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HealthChoices

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CHC Pay For Performance Year-to-Date Metrics Report

Presenter: Olivia Martin
Sr. Director, LTC and Service Coordination

Quality Performance Measures

State Identified 2 Quality Categories for 2022
Statewide Goals:

- NCQA (National Committee for Quality Assurance)
- PAPMs (Pennsylvania Performance Measures)

Goals Impact

- Nursing Home Transitions
- Long-Term Services & Supports
- Overall Health Plan Satisfaction
- Participant Satisfaction

Quality Performance Measures

Identified Measures:

- 1) Comprehensive Assessments (CAU)
- 2) Care Plan (CPU)
- 3) Reassessment and Care Planning after Inpatient Discharge (RAC)
- 4) Sharing Care Plans with PCP (SCP)**
- 5) CAHPS Health Plan Survey – Overall Satisfaction with Health Plan (Aligned/Medicaid only population)
- 6) CAHPS Home and Community Based Services (HCBS) Survey***
– Person Centered Service Plan (PCSP) include all things important to you
- 7) Nursing Home Transition

** PCP – Primary Care Physician



































*** CAHPS – Consumer Assessment of Healthcare Providers and Systems

Quality Performance Measures:

PAPMs (Pennsylvania Performance Measures)

Quality
Quality Audit - HEDIS Ops
HEDIS - Comprehensive Assessment & Update
HEDIS - Comprehensive Assessment Update: Supplementary
HEDIS - Comprehensive Care Plan Update
HEDIS - Comprehensive Care Plan Update: Supplementary
HEDIS - Reassessment and CP Update after inpatient Discharge
HEDIS - RAC Measure Supplementary
HEDIS - Shared POC with PCP

State Goal
78.0%
77.0%
78.0%
77.0%
38.0%
38.0%
55.0%

5/1/2022	4/1/2022	3/1/2022	2/1/2022	1/1/2022
 84.9%	 83.3%	 67.0%	 60.0%	 78.0%
 86.2%	 96.7%	 67.0%	 90.0%	 92.0%
 82.0%	 80.0%	 93.0%	 90.0%	 80.0%
 81.0%	 100.0%	 93.0%	 100.0%	 100.0%
 58.0%	 55.0%	 47.0%	 80.0%	 53.8%
 51.0%	 60.0%	 47.0%	 60.0%	 41.0%
-	 76.7%	 93.0%	 70.0%	 60.0%

Quality Performance Measures:

Participant Experience

Adult Medicaid CAHPS Results

Measures/Questions	2021*	2022	Improved (Y/N)
28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?	61.8%	Not Validated	-

*Percentage Answered 9 or 10

HCBS CAHPS Results

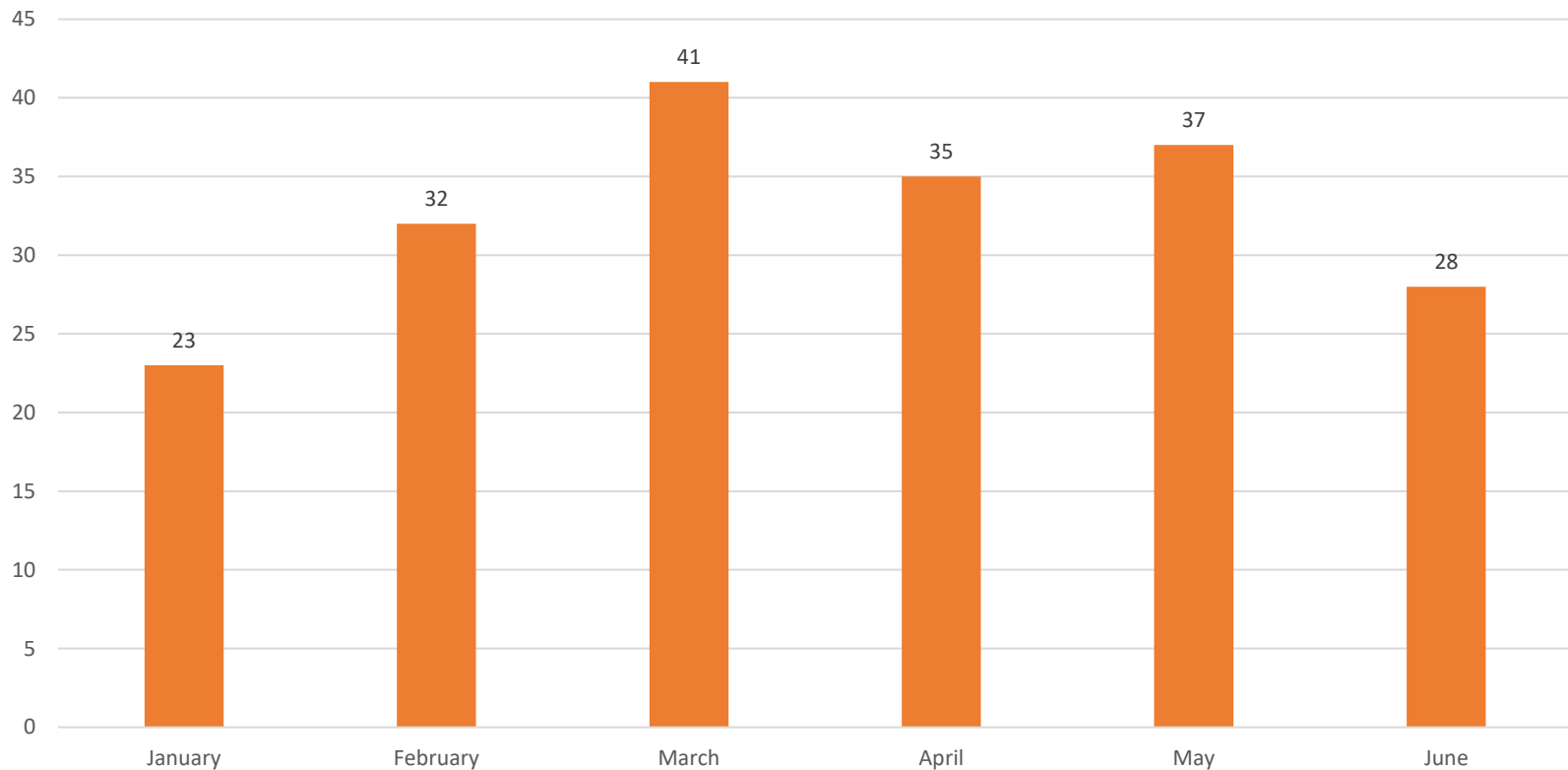
Measures/Questions	2020	2021	Improved (Y/N)
Choosing the services that matter to you (Composite)	79%	81%	Y
56. Did your service plan include none, some, most, or all the things that are important to you? (All of the things that are important to you) (All)	63%	68%	Y

2022 HCBS CAHPS Survey will be fielded in August

Quality Performance Measures:

NCQA (National Committee for Quality Assurance)

Nursing Home Transitions 2022



*2022 NHT Goal- 400

Pay for Performance Update

Debbie Sweeney
Interim Quality Director



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Generation
of Health Care

2021 Performance vs Goals

CATEGORY	SOUTHWEST, LEHIGH/CAPITAL, NORTHEAST, NORTHWEST	SOUTHEAST	STATEWIDE GOAL
NURSING HOME TRANSITIONS			
Number of Transitions: Total transitioned from Jan-June 21/Avg # per month	350per year/29.2 avg per month		300/Year
Percentage of Participants who were transitioned but were re-institutionalized	6.40%		4.30%
LONG-TERM SERVICES AND SUPPORTS (LTSS) MEASURES (HEALTHCARE EFFECTIVENESS DATA AND INFORMATION SET [HEDIS®])			
CAU: Comprehensive Assessment	86.84%	86.84%	75%
CPU: Care Plan	92.98%	92.11%	73%
RAC: Reassessment and Care Planning after Inpatient Discharge	32.14%	27.27%	40%
SCP: SHARING CARE PLAN WITH PCP	80.87%	71.30%	50%
CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (CAHPS®)			
Overall Plan Satisfaction (Aligned/Unaligned)	76.2% aligned	85.3% aligned	79.5% aligned
	87.80% unaligned	81.60% unaligned	85.78% unaligned
HOME AND COMMUNITY BASED SERVICES (HCBS) CAHPS®			
Person Centered Service Plan (PCSP) included all things important to you	65%		70%

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UPMC Updates on 2022 P4P Measures

MLTSS SubMAAC Presentation

August 2022



2022 CHC Pay for Performance (P4P) Measure Update

P4P Measures	UPMC Rates		State
	Measurement Year 2021	% Point Change Year over Year	2022 Goal
Healthcare Effectiveness Data and Information Set (HEDIS) Long-Term Services and Supports (LTSS) Measures			
Comprehensive Assessment and Update (CAU)	N1=88.5%	↑ 18.7%	N1=78%
	N2=88.5%	↑ 18.7%	N2=77%
Comprehensive Care Plan Update (CPU)	N1=63.72%	↑ 22.02%	N1=78%
	N2=63.72%	↑ 22.02%	N2=77%
Reassessment and Care Plan Update after Inpatient Discharge (RAC)	N1=32.29%	↑ 18.29%	N1=38%
	N2=17.71%	↑ 3.71%	N2=38%
Shared Care Plan with Primary Care Practitioner (SCP)	54.31%	↑ 54.31%	55%
Consumer Assessment of Health Care Providers and Systems (CAHPS) Health Plan (HP) Survey Composite	2022 survey		
Overall Satisfaction with Health Plan (<i>Aligned/Medicaid only population</i>)	91.3%	↑ .8%	83%
Overall Satisfaction with Health Plan (<i>Unaligned population</i>)	87.1%	3.1%	86%
Home and Community Based Services (HCBS) CAHPS Survey Question	2021 survey*		
Person-Centered Service Plan included all things important to you	66.0%	Unchanged	70%

*2022 Survey Results will arrive 11/2022

Improvement Activities



Participant Engagement

- ✓ Relaunched Member / Participant Experience Committee June 13 focused on all lines of business
- ✓ Developed and enhanced strategies to engage participants and improve participation with health plan supports and benefits



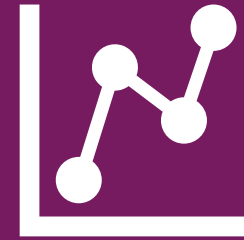
Provider Training

- ✓ Provided training to HCBS Providers on ways to improve participant and employee onboarding, improve monitoring and supervision of service delivery, and improve communication between employees, participants and MCOs
- ✓ Continue Provider Learning Collaborative



UPMC Trainings

- ✓ Socialized results and opportunities for improvement with internal teams to develop various strategies
- ✓ Changed/enhanced service coordination training and oversight to improve service coordination satisfaction
- ✓ Track progress and results using Plan, Do Study, Act



Enhanced Data & Analytics

- ✓ Utilized data available from case management system to regularly monitor service coordination performance regarding deadlines
- ✓ Increased data feeds on admissions and discharges
- ✓ Automated notifications to service coordinators

Nursing Home Transitions (NHT)

Participant Impact

- Participant Education and Feedback Loops
 - NHT Brochure, NHT Participant Post Transition Satisfaction Survey
- 2021 Transitions well exceeded OLTL goal of 300
- Pre-Transition Assessment and Post Transition Follow Ups
- NHT Plus pilot expands transition setting options, including community-to-community

NHT Provider Impact

- NHT Providers have access to UPMC electronic care management system (streamlines communications, enhances documentation)
- Updated Value-Based NHT Case Rate Structure
- Updated NHT Documentation and Provider Workflow
- Ongoing education and training (Medical Legal Partnership Webinars, monthly provider check-ins)

Nursing Facility Service Coordinator Impact

- Right-sized caseloads allow for more time with participants
- NHT Onboarding Training to help better target transition candidates
- Focus on identifying Participant's for referral
- Emphasis increased coordination with the NHT provider

YTD May 2022 Status

- 157 transitions from Nursing Facilities
- 2.55 % of Participants re-institutionalized within six months of transitioning to community (4 total participants)

*Source: OPS-32 reports

