

Managed Care Organizations' Quality Improvement (QIP) & Performance Improvement (PIP) Projects

1



Jodi Doody, MS
Senior Quality Improvement Specialist
NH Healthy Families

Susan Vermette, RN
Quality Improvement Manager
Well Sense Health Plan

Area Agencies Partnership with Managed Care Organizations

NH Healthy Families

Well Sense Health Plan

2

MCOs to each develop an LTSS Quality Improvement Project (QIP)

- Reportable to NH DHHS
- Supported by the NH Bureau of Developmental Services (BDS)
- Data Reflects an Area for Improvement in Health Promotion
- Identify Educational Opportunity for Members/Clients, Care Givers, Guardians and Health Care Providers across the continuum of care

Collaborative Approach -BDS

3



- Cooperative analysis with BDS.
- Selection of Colorectal Cancer Screening for members 50-75 yrs. of age in BDS Area Agencies with DD or ABD waiver.

Collaborative Approach - AA

4



- Engagement with 10 Area Agencies (AA) was split between both MCOs.
 - Consistent curriculum and messaging
 - Care gap list distribution/tracking

Collaborative Approach – AA – Tool Kit

5

SCREENING HELPS PREVENT
COLORECTAL CANCER



Of cancers that affect both men and women, colorectal (colon) cancer is the 2nd leading cancer killer in the United States. But this is one cancer you can prevent! Screening helps find polyps (abnormal growths) in the colon or rectum **before** they turn into cancer.

Several tests are recommended to screen for colorectal cancer. If you're between 50 and 75, get screened using one or a combination of these tests:

1

STOOL TESTS
Stool tests you can do at home include the FIT, the gFOBT, and the FIT-DNA Test. They look for blood or altered DNA in the stool and are recommended every year or every three years, depending on the test.

2

FLEXIBLE SIGMOIDOSCOPY
Flexible sigmoidoscopy lets the doctor view the lower third of your colon. It is done in a doctor's office every five years, along with the FIT done every year.

3

COLONOSCOPY
Colonoscopy lets the doctor view the entire colon and remove most polyps and some cancers. It is done in the doctor's office or a clinic every 10 years. It is also used as a follow-up if anything unusual is found using one of the other tests.

4

VIRTUAL COLONOSCOPY
Virtual colonoscopy uses x-rays and lets a doctor see images of the colon on a computer screen. It is recommended every five years.

TALK TO YOUR DOCTOR ABOUT WHICH TEST OR TESTS ARE RIGHT FOR YOU.
If you're 16 to 49, the decision to be screened should be made with a doctor, after looking at your health and screening history. If you're over 49, screening is not recommended.



U.S. Department of
Health and Human Services
Centers for Disease
Control and Prevention



www.cdc.gov/screenforlife
1-800-CDC-INFO

Medicaid Care Gap Closure Information - Contacts – Resource Links

WHICH TEST IS
RIGHT FOR YOU?

COLORECTAL
CANCER SCREENING

SAVES LIVES



There is no single "best test" for any person. Each test has advantages and disadvantages. Talk to your doctor about which test or tests are right for you, and how often you should be screened.

RESOURCES
For more information:
Visit www.cdc.gov/screenforlife
Call 1-800-CDC-INFO (1-800-232-4636)
For TTY, call 1-888-232-6348

**BOTH MEN AND WOMEN
ARE AT RISK FOR
COLORECTAL CANCER.**

SCREENING SAVES LIVES
Among cancers that affect both men and women, colorectal cancer is the 2nd leading cancer killer in the U.S. But it doesn't have to be. There is strong scientific evidence that screening for colorectal cancer beginning at age 50 saves lives!

WHAT IS COLORECTAL CANCER?
Cancer is a disease in which cells in the body grow out of control. Cancer is always named for the part of the body where it starts, even if it spreads to other parts of the body later. Colorectal cancer is cancer that occurs in the colon or rectum. The colon is the large intestine or large bowel. The rectum is the passageway that connects the colon to the anus.

If you're 50 or older, getting a colorectal cancer screening test could save your life.

HERE'S HOW:

- Colorectal cancer usually starts from precancerous polyps (abnormal growths) in the colon or rectum. A polyp is a growth that shouldn't be there.
- Over time, some polyps can turn into cancer.
- Screening tests can find precancerous polyps, so they can be removed before they turn into cancer.
- Screening tests can also find colorectal cancer early, when treatment works best.



Colorectal cancer is the second leading cancer killer—but it doesn't have to be.





U.S. Department of
Health and Human Services
Centers for Disease
Control and Prevention



CDC Publication #99-6948, Revised February 2017

Colorectal Cancer Screening
Presentation Survey



Presentation Date: _____

Presenter (check box below):
____ Sue Vermette, RNC (Well Sense Health Plan)
____ Nancy Sullivan, RN (NH Healthy Families)

Please put an X in the column that best answers the question.

	YES	NO	NOT SURE
Did this presentation achieve the goal of explaining that the Area Agencies and both Medicaid insurers are working collaboratively to increase the rate of colorectal cancer screenings for their members?			
Did this presentation adequately explain...			
Adults age 50-75 should be screened for colorectal cancer?			
Why adults should be screened for colorectal cancer?			
The tests available and considerations for each test for colorectal cancer screening?			
The next steps or your role in getting your client screened for colorectal cancer?			
Will you bring the flyer "Talk to Your Doctor About Which Test or Tests are Right For You" to your clients next doctor's appointment?			

Additional comments or suggestions are appreciated.

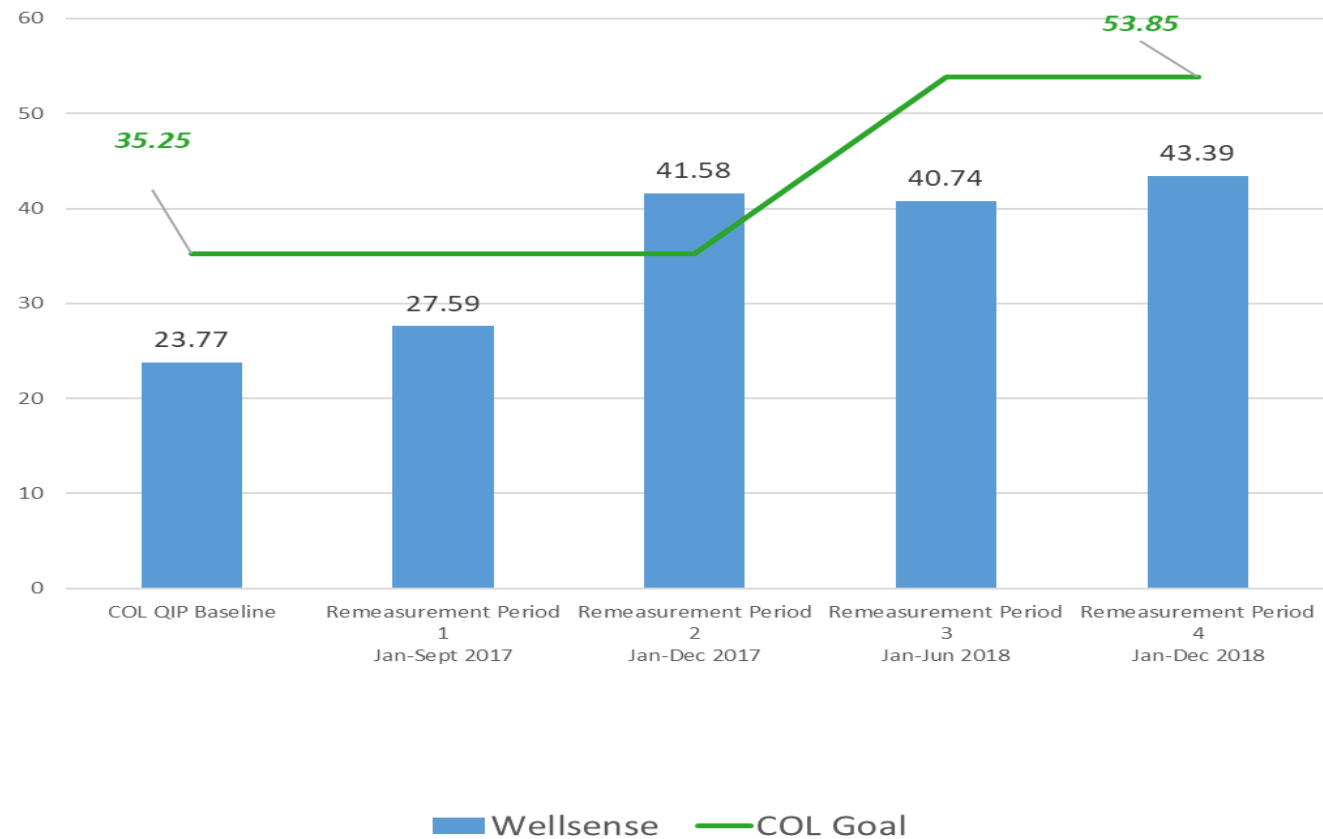
4/2017

QIP Results – Well Sense

6

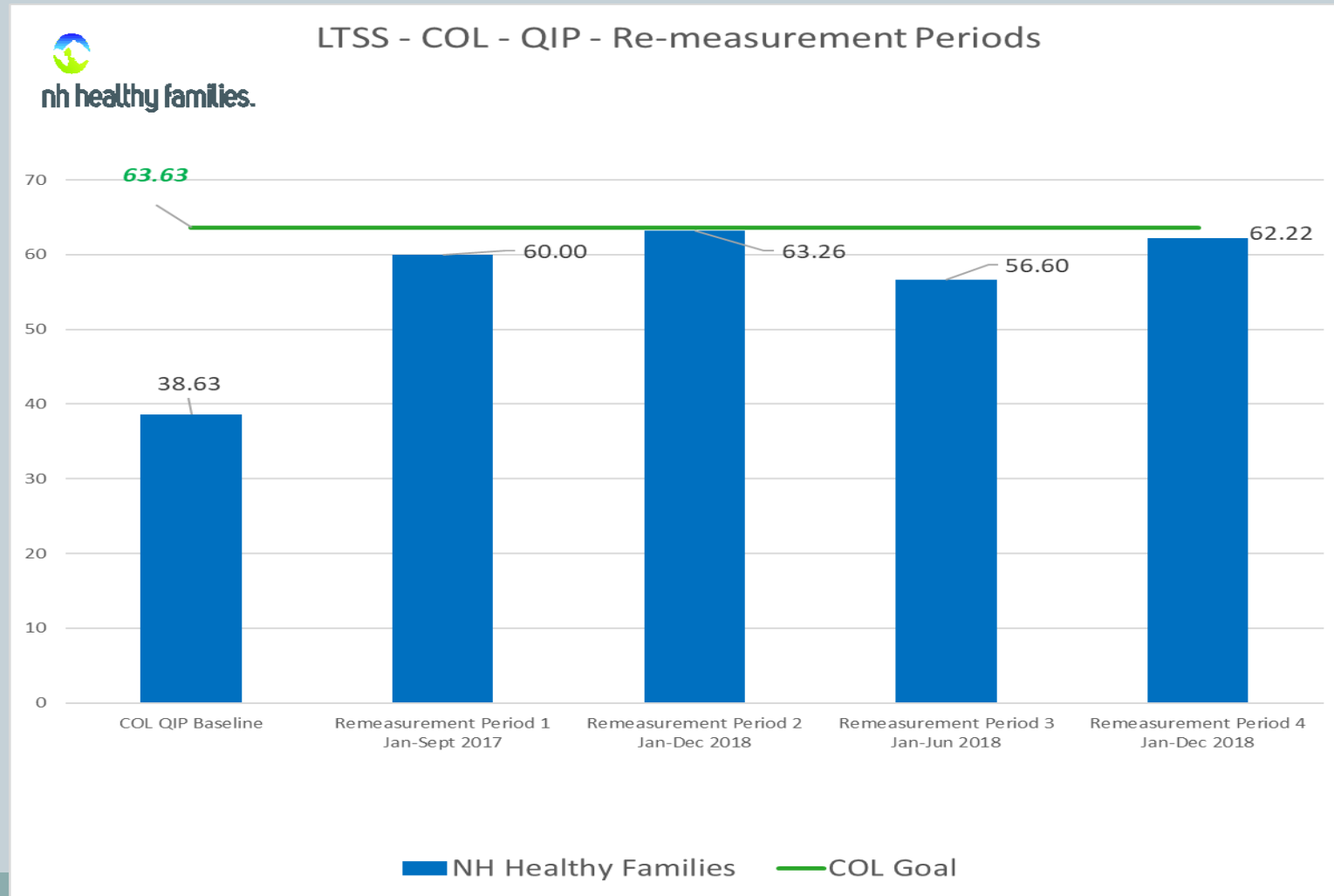


LTSS - COL - QIP - Re-measurement Periods



Results - NHHF

7



QIP Lessons Learned

8



- Gain buy-in from various stakeholders.

QIP Lessons Learned

9

Screening Complexities



- Members displayed various residential settings and levels of independence.
- Each Area Agency was unique in its capacity to engage and execute awareness of the screening.

QIP Lessons Learned

10



- The process was successful due to step-wise approach.
- Opened the door to expand working with the AAs on other projects, involving other measures needing attention.