
STATE OF IOWA DEPARTMENT OF

Health ^{AND} Human

SERVICES

Health Home Learning Collaborative

Data Analysis and Application

December 18th, 2023

This training is a collaborative effort between the Managed Care Organizations and Iowa Medicaid

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Agenda

- Introductions
- Data Analysis and Application.....Amerigroup
- Health Home Case Study/Health Home Spotlight...Berryhill, Center Associates, and Prairie Ridge
- Questions.....All

- Coming Up
 - *January, 2024, to be determined*
 - *February, 2024, to be determined*
 - *March, 2024, to be determined*

Logistics

- Mute your line
- Do not put us on hold
- Attendance and engagement is expected
- Type your questions in the chat as you think of them. Time permitting, we will address questions at the end of the presentation.

Objectives

- Increase comfortability with data analysis and application
- Explore ways to use data to provider and member benefit
- Hear from health home providers on how they use data within their programs

Making Data Work for You

- Use data to support members and health home initiatives
 - Analysis does not have to be formal or through a specific data software to be practical and applicable
- Apply the information gained identify areas of need amongst members and health home team,
- Identify areas or processes that have been successful and have positive impacts
- Analysis can be health-home wide or an on individual basis
 - Has there been an increase in emergency room visits per quarter?
 - Are any members in need of a primary care provider?
 - Has a member been unable to contact two months in a row?
 - Has a member's A1C increased since their last endocrinologist visit?
 - Is there a need to hire more staff in a certain county due to an increase in membership?

Data as a Resource



Start with specific and measurable objectives or goals



Analyze data already generated



Regularly review data and outcomes to improve future decisions

Data Cycle

- **Identify** a concern or area requiring greater investigation
- **Obtain** data applicable to that measurement
- **Analyze** data to pull out any trends, insights, or action items
- Use that information to inform decisions and **apply** changes
- **Monitor** efficacy of actions taken by reviewing data at scheduled intervals

Obtaining Data

- MCO tools as applicable
 - Availity
 - Health home roster
 - Inpatient roster
 - Service reports
- Quarterly reports
 - Timely care plan
 - Involuntary discharges
 - Exception to policy – CMH
 - Care plan revisions
- Risk stratifications
- Chart review workbook
 - Overall score
 - Specific measure or subjections
- Electronic health record
 - Contact dates
 - Annual meetings
 - PCP information
 - Individualized tracking mechanisms
- HHS Medicaid Dashboard
- HHS IHH Dashboards – coming soon

Analyzing Data

- Time series
 - How have results changed over time?
- Correlation
 - Is there a relationship between variables?
- Monitoring trends
 - Are there any consistent patterns?
- Predictive
 - Can we anticipate what will happen?

Examples – Health Home Wide

- Care coordination section of chart review workbook
 - Review section score year over year
 - Investigate any trends
 - If your team has improved over the years, ensure that any steps taken to support members are continued and refined
 - If your team continues to struggle in this area, pinpoint potential reasons, consider staff-wide retraining, reach out to MCOs for additional resources
- E2 E6 E9 Timely Care Plans
 - Examine percentage of timely assessments each quarter
 - Has there been a decrease in HAB PCSP timeliness?
 - Was there unprecedented staff turnover that identified a need for standardized trainings or tracking?
 - Are there any advances that you can make the tracking system or EHR to streamline tracking?
 - Does pre-planning begin 60 to 90 days before the due date?

Examples – Individual Members

- Closely monitoring member's Drug Abuse Screener Test (DAST)
 - Identify if there has been an increase since it was last administered and over time
 - Identify that member historically struggles with sobriety in the summer due to a past personal loss
 - Monthly and quarterly visits leading up to the summer can include additional reminders or support group meetings, maintaining therapy appointments, and accessing the community
- For ICM, review documentation and feedback from member's providers on service utilization
 - Has member missed the last few work shifts, which in the past has indicated an increase in mental health symptoms and inpatient stays?
 - Would member benefit from an increase in therapy sessions, alternatives to the emergency room, and aware of crisis services?

Electronic Health Record (EHR)

- Utilize your system for tracking and data collection or generation
- Are there functionalities that could be added to your EHR?
 - Could your organization implement any automated reports or data tracking?
 - Consider connecting with your leadership and IT teams to incorporate some of those metrics into automated functions
- Are there opportunities to improve or advance certain functionalities or the system itself?
 - Adapting to changes in member needs, programmatic requirements
- Do all staff have the full access to needed capabilities within the EHR?

Case Study/ Health Home Spotlight

Berryhill

Center Associates

Prairie Ridge

Questions