

WELCOME!

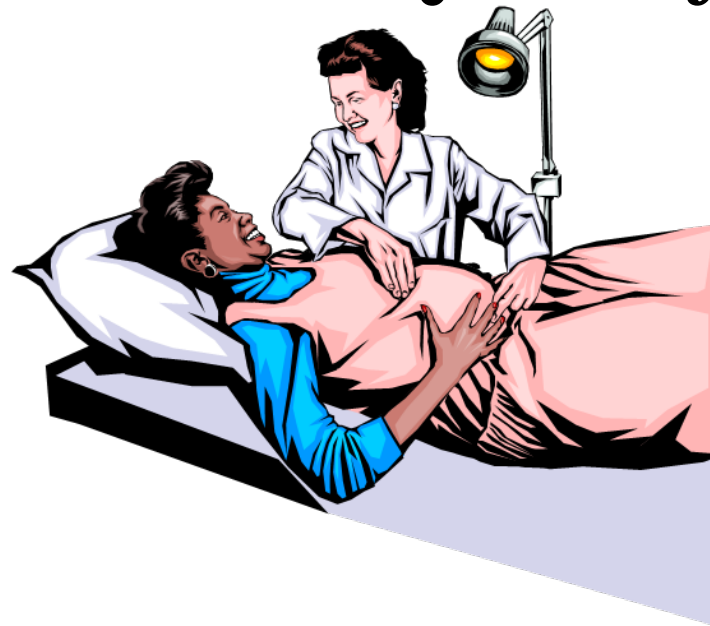
FIRST COAST ADVANTAGE HEALTH SERVICES & QUALITY MANAGEMENT



HEALTH SERVICES/ QUALITY MANAGEMENT

Andrea McLelland

Health Services/ Quality Director



CHILD HEALTH CHECK-UP REPORT

- Participation & Screening ratio must be 80% or above
- FCA Screening Ratio = 76.16% (2008- 68.83%)
- FCA Participation Ratio = 50.47% (2008- 47.86%)
- CAP required if below 80%



CORRECTIVE ACTION PLAN

➤ Current Interventions

- ❑ Medical record audit of Well-Child Visit HEDIS Performance Measures
- ❑ Encourage use of CHCUP Forms
- ❑ Monitor screening/participation rates by PCP
- ❑ CHCUP articles in FCA Provider Newsletter
- ❑ Participate in State-Wide Performance Improvement Project

➤ New Interventions

- ❑ Letters to parents regarding CHCUP visits due – include Enhanced Benefit information
- ❑ Outbound calls to parents/guardians
- ❑ Provider Relations Representative/ Monthly Well Child Report
- ❑ State- wide PIP



4-6 MONTH CHILD HEALTH CHECK-UP TRACKING FORM

4 to 6 Month Child Health Check-Up Tracking Form

PERSONAL

PLEASE PRINT

Periodic Interperiodic Parent/Caregiver Request

NAME (Last) (First)		ID	DATE OF BIRTH
DATE	AGE	ACCOMPANIED BY	RELATIONSHIP

INTERVAL HISTORY

PAST MEDICAL HISTORY WNL YES NO (IF NO, DESCRIBE)
 DEVELOPMENTAL HISTORY WNL YES NO (IF NO, DESCRIBE)
 BEHAVIORAL HEALTH STATUS WNL YES NO (IF NO, DESCRIBE)

NUTRITIONAL ASSESSMENT

BREAST FORMULA: WIC YES NO REFERRED VITAMINS IRON SOLIDS

PHYSICAL EXAM

HEIGHT WEIGHT HEAD CIRCUMFERENCE

Are the following normal?

	YES	NO	COMMENTS
Appearance			
Skin			
Head			
Eyes			
Ears			
Nose			
Mouth/Throat/Teeth/Gums			
Nodes			
Heart			
Lungs			
Abdomen			
Fem. Pulse			
Ext. Gen.			
Hip Abduc.			
Extremities			
Spine			
Neuro			
Other			

LAB TESTS

LEAD SCREEN (blood @ 12 & 24 mo, @ 36-72 mo. if not previously screened; verbal @ 6 mo-6 yrs) OTHER (specify, as indicated)

SENSORY SCREEN

NORMAL VISION? (red reflex, cover-uncover test, follows) YES NO REFERRED
 NORMAL HEARING? (i.e., responds to sound, repeats sounds) YES NO REFERRED

DEVELOPMENT ASSESSMENT

IS DEVELOPMENT NORMAL FOR AGE AND CULTURE? (prone-i.e., rolls over, reaches for objects, laughs, squeals)
 YES NO REFERRED

IMMUNIZATIONS

CURRENT DEFERRED PROVIDED: LIST

HEALTH EDUCATION, ANTICIPATORY GUIDANCE

CUP, FINGER FOODS NO BOTTLE IN BED TEETHING
 POOL & TUB SAFETY POISONS OTHER

DIAGNOSIS:

PLAN:

SIGNATURE:

HEDIS/ PERFORMANCE MEASURES

- Health Plan Employer Data and Information Set (HEDIS)
- Evaluates the quality of healthcare we provide to our members
- Compares our rates on a State and National basis
- Publically reported on AHCA's website
- AHCA has set the goal at the 75th percentile by 2011.



KEY MEASURES

- Well Child Visits
- Prenatal/Postpartum Care
- Annual Dental Visits for Children
- Cervical Cancer Screening
- Follow-up After Hospitalization for a Mental Illness
- Diabetes Care
- Controlling High Blood Pressure



CORRECTIVE ACTION PLAN

- Reminder letters to members. Include Enhanced Benefit information.
- Out-bound calls
- Provider Relations Staff – educate and identify issues/barriers.
- Monthly Well Child Visit report
- Increase frequency of Care Opportunity Reports



CORRECTIVE ACTION PLAN

- Increase DM Staff
- Enroll more members in FCA DM Programs
- FCA Quarterly Provider Newsletter – Updates on HEDIS / Performance Measures



EDUCATIONAL UPDATE

- Nutrition
- Breast feeding
- Immunizations
- Child Health Check-Ups
- Wellness, Prevention & Early Intervention
- Substance Abuse



FCA PROVIDER PACKET MEDICAL MANAGEMENT

- CHCUP pre-printed forms
(Also available on FCA website)
- AHCA CHCUP outreach materials
- FCA HEDIS Rates
- Educational Update Materials



GENERAL Q&A – CONTACT INFORMATION

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