

## Quality Improvement Strategy: Summary 2019 Submission

**Issuer Name:** Molina Healthcare of Washington

**QHPs to which this Quality Improvement Strategy (QIS) applies:**

- 84481WA0060001
- 84481WA0060002

**QIS Title:** Improving Diabetes Care among Marketplace Enrollees through Multifaceted Strategies Including the Use of Member Incentives

**QIS Topic Area:**

- Improve Health Outcomes
- Implement Wellness and Health Promotion Activities

**QIS Description:**

The goal of this QIS is to improve health outcomes by increasing the percentage of enrollees with diabetes who have their Hemoglobin A1c (A1c) levels less than 8 percent and who have had a retinal eye exam during the measurement year. Every percentage point drop in A1c results reduces the risk of microvascular complications (eye, kidney, nerve diseases) by 40%. In addition, screening for diabetic retinopathy can help initiate treatment earlier to prevent vision loss. We plan to use a multifaceted approach to encourage improved A1c control and completion of retinal eye exams to meet our goals.

**Rationale for QIS:**

By the end of 2017, we had a total of 39,310 Marketplace enrollees and approximately 4.74% of them had diabetes. Performance rates for the HEDIS retinal eye exam and A1c control measures are significantly lower than national benchmarks. Additionally, the data indicate racial/ethnic disparities. This QIS aims to improve overall diabetes management specifically through increasing A1c control and diabetic retinopathy screening rates, and help to reduce disparities that may exist among the groups.

**Activities that Will Be Conducted to Implement the QIS:**

- New in 2018, quality-based gift cards will be provided to enrollees contingent upon obtaining an annual well check-up.
- Develop and distribute diabetes provider toolkit to providers.
- Distribute gap in care reports that include performance on diabetes-related measures.
- Use provider engagement teams to educate providers on the diabetes measures and enrollee incentives.
- Develop and distribute culturally and linguistically sensitive materials on the importance of diabetes care for enrollees and providers.
- Educate enrollees on wellness and health promotion activities through printed educational materials, telephonic contact, and provider interactions.
- Conduct enrollee outreach calls to encourage completion of diabetes services by assisting enrollees with scheduling appointments with providers.

### **QIS Goal 1:**

The first goal of this QIS is to improve the quality of care among Marketplace enrollees with diabetes by increasing the percentage of enrollees who receive a diabetes retinal eye exam to achieve the National 50<sup>th</sup> percentile for this HEDIS measure by 2021. Achieving this goal will improve the health outcomes of our enrollees with diabetes by initiating treatment earlier to prevent vision loss.

#### **Measure(s) used to track progress of Goal 1:**

- HEDIS Measure: Eye Exam (Retinal) Performed
- Denominator: Enrollees with diabetes (type 1 or type 2) age 18-75 years who were continuously enrolled during the measurement year.
- Numerator: Enrollees who had an eye screening for diabetic retinal disease. This includes a retinal or dilated eye exam by an eye care professional during the measurement year.

#### **How measure reflects progress toward Goal 1:**

We will collect monthly data for the HEDIS diabetes retinal eye exam measure to allow adequate tracking of performance on the percentage of enrollees who have received a diabetes retinal eye exam compared to the target goals. Baseline rates were set using final Measurement Year 2017 rates (HEDIS 2018). Interventions will be evaluated for effectiveness and adjusted to meet continuous quality improvement goals. Performance improvement on the diabetes retinal eye exam measure will help to ensure the highest quality of care among Marketplace enrollees with diabetes and reduce complications from diabetes retinopathy.

### **QIS Goal 2 (if applicable):**

The second goal of this QIS is to improve the quality of care among Marketplace enrollees with diabetes by increasing the percentage of enrollees with diabetes who have their A1c levels in control (less than 8%) to achieve the National 25<sup>th</sup> percentile for this HEDIS measure by 2021. Achieving this goal will improve the health outcomes of our enrollees with diabetes by reducing the risk of microvascular complications.

#### **Measure(s) used to track progress of Goal 2:**

- HEDIS Measure: A1c Control <8
- Denominator: the eligible population: all enrollees age 18-75 years, continuously enrolled during the measurement year with a diagnosis of diabetes based on administrative claims.
- Numerator: All eligible enrollees who received an A1c test performed during the measurement year, as identified by claim/encounter or automated laboratory data. The numerator is compliant if the most recent A1c level is <8.0%.

#### **How measure reflect progress toward Goal 2:**

Collect data monthly for the HEDIS diabetes A1c control (<8%) measure to allow adequate tracking of performance on the percentage of enrollees that have their most recent A1c level during the measurement year at less than 8%. Baseline rates were set using final Measurement Year 2017 rates (HEDIS 2018). Interventions will be evaluated for effectiveness and adjusted to meet continuous quality improvement goals. Improvement in performance on the diabetes A1c control measure will help to



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ensure the highest quality of care among diabetes Marketplace enrollees to reduce the risk of complications from diabetes.