



CMHN Quality Improvement TOOL KIT



	Quality Improvement Strategies	CMICS Measure Specific Resources	Comments / Insights	Payer Incentive Measure
Chlamydia Screening	<ul style="list-style-type: none"> During Pre-visit Planning, Add Chlamydia Screening Orders for Females on Contraceptives Targeted Patient Outreach for Eligible Sexually Active Patients (Outreach Based on Needed Well Visit) Message Ob-Gyn to Help Complete Screening Identify and Flag Patients Within EMR, InNote, or Other Location Manage Test Process In-House 	<ul style="list-style-type: none"> Chlamydia Screening Definition & Key Learnings – Slide Deck Use InNote to Identify Chlamydia Screening Gaps at Point of Care (see InNote Training Guide) Worklists to Target Eligible Chlamydia Patients (see Innovaccer Worklist Quick Guide) Chlamydia Screening Specialty Spotlight Slide Deck / Video Chlamydia Screening English/Spanish FAQ Chlamydia Screening Weekly Pre-Visit Planning Report 	<ul style="list-style-type: none"> Denominator for measure is relatively small. Low denominator enables improvement in the short term. Patients are eligible for measure after 16th birthday but may qualify for sexual activity while 15 years old. Sexual activity trigger may be unknown to PCP (e.g. Ob-Gyn contraceptive diagnoses or scripts). Consider ordering just the chlamydia test rather than the combined chlamydia/gonorrhea test. 	<ul style="list-style-type: none"> Aetna Blue KC Cigna
Depression Screening	<ul style="list-style-type: none"> Educate providers/care staff on screening process Update EMR template to further integrate screening into clinic workflow Use care staff to facilitate responses; providers can interpret results 	<ul style="list-style-type: none"> See Depression Screening Measure in Billing & Coding Guide Depression Screening Assessment Tool - PHQ-2 Depression Screening Assessment Tool - PHQ-9 	<ul style="list-style-type: none"> Ability to improve in short term since measure simply dependent on patient receiving depression screen at <u>any time</u> during the measurement year. 	<ul style="list-style-type: none"> Cigna
Follow-Up After Hospitalization for Mental Illness – 30 days (6-17 Years)	<ul style="list-style-type: none"> Provider education Utilize daily/weekly Acute Visit Notification Report for timely identification/ review of hospitalization notifications Collaborate with inpatient facilities and behavioral health providers for timely communication of care plans/discharge documentation Use telehealth or phone visits when in person visits are hard to schedule Provide patient/family education on follow-up visit importance Aim for 7-day follow-up first, then 30-day if 7 days is not possible 	<ul style="list-style-type: none"> Follow-Up After Hospitalization for Mental Illness Measure Definition – Slide Deck Utilize Acute Visit Notification Report (see Slide Deck for Details on Report) Discharge Planning Process by Primary Care Practice Discharge Planning Process by Behavioral Health Organization 	<ul style="list-style-type: none"> Measure denominator is small Follow-up visit may be with either a PCP or behavioral health provider Ensure the follow-up visit includes a mental health diagnosis Follow-up visit compliance can be achieved with an office visit, telehealth visit, or phone visit If a patient completes a follow-up visit with a behavioral health organization but pays self pay/ cash, medical records or visit documentation must be obtained to count the visit for compliance. 	<ul style="list-style-type: none"> BlueKC
HPV Vaccination / Adolescent Immunizations	<ul style="list-style-type: none"> Pre-Teen Bundle (i.e. Bundle HPV with Tdap/MCV) Provider Education and Provider-to-Patient Communication Patient/Family Education 	<ul style="list-style-type: none"> HPV / Age 13 Measure Definition & Quality Improvement Overview – Slide Deck HPV Provider and Parent Education Resources Worklists to Target Overdue Patients 12-13 Years Old (see Innovaccer Worklist Quick Guide) Use the HPV Patient Outreach Report to Review Compliance Detail of 12-13 Year Olds Collaboration for Vaccine Education & Research (CoVER) Resource for Provider & Care Team HPV Education Initiating HPV at Age 9 	<ul style="list-style-type: none"> Improvement takes significant amount of time (Why: 2 HPV immunizations needed over 6 months; patients only included <u>after</u> turning 13 years old) 	<ul style="list-style-type: none"> Aetna Blue KC
Immunizations Age 2 (DTap, IPV, MMR, Hib, VZV, PCV, RV, Hep B, Hep A, Flu)	<ul style="list-style-type: none"> Standardization of Vaccination Administration within Practice (i.e. what products administered at each standard well visit up to 2 years old) Patient/Family Education Targeted Patient Outreach Care Team Education to Increase Immunization Confidence (Body Swaps/ AAP Virtual Training Module) 	<ul style="list-style-type: none"> Immunization Age 2 Definition & Key Learnings – Slide Deck Use Innovaccer Worklists to Target Patients 18-24 Months with Missing Age 2 Immunizations (see Innovaccer Worklists Quick Guide) Use the Age 2 Childhood Immunizations Graduated Compliance Report to compare immunizations received versus expected as patients age. Age 2 Immunizations Catch Up Weekly Pre-Visit Planning Report 	<ul style="list-style-type: none"> Improvement takes significant amount of time (Why: performance evaluated based on all applicable immunizations up to age 2; patients only included <u>after</u> turning 2 years old) 	<ul style="list-style-type: none"> Blue KC



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Pharyngitis / Appropriate Testing for Children With Pharyngitis	<ul style="list-style-type: none"> Provider Education 	<ul style="list-style-type: none"> Appropriate Testing for Pharyngitis Definition Overview – Slide Deck 	<ul style="list-style-type: none"> Improvement takes significant amount of time (Why: Measure evaluated July 1st of prior year to June 30th of measurement year.) Denominator is episode-based (i.e. each pharyngitis encounter included) 	<ul style="list-style-type: none"> Aetna Blue KC
Respiratory Syncytial Virus (RSV) Antibody Protection	<ul style="list-style-type: none"> Provider Education Patient/Family Education Enhanced Coding Strategies (reference Coding Guide) 	<ul style="list-style-type: none"> RSV Measure Definition RSV Antibody Protection Coding Guide 	<ul style="list-style-type: none"> CMICS is tracking both the maternal RSV antibody given 14 days before delivery and immunization given from birth to 8 months old as compliant 	N/A
Social Determinants of Health (SDOH) Screening	<ul style="list-style-type: none"> Perform SDOH Screening at <u>both</u> well & sick visits Perform SDOH screening on paper or electronically while waiting for visit Utilize care team to screen and support follow up 	<ul style="list-style-type: none"> SDOH Screening Definition & Key Learnings – Slide Deck Blue KC Social Determinants of Health (SDOH) Screening FAQ Social Needs Screening Survey (Screening in Spanish) Social Needs Resource Guide Use InNote to Send Referrals to CBOs and Share Program Information with Patients (see Lift Up KC in InNote Quick Guide) Social Determinants of Health Screening Within Your Practice (Cigna Resource) SDOH CBO Referral Partners CBO Reference Document Lift Up KC: Super User Checklist, Poster 	<ul style="list-style-type: none"> Improvement takes significant amount of time (Why: performance based on very large denominator (all patients seen)). Include ICD-10 SDOH Z Codes on positive screens (Why: required for compliance & improves accuracy of risk score). 	<ul style="list-style-type: none"> Blue KC Cigna
Upper Respiratory Infection / Appropriate Treatment for URI	<ul style="list-style-type: none"> Provider Education Patient/Family Education 	<ul style="list-style-type: none"> URI Measure Definition & QI Overview Appropriate Treatment for Upper Respiratory Infection – Provider Quick Reference Use the CMHN URI Report to review entity/provider inappropriately prescribing antibiotics for URI Antibiotic Provider & Parent Education Resource Packet 	<ul style="list-style-type: none"> Improvement takes significant amount of time (Why: Measure evaluated July 1st of prior year to June 30th of measurement year.) Denominator is episode-based (i.e. each pharyngitis encounter included) 	<ul style="list-style-type: none"> Aetna Blue KC
Well-Child Visits in First 30 Months of Life (0-15 Months, 15-30 Months)	<ul style="list-style-type: none"> Advanced Scheduling of All Future 30 Month Well Visits Patient Outreach Appointment Reminders Sick to Well-Visit Conversions By 1-month Visit ≥ 14 Days from 3-5 Day Visit 	<ul style="list-style-type: none"> Well Visits First 30 Months Measure Definitions & Best Practices Overview – Slide Deck Use Well Visit Graduated Compliance Reports (15 Month, 15 to 30 Month) to compare actual visits to expected number of visits as patients age. 	<ul style="list-style-type: none"> Improvement takes significant amount of time (Why: performance evaluated over 15 months (6+ visits in first 15 months, 2+ visits in 15-30 months); patients only included <u>after</u> turning 15 or 30 months). 	<ul style="list-style-type: none"> Aetna Blue KC Cigna
Well-Care Annual Visits for 3-21 Years	<ul style="list-style-type: none"> Patient Outreach Appointment Reminders Sick to Well-Visit Conversion 	<ul style="list-style-type: none"> Well Visits Annually (3-21 Years) Definition & Best Practice Overview – Slide Deck Use Worklists to Target Overdue Patients (see Innovaccer Worklist Quick Guide) Use InNote to Identify Well Visit Care Gaps at Point of Care (see InNote Training Guide) 	<ul style="list-style-type: none"> Ability to improve in short term since measure simply dependent on patient receiving an annual preventive visit at <u>any time</u> during the measurement year. 	<ul style="list-style-type: none"> Aetna (3-6, 12+) Blue KC (3-21) Cigna (12+)

Overall Quality Improvement Resources (Applicable for All Measures)

- [HEDIS Quality Measure Definitions -- CMHN Payer Incentive Measures Only](#)
- [Measure Compliance Quick Reference Billing & Coding Guide](#)
- [CMHN PCP Patient Panel Worklist Quick Guide](#)
- [Innovaccer Patient Worklists](#) - Use to Target & Prioritize Patients with Particular Gaps in Care (see [Innovaccer Worklist Quick Guide](#))

General Clinical Practice Guidelines & Resources

- [Recommendations for Preventive Pediatric Health Care \(Bright Futures / American Academy of Pediatrics\)](#)
[Recommended Immunization Schedules for Persons Aged 0 Through 18 Years \(CDC / AAP\)](#)