



## 2019 Quality Improvement Program Annual Summary

During the 2019 calendar year, Total Health Care (THC) continued to promote and improve the quality and safety of care for members. On an annual basis, THC evaluates its internal structures and processes and makes changes based on results of surveys, audits, and feedback from its members, providers, and staff.

Some of THC's key accomplishments in 2019 include:

- THC merged with Priority Health, Michigan's second-largest health insurance plan. The merger has shown to be beneficial to Priority's presence in the Detroit area. The merger allows Priority Health and Total Health Care to work together to provide improved care and access for current and future members. Alignment of strategies and initiatives has been key to setting up a successful Quality Improvement Program for both plans. Ongoing collaboration will be at the forefront of 2020.
- THC maintained accreditation status for all lines of business, the Medicaid, Commercial and Marketplace plans. Each year NCQA updates 50% of accreditation scoring and status based on the current year's HEDIS® and CAHPS® results. THC has "Accredited" status for the Medicaid, Commercial and Marketplace plans.
- THC continued collaboration with The Salvation Army's Detroit Medical Respite Program. The program's goals are to help homeless patients overcome challenges in their recovery after hospitalization by providing a safe place to recover. In 2019, 27 members were referred to the program. As a result of this work, THC was honored with a 2019 Michigan Association of Health Plans (MAHP) Pinnacle Award for best practices of collaborative community outreach. These awards recognize health plans for achievements in operations, clinical services, disease management, and community outreach.
- For the Medicaid CAHPS® measures, THC saw an increase in 14 primary domain categories from the previous year. Top three measures were Customer Service, Rating of Specialist (8 to 10), and Getting Care Quickly. For the Commercial CAHPS® measures, THC improved its rates in four primary domains from the previous year, and all four of the effectiveness of care measures. Top three measures were Health Promotion and Education, Rating of Health Plan (8 to 10), and Claims Processing.
- THC continued implementation of a multi-year population health management strategy based on plan management, partner engagement and care management that utilizes known information and predictive modeling to stratify members for targeted interventions based on their risk. THC's population health strategy is evaluated annually and is built on evidence-based interventions that address social, economic, familial, cultural and physical environmental needs of members. Members are assigned to a risk-tier during the assessment phase to ensure interventions are targeted and address factors that may impact member health outcomes. This strategy works in partnership with THC's 3-tiered care management approach.
- THC reached out to members between the ages of 18-44 who had chronic conditions to provide pre-pregnancy education and consultation related to their condition. This was an opportunity to provide

information to members to ensure they understand the importance of talking to their physician about risks before they become pregnant or immediately after becoming pregnant.

- Continued efforts have been made to increase HEDIS® scores. Included below are list of various health fairs that THC implemented to increase these rates.
  - THC Days – THC coordinated with PCP offices to complete monthly health fairs. These are known as “Total Health Care Days” to help engage adults and prompt them to seek ambulatory services. Members are incentivized and transportation is provided.
  - Diabetic Education Fairs – THC coordinated diabetic education health fairs to give diabetic members the opportunity to complete diabetic HEDIS® measures. At these events, members are able to complete diabetic eye exams, have their hemoglobin A1C tested, as well as blood pressure checks.
  - Fortney Eye Care – THC coordinated with Fortney Eye Care to provide diabetic members with the opportunity to complete diabetic eye exams. These events were geared towards members who still needed to complete the eye exams. These events were planned throughout 2019 and were seen as beneficial to increasing HEDIS® hits. THC provides member incentives for attendance and transportation is covered when needed.
  - Mammogram Events – THC coordinated with local facilities to hold monthly mammogram events. These events were shown to be quite successful for THC members. THC provides member incentives for attendance and transportation is covered when needed.
- THC continued to collaborate with Beacon Health Options to complete monthly complex case management calls. These calls identified members that were referred to Beacon Health Options by THC. These calls improved coordination of care and positively impacted HEDIS® rates.
- In 2019, THC participated in Shared Metric Work Groups that involved participation from the State. The goals of these groups are to increase behavioral health rates. THC will continue to participate in these groups in 2020.
- THC was awarded approval of an internal Community Health Worker (CHW) program in 2019. Previously, this service was provided through Partners 4 Health (P4H). Moving forward, this program will include Total health Care staff conducting services alongside Partners 4 Health to promote a comprehensive and inclusive community program.
- Additionally, in 2019, THC hired a nurse through Partners 4 Health to conduct home visits for postpartum members. As THC members often struggle to attend postpartum visits, this will significantly impact the presence of involvement for postpartum mothers and babies and increase HEDIS® rates.

These accomplishments in various quality initiatives reflect Total Health Care’s continued progress towards promoting network-wide safe clinical practices and improving the quality of care for members.