

PERFORMANCE IMPROVEMENT PROJECTS (PIPs) AND QUALITY IMPROVEMENT PROJECTS (QIPs)

UPDATED ON 07/11/11

PERFORMANCE IMPROVEMENT PROJECTS (PIPs)

PROJECT AND PURPOSE	PROJECT CYCLE	INTERVENTIONS
<p>COLON CANCER PIP: MSHO, PMAP, MNCARE, MSC+, SNBC Improve the colorectal cancer screening rate for the study population in targeted clinics.</p>	2011-2013	<ul style="list-style-type: none"> ▪ Provide process improvement and technical assistance to partner clinics. ▪ Provide training on clinical practice guidelines to providers and clinic staff. ▪ Provide annual updates to providers on colorectal cancer screening rates. ▪ Supply providers with tools to promote colorectal cancer screening to diverse patient populations.
<p>BLOOD PRESSURE CONTROL FOR MEMBERS WITH DIABETES PIP: PMAP, MNCARE, MSHO, SNBC Increase the proportion of members with diabetes who have blood pressure in control as measured by the HEDIS Comprehensive Diabetes Care (CDC) 130/80 Blood Pressure measure in adults ages 18 through 75 years.</p>	2010-2013	<ul style="list-style-type: none"> ▪ Raise members' awareness of blood pressure control. ▪ Influence primary care provider practice patterns by providing tools and resources. ▪ Educate care coordinators and support their interactions with members by providing tools and resources. ▪ Partner with internal stakeholders and external organizations to reinforce member, provider, and care coordinator interventions.
<p>NEW MEMBER UTILIZATION OF PREVENTIVE CARE PIP: PMAP, MNCARE, GAMC, MSHO, SNBC Increase the utilization of clinical, preventive care visits by new, community-based populations within the first six months of enrollment in health plan.</p>	2009-2011	<ul style="list-style-type: none"> ▪ Promote new member awareness of health plan preventive care benefits. ▪ Encourage new member preventive visit utilization. ▪ Reinforce new member patient-provider relationship. ▪ Provide new member educational materials. ▪ Provide supportive resources to care coordinators.
<p>HUMAN PAPILLOMAVIRUS (HPV) PIP: PMAP, MNCARE, GAMC Promote Human Papillomavirus (HPV) vaccination to prevent cervical cancer for MHCP females 11-12 years of age.</p>	2008-2011	<ul style="list-style-type: none"> ▪ Promote the benefits of HPV vaccination to parents. ▪ Forge partnerships with providers to complete vaccinations. ▪ Ensure awareness of HPV for the prevention of cervical cancer.
<p>ASPIRIN THERAPY PIP: MSHO, MSC+ Increase the rate of aspirin therapy in patients with a diagnosis of ischemic heart disease and/or diabetes mellitus, ages 65 through 84.</p>	2008-2011	<ul style="list-style-type: none"> ▪ Ensure awareness of aspirin therapy. ▪ Ensure communication between health care team and member. ▪ Provide member and provider education re: OTC pharmacy benefits. ▪ Provide member resources.
<p>DIABETIC EYE EXAM PIP: MNDHO Increase the rate of diabetic eye exams in diabetic MndHO-PD members.</p>	2008-2010	<ul style="list-style-type: none"> ▪ Send bimonthly action lists. ▪ AXIS created a medical record alert which notifies care coordinators when members are due for their eye exams.

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QUALITY IMPROVEMENT PROJECTS (QIPs)

PROJECT AND PURPOSE	PROJECT CYCLE	INTERVENTIONS
<p>HYPERTENSION QIP: MEDICARE Increase the rate of blood pressure control in members with hypertension.</p>	2011-2013	<ul style="list-style-type: none"> ▪ Including a hypertension measure as part of the Pay-for-Performance Program. ▪ Provider outreach through partnerships and education. ▪ Member communications through newsletter articles.
<p>COLORECTAL CANCER SCREENING QIP: MEDICARE Increase the rate of colorectal cancer screening</p>	2010-2012	<ul style="list-style-type: none"> ▪ Member postcards. ▪ Member reminder letters. ▪ Member Customer Services hold time messages. ▪ Member newsletter articles. ▪ Provider newsletter articles.
<p>DIABETIC HYPERTENSION QIP: MEDICARE Increase the rate of comprehensive Diabetes Care BP control <130/80.</p>	2009-2011	<ul style="list-style-type: none"> ▪ Pay for Performance Program. ▪ Disease Management “Good Beats” hypertension program. ▪ Customer Services hold time messages. ▪ Member newsletter articles.
<p>DIABETIC LDL-C SCREENING QIP: MEDICARE Increase the rate of members 65 to 75 years of age with Type 1 and Type 2 Diabetes who had an LDL-C screening.</p>	2008-2010	<ul style="list-style-type: none"> ▪ Provide Pay for Performance (P4P) Program. ▪ Conduct Nurse Coaching through Disease Management Program. ▪ Provide member education. ▪ Participate in Diabetes Expo. ▪ Promote healthy lifestyle and voucher programs.

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Sustaining – PIPs and QIPs where the goal has been met and the level of achieved improvement is being maintained.

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BREAST CANCER SCREENING QIP: MEDICARE IMPROVE THE RATE OF WOMEN AGES 50 TO 74 WHO HAD A MAMMOGRAM DURING THE MEASUREMENT YEAR OR THE YEAR PRIOR.	2006-2008 Sustaining	<ul style="list-style-type: none"> ▪ Mail gift card incentives to members 40 to 69 years. ▪ Incorporate reminders in member newsletters. ▪ Continue Pay for Performance incentives. ▪ Conduct automated phone outreach messages.
CALCIUM PLUS VITAMIN D PIP: MSHO, MSC, MSC+ Increase the rate of Calcium and Vitamin D supplementation in the MSHO/MS/MS+ populations.	2007-2010 Sustaining	<ul style="list-style-type: none"> ▪ Conduct care coordinator training. ▪ Ensure Pharmacy, Primary Care, and Care Coordinator resources for prescribing dose supplementation of Ca/VitD. ▪ Provide member resources via direct mail.
COLON CANCER PIP: PMAP, MNCARE, GAMC Increase the rate of colon cancer screening in members 50-65 yrs of age.	2006-2009 Sustaining	<ul style="list-style-type: none"> ▪ Member education. ▪ P4P Program. ▪ Provide member and provider reminders. ▪ Create customer service wait time messages.
CHLAMYDIA SCREENING PIP: PMAP, MNCARE, GAMC Increase the rate of Chlamydia screening in sexually active women 16- 25.	2007-2009 Sustaining	<ul style="list-style-type: none"> ▪ P4P program. ▪ Conduct education for both providers and members.
DIABETIC LDL-C CONTROL <100MG/DL QIP: MEDICARE INCREASE THE RATE OF MEMBERS 65 TO 75 YEARS OF AGE WITH DIABETES (TYPE 1 AND TYPE 2) WHO HAD AN LDL-C CONTROL <100MG/DL.	2007-2009 Sustaining	<ul style="list-style-type: none"> ▪ Include in Pay for Performance program. ▪ Conduct Nurse Coaching through Disease Management. ▪ Conduct member education. ▪ Participate in Diabetes Expo. ▪ Conduct health promotion through select programs. ▪ Provide incentive vouchers.
PNEUMOCOCCAL (PPV) PIP: MSHO INCREASE THE RATE OF PNEUMOCOCCAL VACCINATIONS IN THE MSHO COMMUNITY POPULATION.	2006-2009 Sustaining	<ul style="list-style-type: none"> ▪ Ensure Care Coordinators refer members for vaccination. ▪ Provide member and provider education. ▪ Promote PPV in tandem with flu shots.