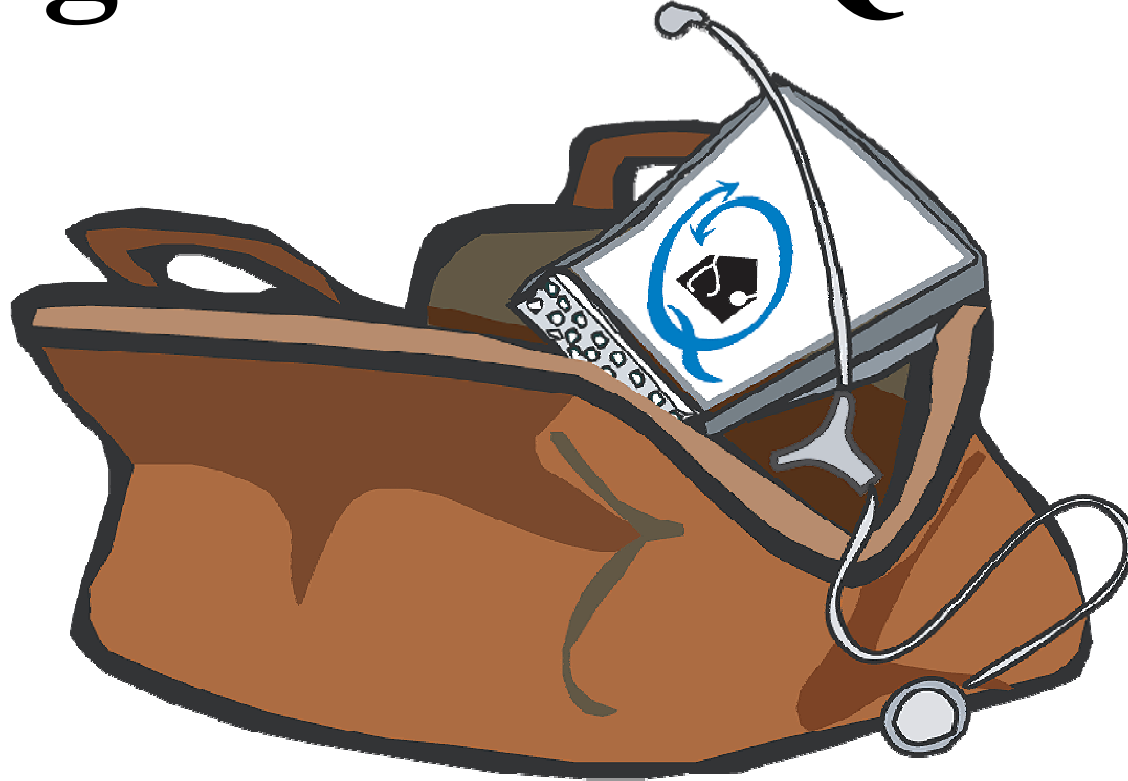


Together For Quality



*Alabama's Tool Kit
for Transformation*

Need to Know . . .

Alabama

- 67 Counties
- Largely Rural
- 4 Major Metro Areas
- 4.6m Total Population
- 1.3m Children
- 21% Population is Medicaid
- 40% of all Children
- 48% of all Births
- \$3.4m in Direct Payments

Patient 1st

- Traditional PCCM Model
- Basically Since 1997
- Medical Home Concept
- 420,000ish Enrollees
- 1100ish Providers
- Tiered Case Management Fee
- Direct Services are FFS
- Sharing of the Savings

Framework . . .

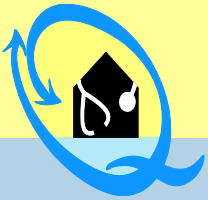
Together for Quality

- \$7.6M Transformation Grant
- Three Components
 - Agency Interoperability
 - Electronic Health Record
 - Chronic Care Management
- Stakeholder Council
 - Five Workgroups
- Patient 1st is the Foundation
- “It’s A Pilot”

Goals and Approach

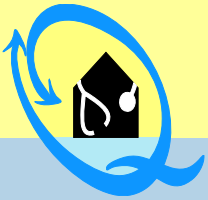
- Patient Centered, Cost Effective
- Meld Disparate Systems
- Built Upon Existing Resources
- Collaboration – “even if it kills you!”
- Transparent
- Integrated into Daily Operations





What is Q4U?

- ❑ Comprehensive chronic care management program
- ❑ Asthma and Diabetes are Targeted Diseases
- ❑ Protocols Designed to Affect all Disease Facets
- ❑ Accomplished through Alabama Dept. of Public Health Care Coordinators (aka Care Managers)
- ❑ Care Managers Provide Patient Training, Education, and Reinforcement



TFQ MEASURES

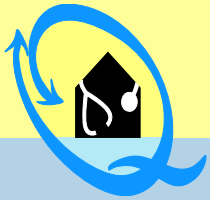
Asthma

- ❑ Asthma Controller Use
- ❑ Influenza Immunization
- ❑ Emergency Department Visits
- ❑ Hospitalizations

Diabetes

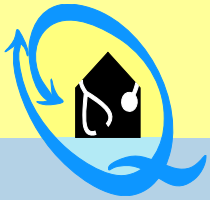
- ❑ Influenza Immunization
- ❑ Annual HbA1C
- ❑ Annual Lipid Profile
- ❑ Annual Eye Exam
- ❑ Annual Urine Protein Screening

- ✓ Developed by the Clinical Workgroup
- ✓ Target Goals



Diabetes (Overall Percentages)

Measure	Baseline	Goal 1 (4 months)	Goal 2 (8 months)	Target (12 months)
Annual Influenza Vaccine	13.64%	14.93%	17.50%	18.78%
Annual HbA1C	53.21%	54.56%	57.25%	58.59%
Lipid Management	42.23%	43.55%	46.19%	47.51%
Annual Eye Exam	24.76%	26.08%	28.71%	30.02%
Annual Urine Protein Screening	49.86%	51.20%	53.88%	55.22%



Asthma (Overall Percentages)

Measure	Baseline	Goal 1 (4 months)	Goal 2 (8 months)	Target (12 months)
Asthma Controller (Service) Ia	9.69%	9.59%	9.38%	9.28%
Asthma Controller (Rx) Ib	34.83%	34.58%	34.07%	33.82%
Annual Influenza Immunization	24.55%	25.86%	27.93%	29.80%
ED Visit	8.90%	8.80%	8.59%	8.48%
Hospitalization	3.53%	3.42%	3.19%	3.07%



Patient Specific Information

Asthma Quality Opportunities

[View](#) [Edit](#) [Track](#)

Currently viewing March 2008 period.

[Download to Excel](#)

Select Time Period for Report [Submit](#)

County

Opportunities (Multiple Selections Allowed)

0 1 2
 3 4 5

Risk (multiple Selections Allowed)

High Medium Low

[Submit](#)

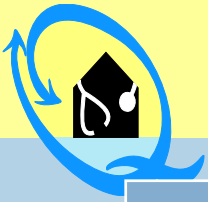
Patients 1 to 20 of 19840

[Next](#)

[Last](#)

Quality Opportunities

Patient ID	Name	County	PMP	Risk	No. of Opportunities
		37 - Jefferson		LOW	1
		35 - Houston		LOW	1
		63 - Tuscaloosa		MEDIUM	1
		63 - Tuscaloosa		HIGH	2
		37 - Jefferson		HIGH	1
		63 - Tuscaloosa		LOW	1
		51 - Montgomery		LOW	3
		37 - Jefferson		LOW	1
		37 - Jefferson		HIGH	1
		37 - Jefferson		HIGH	0



Dashboard Reporting



Patients 1 to 10 of 247

[Next](#)

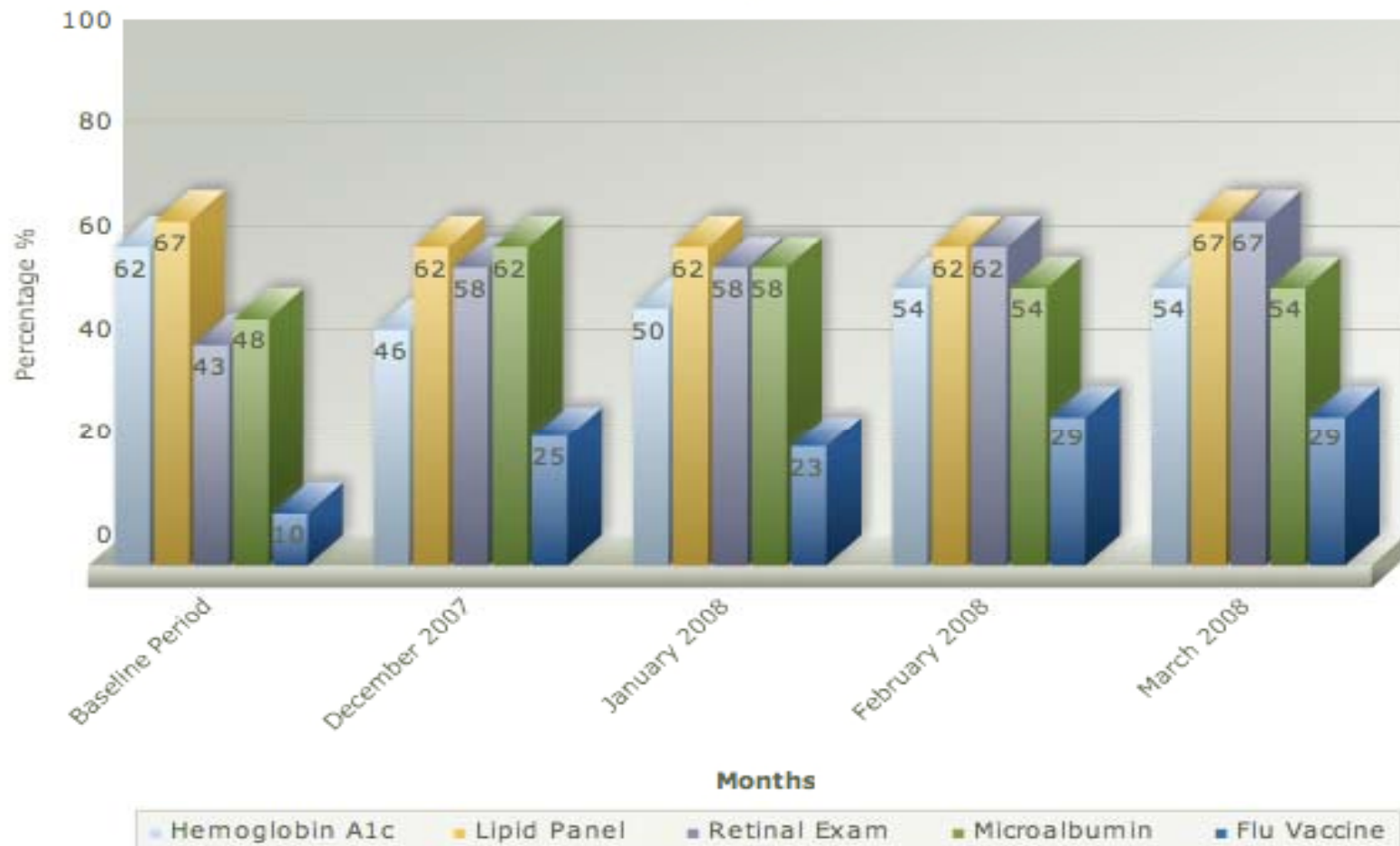
[Last](#)

- Asthma Panel Baseline Period		Select Time Period for Report			
		Select Date...	Submit		
Name	Controller A	Controller B	Flu Immunization	ED Visit	Hospitalization
	N	N	N	N	N
	N	N	Y	Y	Y
	N	Y	N	N	N



Diabetes Quality Trend Report

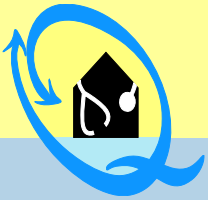
Provider ID: Name:
Diabetes Quality Trend





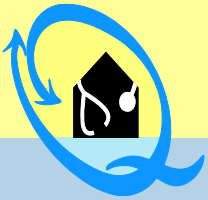
TOOL

Clinical Support Tool



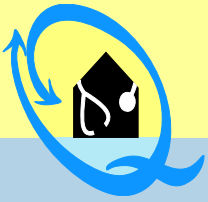
What is @tool?

- ❑ Electronic Healthcare Record
 - Medicaid Claims
 - BCBS Claims
 - Lab Values
 - Immunization History
- ❑ Overlaid with Clinical Rules and Alerts
 - Asthma and Diabetes are Targeted Diseases
 - Immunization Alerts
 - Drug Alerts
 - Allergies



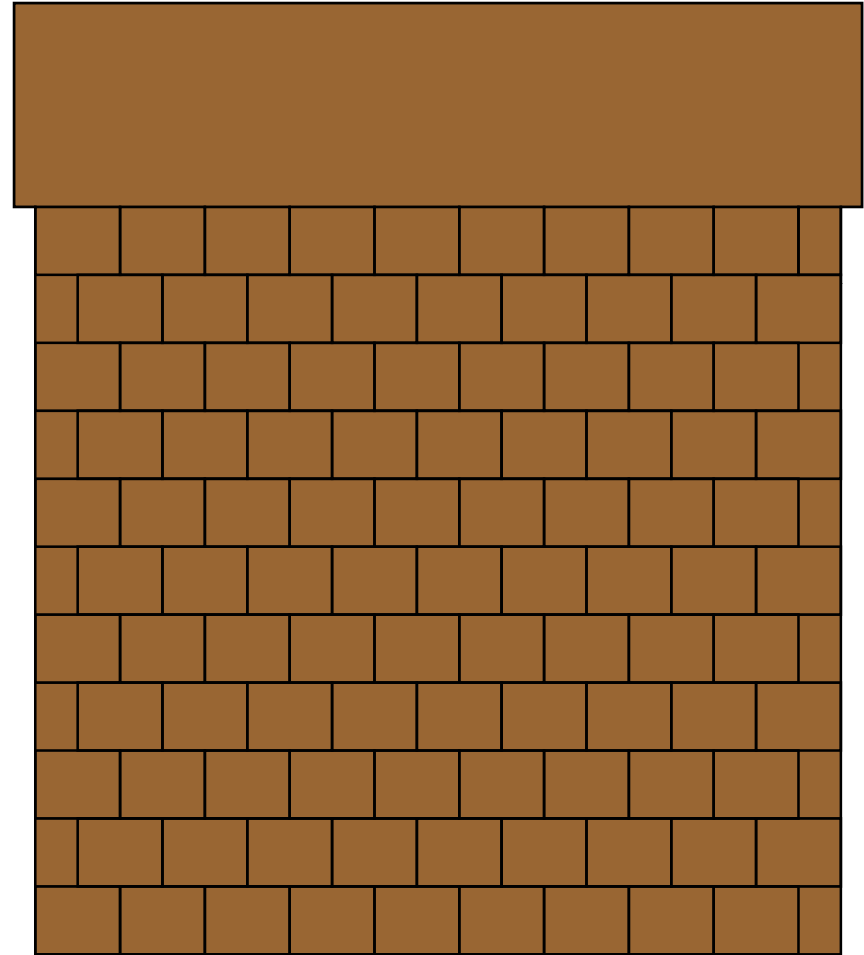
The Inner Workings

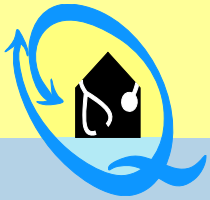
- ACS
- Web-Based
- MPI Logic
 - Match vs New
- Push/Pull Capability
 - HL7 Request
 - CCD Response
- Input From Clinical Workgroup
- Summary and Detail Information
- A Product for Providers to Identify With
- Protected Data (e.g. Mental Health Diagnoses)
- Actionable Alerts
 - Clinical
 - Workflow



Provider Deployment

- Patient 1st PMPs
- 9 Pilot Counties
 - Q4U Combo
- Mini-Agreement
- Grants
 - Connectivity
 - Equipment
 - Vendor
- Try before You Buy!
- Use vs Use
- Provider Blitz Campaign





Implementation Phases

July 14, 2008

- Extensive UAT
- One-on-One Provider Training
- Read-Only Screens

September 14, 2008

- Non-Medicaid Patients
- Provider Entered Data
 - Demographics, vital signs, Rx, in-office labs

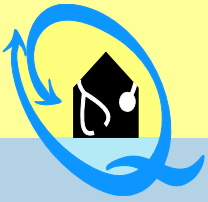
November

- Provider Message Center
- Drug PA Information
- Internal/External Referrals
- E-prescribing

December

- SOAP Notes
- Provider Reporting
- Link with State Immunization Registry

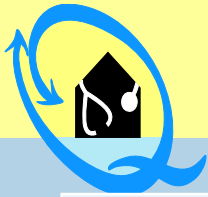
Ongoing



Evaluation



- All Three Components
- Use vs Use
- Impact on Provider Behavior
- Impact on Patient Outcomes
- Direct and Indirect
- Platform for Sustainability



Patient Search Screen

- Search
- Business Admin
- Register
- Change Password

Welcome Stankiewicz

Business: Virginia Womens'

Location: Southside Location

Patient List

Action	Name	Date Of Birth	Expire Date
	UNBORN, E. GARRETT	3/1/2008	9/15/2008
	EDWARD, E. EDWARDS	11/21/1948	9/15/2008
	EDWARDS, E. JIMMIE	1/22/1958	9/15/2008
	MELBA, M. MELBA	1/18/1947	9/15/2008
	MARJORIE, S. CLIVER	5/6/1919	9/15/2008
	JIMMIE, E. EDWARDS	8/6/2007	9/11/2008
	ELLY, R. LOFTIS	7/29/1949	9/14/2008
	PHILIP, E. JIMMIE	11/3/1976	9/15/2008
	LORNE, W. WALTER	4/12/1946	9/10/2008
	JIMMIE, E. EDWARDS	1/24/1944	9/11/2008
	JIMMIE, W. EDWARDS	2/19/1992	9/14/2008
	AWLEY, D. EDWARDS	11/9/1981	9/15/2008
	JIMMIE, E. EDWARDS	6/6/1958	9/14/2008
	LESLIE, L. LESLIE	9/2/1925	9/15/2008
	CLIVE, M. CLIVE	10/19/1992	9/15/2008

Patient Records Load Status

	Last Name	First Name	Date Of Birth	Middle Name	Ready for Display	Status
	AWLEY	AWLEY	11/9/1981	D	True	Complete
	EDWARDS	EDWARD	11/21/1948	A	True	Complete
	GARRETT	UNBORN	3/1/2008	C	True	Complete
	MELBA	MELBA	9/2/1925	L	True	Complete
	CLIVE	CLIVE	10/19/1992		True	Complete
	MELBA	MELBA	1/18/1947		True	Complete
	JIMMIE	PHILIP	11/3/1976	E	True	Complete
	JIMMIE	EDWARDS	1/22/1958	A	True	Complete
	CLIVER	MARJORIE	5/6/1919	S	True	Complete

Status last updated at 6/17/2008 10:57:21 A.M.

Patient Search

Medicaid ID:

SSN:

First Name:

Middle Initial:

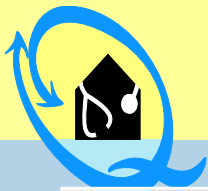
Last Name:

Date of Birth:



Search Results

No Matching Patients found!



Patient Summary Screen

Browser: Patient Summary

Demographics

Patient Summary

Diagnosis History

Hospital Admissions

Medication History

Personal History

Procedure History

Vital Sign

Allergy History

Immunizations

Lab History

+ Health Links

+ Online Drug Info

+ Calculators

Current Patient Active Alerts

Alert	Alert Details	Alert Description	Select Reason
Adverse reaction to Codeine	Detail	Message	<input type="checkbox"/>
Diabetes without a fasting lipid panel in the last year	Detail	Message	<input type="checkbox"/>
Diabetes without lipid lowering treatment, Diabetes with < 2 hemoglobin A1Cs in the last year	Detail	Message	<input type="checkbox"/>

Details

Known Allergy Information

DrugAllergy

Severity	Description	Identification Date	Provider	Site	State	Reaction	Source
High	Adverse reaction to Codeine Penicillin	04/11/2008	Grose	1234 Main Street	VA	Vomiting	Provider Entered

Details

Diagnostic History

Date	Diagnosis
7/18/2005	Anxiety disorders or phobias, minor
7/27/2005	Cerebral vascular accident, non-hemorrhagic, w/o surgery
8/2/2005	Non-neoplastic diseases of blood, major
8/9/2005	Urological diseases signs & symptoms
5/16/2006	Benign hypertension, with comorbidity
5/21/2006	Ischemic heart disease, except CHF, w/o AMI
10/17/2006	Orthopedic & rheumatological signs & symptoms

Details

Paid Claim Office Exams

Details

Medical Health Profile

[Health Profile](#)

Known Immunizations

Date Given	Vaccine	Manufacturer	Lot	Exp D
1/1/2007	Influenza	90658 -		

Details

Recent Prescriptions

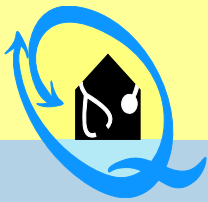
Filled	Drug	Qty	Days
3/12/2008	ALTACE 10 MG CAPSULE	30	30
3/23/2008	ALTACE 10 MG CAPSULE	30	30
3/25/2008	HYDROCODONE-APAP 7.5-750 TAB	90	23
4/4/2008	ALTACE 10 MG CAPSULE	30	30

Details

Patient Medical Procedures

Date	Claim	Procedure
1/10/2007	16692	RADEX SPI LUMBOSAC 2/3 VIEWS
1/10/2007	16693	RADEX SPI LUMBOSAC 2/3 VIEWS
1/10/2007	16694	RADEX PELVIS 1/2 VIEWS
1/10/2007	16695	RADEX PELVIS 1/2 VIEWS
1/10/2007	16696	RADEX HIP UNI COMPL MINIMUM 2 VIEWS
1/10/2007	16700	INJECTION MORPHINE SULFATE UP TO 10 MG

Details



Medication Screens

Medication History

Timeline: 2004 2005 2006 2007 2008 2009

Larger

Search
Alerts
Demographics
Patient Summary
Diagnosis History
Hospital Admissions
Medication History
Personal History
Procedure History
Vital Sign
Allergy History
Immunizations
Lab History

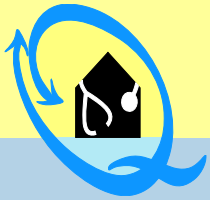
+ Health Links
+ Online Drug Info
+ Calculators

PrescribedSelf-Reported

Current Prescription Medications

Show

Date Filled	Drug Name	Quantity	Days	Refills	Diagnosis	Date Ordered	Prescriber	Pharmacy	Drug Class
01/17/2007	NIFEDIPINE ER 90 MG TABLET	30	30	5	Benign hypertensive heart disease without heart failure	01/16/2007	ROBERTS, ROBERT C	Westbury Drug Store	Calcium-Channel Blocking Agents
02/28/2007	NIFEDIPINE ER 90 MG TABLET	30	30	4	Coronary atherosclerosis	02/27/2007	ROBERTS, ROBERT C	Westbury Drug Store	Calcium-Channel Blocking Agents
04/11/2007	NIFEDIPINE ER 90 MG TABLET	30	30	3	Coronary atherosclerosis	04/10/2007	ROBERTS, ROBERT C	Westbury Drug Store	Calcium-Channel Blocking Agents
05/23/2007	NIFEDIPINE ER 90 MG TABLET	30	30	2	Coronary atherosclerosis	05/22/2007	ROBERTS, ROBERT C	Westbury Drug Store	Calcium-Channel Blocking Agents
07/04/2007	NIFEDIPINE ER 90 MG TABLET	30	30	1	Coronary atherosclerosis	07/03/2007	ROBERTS, ROBERT C	Westbury Drug Store	Calcium-Channel Blocking Agents
08/02/2007	NAPROXEN 500 MG TABLET	60	30	3	Coronary atherosclerosis	08/01/2007	ROBERTS, ROBERT C	Westbury Drug Store	Analgesics and Antipyretics
08/15/2007	NIFEDIPINE ER 90 MG TABLET	30	30	0	Coronary atherosclerosis	08/14/2007	ROBERTS, ROBERT C	Westbury Drug Store	Calcium-Channel Blocking Agents
09/13/2007	NAPROXEN 500 MG TABLET	60	30	2	Coronary atherosclerosis	09/12/2007	ROBERTS, ROBERT C	Westbury Drug Store	Analgesics and Antipyretics
10/25/2007	NAPROXEN 500 MG TABLET	60	30	1	Coronary atherosclerosis	10/24/2007	ROBERTS, ROBERT C	Westbury Drug Store	Analgesics and Antipyretics



Diagnosis History

Tool Diagnosis History

No Photo Available

Christina HENRY, Female, 15

Direct Access EHR

Message Center Make a referral

Timeline © SIMILE

2006	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
2004			2005			2006			2007			2008

[Larger](#)

Search

Alerts

Demographics

Patient Summary

Diagnosis History

Hospital Admissions

Medication History

Personal History

Procedure History

Vital Sign

Allergy History

Immunizations

Lab History

Eligibility

+ Health Links

+ Online Drug Info

+ Calculators

Diagnosis History

Major Diagnostic Group

Digestive System

Diagnostic Grouping		Occurrences	First Date	Last Date
Digestive and abdominal symptoms, signs, and findings		2	11/09/2007	11/09/2007

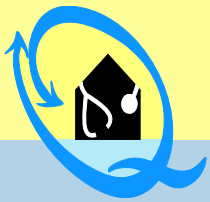
Diagnosis	Description	Claim Number	Start Date	End Date	Provider POS
78703	VOMITING ALONE	2	11/09/2007	11/09/2007	
78900	ABDOMINAL PAIN, UNSPECIFIED SITE	2	11/09/2007	11/09/2007	

Health Status And Contact

Diagnostic Grouping		Occurrences	First Date	Last Date
Potential Health Hazards Related To Communicable Diseases		2	11/09/2007	11/09/2007

Diagnosis	Description	Claim Number	Start Date	End Date	Provider POS
V053	NEED PROPH VACC&INOCULAT AGAINST VIRAL HEP	2	11/09/2007	11/09/2007	
V0389	NEED PROPH VACC AGAINST OTH SPEC VACC	2	11/09/2007	11/09/2007	

ECST [TRADEMARK?] © Copyright 2007 Affiliated Computer Services, Inc. All rights reserved.



Eligibility Screen



No Photo Available

CLARA HANN, Female, 15 ⚠

Direct Acc

Message Center



Larger

- Search
- Alerts
- Demographics
- Patient Summary
- Diagnosis History
- Hospital Admissions
- Medication History
- Personal History
- Procedure History
- Vital Sign
- Allergy History
- Immunizations
- Lab History
- Eligibility

Eligibility

Insurance Name	Policy #	Relationship to Insured	Eligibility Start Date	Eligibility End Date	Member Services Phone
			1/1/1997	10/31/1998	1-800-362-1504
			7/1/1999	8/31/2002	1-800-362-1504
			9/1/2002	11/30/2003	1-800-362-1504
			1/1/2004	3/31/2005	1-800-362-1504
			7/1/2005	12/31/2005	1-800-362-1504
			1/1/2006	12/31/2006	1-800-362-1504
			1/1/2007	12/31/2007	1-800-362-1504
			1/1/2008	12/31/2299	1-800-362-1504

Patient is Uninsured