

2009 Evaluation Summary

Measure	2009 Performance (2008 MY in HEDIS)	Change from 2008 (2007 MY in HEDIS)	2009-2010 Interventions
Appropriate Treatment for Children w/URI	MC HF	+	Provider-level un-blinded data , showing performance compared to peers.
Appropriate Testing for Children with Pharyngitis	HF	+	Pilot Point of Service testing . SFHP will explore doing pilots in 2010.
Inappropriate tx Bronchitis for Adults	MC	+	
Appropriate Medications for People with Asthma	MC HF	+ +	Live calls to patients not on a controller Distributed provider outreach packets (patients who need controller inhalers)
Breast Cancer Screening 42-51	No Rate	-	Mammogram reminder mailings for members overdue to mammogram to check with their doctor about whether they should be screened. Pap smear reminder mailings for members overdue for a pap to check with their doctor about whether they should be screened.
Breast Cancer Screening 52-69	No Rate	-	
Breast Cancer Screening 42-69	MC MC	-	
Cervical Cancer Screening	MC	-	
Post-Partum Exams	MC	+	No interventions completed in 2009 . Work with providers to identify effective strategies to roll out in Q3 of 2010.
Childhood Immunizations	#1 Nationally		Immunization reminder cards with educational messages about vaccinations at 5 and 8 mos Immunization member \$50 incentive – children turning 13 and 17 months for completing all immunizations on time. Response rate was 15%. Immunization reminder phone blasts include three recorded telephone calls when child turns 12, 13, 17, and 22 months. <u>Call completion rate: 91%</u> . Reminder calls and \$50 incentives to families for immunizations and well baby checks for children under the age of 2 – providing them with a \$50 gift certificate for completing immunizations. Targeted calls to African-American families and using the opportunity to link them to a medical home/PCP of their choice. Support spread of immunization registry.
DIABETES MEASURES			
A1C Testing	MC	+	Provider visits sharing data where available. Outreach lists for providers with over 100 SFHP members identifying patients with missing tests Live calls after- hours by a Coordinator to remind patients of important tests for all patients missing tests. <u>Call completion rate: 86%</u> Eye Exam reminder cards sent to all diabetics with no eye exam within 12 months Member incentives, \$25, for completing all required screenings – <u>response rate: 7%</u> Community clinics <ul style="list-style-type: none"> • Patient incentives dispensed by providers • SMART Steps (automated telephone self-management support)
A1C <7	MC	-	
A1C >9	MC	+	
LDL Testing	MC	+	
LDL good control	MC	+	
Eye exams	MC	+	
Nephropathy	MC	+	

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			<ul style="list-style-type: none"> Strength in numbers to promote registry use and panel management: incentives, technical assistance, health coaching and panel management training
Early prenatal care	MC	+	Timely prenatal care incentives- \$50 to women who seek prenatal care early in their pregnancy. <u>Response Rate: 4%</u>
Well Adolescent	MC	-	Well adolescent visit member incentive- \$15 for getting an annual check-up. <u>Response rate- 26.2%</u> Well adolescent “robo” calls to families of teens to remind them to get a check-up. <u>Call completion rate- 71% (compared to 54% in previous year using live calls)</u> Well adolescent visit provider incentive - \$20 for each comprehensive well visit. 20 sites participated in 2009 Well adolescent visit campaign – partnered with SF Unified School District to distribute flyers and posters Pilot text messaging with important preventive reminders – start with the Teen Clinic at FHC.
	HF	-	
Well Baby	MC HF	+ -	
Well Child	MC HF	+ +	
Lead Screening in Children	HF	No measure in 2008	No interventions completed in 2009.
Children's Access to PCPs 12-24 months	HF	+	Improve claims and encounter data; work collaboratively with safety net on global access issues.
Children's Access to PCPs 25 months to 6 years	HF	-	Improve claims and encounter data; work collaboratively with safety net on global access issues.
Children's Access to PCPs 7 to 11 years	HF	-	Improve claims and encounter data; work collaboratively with safety net on global access issues.
Children's Access to PCPs 12 to 19 years	HF	-	Improve claims and encounter data; work collaboratively with safety net on global access issues.
Patient Experience with care: communication and access measures			2010- launched two pilots with 10 clinics to identify key changes to improve access to and during the appointments; in addition to improved communication/interactions between providers and patients. Launch an annual survey to evaluate patients experiences with care using a standardized tool and methodology
Avoidable ER utilization	Data are not complete- will report data in the future		Distributed posters in PCP offices and Books – what to do when your child is sick 2010 – Complete driver analysis to identify high leverage interventions to begin in Q3 2010.
Grievance Rate	HW- 5.0 MC- 2.3 HF- 1.5 HK- 1.1	Decreased in all LOB except HW	Patient experience collaboratives aimed at improving the patient experience

Legend:

Green: within the Medicaid National 90th percentile

Yellow: within 5 percentage points of the Medicaid National 90th percentile

Red: > 5 percentage points of the Medicaid National 90th percentile