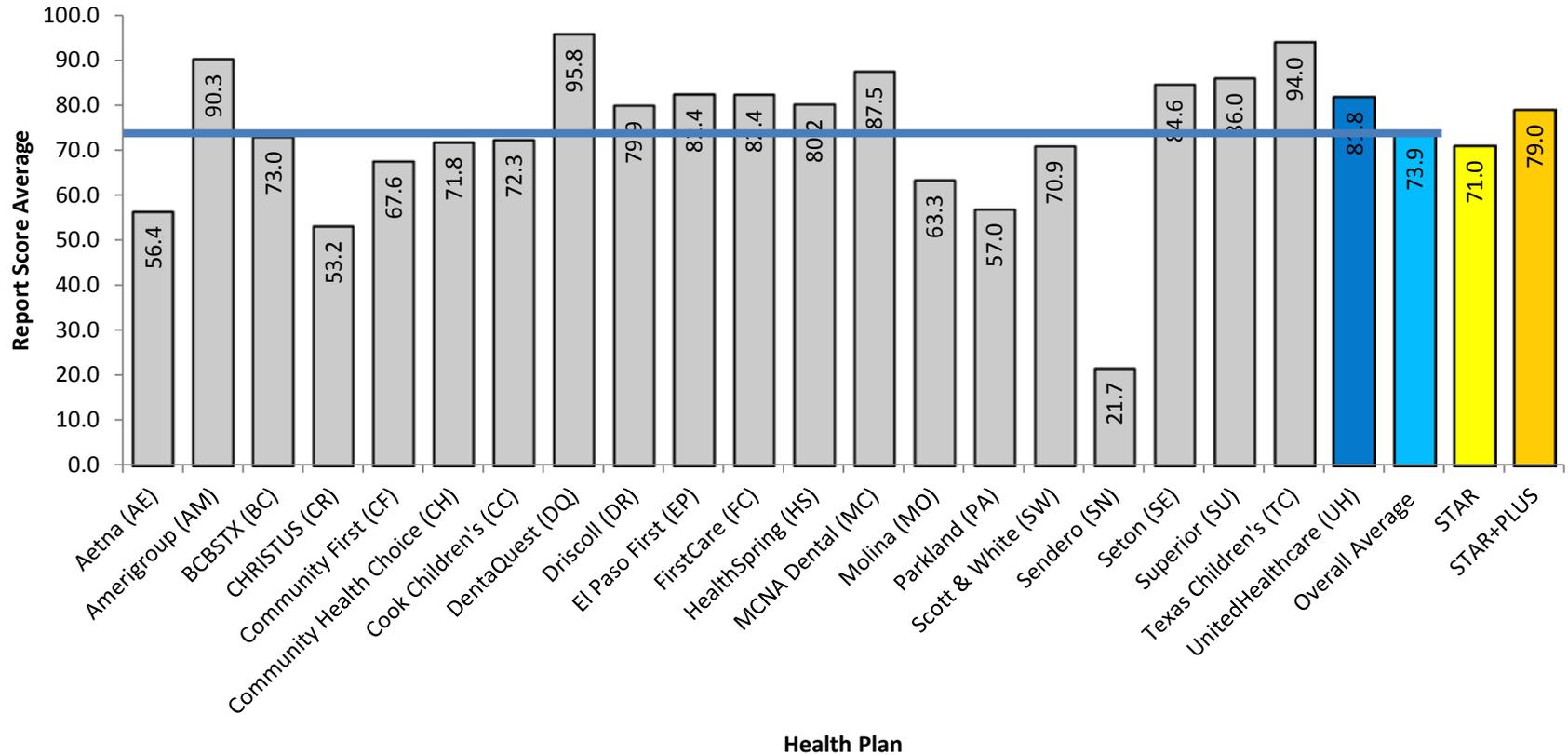
**Inconclusive 2014 – only 1/2 year of data*

Discussion (cont.)

- Costs per PPE go down including PPA
- PPA costs per 1,000 MM higher than STAR+PLUS statewide
- Cost per PPA goes down parallel to STAR+PLUS
- Variation in Cost per PPA vs. Plan
 - Lower in Nueces & Higher in Harris
 - Upper trend Jefferson & Travis
 - Lower trend Harris & Nueces

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			
Program	Topic	Final Score	Total Count	Average Score	Minimum Score	Maximum Score
STAR	Asthma ED	66.7	20	65.5	22.2	97.9
STAR	AWC	95.8	13	71.3	19.4	100.0
STAR	Immunizations	100.0	13	66.4	42.3	100.0
STAR+PLUS	Diabetes Care	76.4	5	68.3	61.1	80.8
STAR+PLUS	Nursing Home Utilization	76.4	2	76.2	76.0	76.4
STAR+PLUS	Asthma care	90.3	4	74.8	69.6	90.3

2014 Performance Improvement Projects		
Program	Service Area	Topic
STAR	Harris, Hidalgo, Jefferson	Asthma Management, measured by asthma medication measures, PPAs
STAR	Harris, Hidalgo, Jefferson	Well Child Visits in the First 15 Months of Life (W15) 6+ visits
STAR+PLUS	Harris, Jefferson, Nueces, Travis	Comprehensive Diabetes Management (PPR)
STAR+PLUS	Harris, Jefferson, Nueces, Travis	Potentially Preventable Readmissions (PPR) as measured by Chronic Obstructive Pulmonary Disease (COPD)

Special Populations

- Service Areas: Harris, Travis, Nueces, Jefferson, MRSA Central and MRSA Northeast
- Health Promotion Team: RN and LVN Service Coordinators (SC's) and Outreach Coordinators 101 with members
- Consult and Liaison (C&L) and Field Hospital to Home (H2H) Team : RNs & SW SCs 101 w members; focus case management; F2F with members; generate utilization reports; use ImpactPro
- Teams maintain member-PCP connection; focus on overall health status vs. individual disease; emphasis on self-management
- Provider education into evidence-based best practices for management of chronic medical conditions
- Internal visiting physician directed program by NPs at home; UHC CarePlus program provides monthly maintenance visits, phone calls and interventions for exacerbation of condition
- Interventions are integrated throughout the STAR+PLUS program to address continuum of care; evaluation through review of clinical, utilization, and cost measures

Partnership Opportunity

Medicaid Waiver

- Harris* – RHP 3
- Hidalgo* – RHP 5
- Nueces – RHP 4
- Travis – RHP 7
- Jefferson* – RHP 2
- MRSAs Central & Northeast*

* STAR & STAR+PLUS

All Service Areas covered by STAR