

Value Initiative for IPA Performance (VIIP) + Pay for Performance (P4P)

QI Interventions Reported Among Top Performing IPAs

Member Experience QI Interventions among Top Performers

- Worked with external consultants to transform the culture of the practices with a focus on member satisfaction including training for physicians and office staff
- Annual patient satisfaction surveys with un-blinded physician-level results distributed
- Communication Leading to Excellence and Ameliorating Risk (CLEAR) training program offered to offices
- Timely Care and Service (Access)
 - Blocked off office appointment schedule to increase same day appointment availability and hospital follow-up visits
- Expansion of urgent care availability

QI Interventions among Top Performers Crossing Multiple HEDIS Measures

- EHR alerts
- Population management system that identifies target populations and members who are due for selected services
- Investment in quality and risk management software
- Dedicated HEDIS expert resource
- Provider and staff training on coding
- Physician bonus incentives outside L.A. Care Physician P4P
- Perform selected preventive care services at affiliated urgent care centers
- Case management support and follow-up for closing gaps in care
- Live agent telephonic outreach
- Reminder mailings with/without lab requisition
- Robo call/IVR member reminders
- Back to School Children's Health Fair that included education on the importance of well child exams, vaccinations for children, diabetic and women's health
- Adult Health Fair educating on the importance of diabetic self-management and having a diabetes management nurse check HbA1c and cholesterol levels on-site for free using a droplet blood analyzer



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QI Interventions Reported Among Top Performing IPAs- Continued

Measure-Specific QI Interventions among Top Performers

- CDC
 - Diabetes program
 - CDC - Eye:
 - VSP member outreach
 - Share non-compliant list with ophthalmology group(s)
 - In office retinal imaging w/outside interpretation
 - Direct auto-approved referral
- BCS
 - Member outreach from diagnostic imaging center
 - Onsite mammography
- CCS
 - Blocked off office visits that were “Pap test only” visits
- PPC
 - PPC patient coordinator focused on member outreach at earliest notification of pregnancy
 - OB practice outreach
 - Review pregnancy-related authorization as basis for reaching out for post-partum visits
 - Avoid scheduling postpartum visits in the mornings, reducing no-show rates
 - Adjusted the timing of the postpartum visit from six weeks to four weeks post-delivery to allow for rescheduled appointments for no-shows to the original appointments made in the hospital.
- CIS-3
 - Pediatric triage nurse identified children who were due/overdue for immunizations and scheduled appointments