

# Quality Insider



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## Improving Outcomes for Senior Whole Health Members

*Senior Whole Health of Massachusetts is proud to partner with our network practitioners to provide excellent care to our members. This Quality Insider newsletter focuses on two new Quality projects and promotes our Clinical and Preventive Health Guidelines. Thank you for your continued collaboration as we work to improve outcomes for our members!*

## MassHealth Performance Improvement Projects (PIPs)

New Quality projects are currently underway! Senior Whole Health (SWH) is excited to announce two PIPs underway at SWH to help improve health outcomes for our members. Our first project is focused on increasing Flu vaccination rates among our members through interventions with SWH members and network providers, known as the “Flu PIP.” Our second project is aimed at improving the rate of member follow-up after discharge from inpatient settings, known as the “Transitions of Care PIP.” The Quality Department at SWH is encouraging your practice to utilize the available resources and information distributed to our providers in order to support these efforts and improve health outcomes.

## Flu Vaccination PIP

SWH is working hard to increase flu vaccination rates among our members, with a special focus on addressing racial disparities. SWH has participated in promoting flu clinics in coordination with community partners, local and ethnic pharmacies, and housing authorities within the communities of our members during the 2021-2022 flu season. We would like providers to continue to encourage members to get vaccinated throughout the flu season.

We are also working with some of our provider groups on a flu gap list activity, with a goal of closing gaps for unvaccinated members. Information and gap lists were sent out to providers involved with this initiative, and we would like to remind you to complete the gap list per the instructions in the cover letter.

We encourage providers to utilize tried and true as well as out-of-the-box strategies to promote flu vaccination to members. Some ideas recommended by MassHealth include: workflow integration that includes Medical Assistants and receptionists in discussions about the importance of vaccinations, using existing text messaging as opportunities to also remind members of the importance of flu vaccinations, and directing members to available sites where vaccinations can be accessed within their communities. Other strategies may include call-hold messaging promoting flu vaccination and placing multicultural themed educational posters

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promoting the flu vaccine in multiple languages on the walls in your office. The Centers for Disease Control (CDC) offers many resources for download or use.

<https://www.cdc.gov/flu/resource-center/freeresources/graphics/infographics.htm>

<https://www.cdc.gov/flu/resource-center/freeresources/multi-language-factsheets.html>

## Transitions of Care PIP

For our Transitions of Care Performance Improvement Project (PIP), we are focusing on the HEDIS measure related to Transitions of Care - Patient Engagement After Inpatient Discharge. The focus of this measure is to improve rate of member follow up with their PCP within 30 days of discharge to home from a healthcare facility such as LTAC, hospital inpatient, SNF, etc. We are hoping to focus in on the population of members who are least likely to engage. Specific areas of focus, which were determined by member and provider surveys, include enhancing communication with members and providers, educating members on the importance of follow up, and mitigating barriers to follow up such as transportation challenges. We plan to modify and improve the members' care plans to coincide with these areas of focus. In addition, we plan to modify and improve the member outreach questions conducted by nurse care managers during the transition of care call to ensure inclusion of the areas of focus.

As a part of this project, SWH would like to remind providers of the Interpreter Services available for you when working with our members. This is a complimentary resource available to all Molina network providers for use with members during visits in their office practices. This service is also available to you for telephonic and virtual/video visits when needed for communicating with our non-English speaking members. The interpreter service may be reached by calling SWH Member Services at 888-794-7268 (TTY: 711) and requesting an interpreter for the language needed.

More information can be found on our website at: [Culturally and Linguistically Appropriate Resources | SWH \(molinahealthcare.com\)](#)

## Updates to Clinical Practice Guidelines / Preventive Health Guidelines!

As you may have seen in our Fax Blast sent out in November 2021, Senior Whole Health has recently adopted clinical practice and preventive health guidelines to support your practices. These guidelines and other resources are now available on the SWH of Massachusetts Provider website. They can be located in the Provider section under 'Health Resources' located at:

[Clinical Practice Guidelines | SWH \(molinahealthcare.com\)](#)

[Preventive Health Guidelines | SWH \(molinahealthcare.com\)](#)

Some of the new guidelines include topics such as Bipolar Disorder, Chronic Kidney Disease, Anxiety/Panic Disorder, Opioid Management, Substance Abuse Treatment, Sickle Cell Disease, Trauma-informed care, and numerous others. Please check them out and work to incorporate the guidelines into your practices. As new guidelines are adopted or updated, they will be uploaded to the website, so please check back periodically to see what is new!