



Proactive Quality Measurement Shows Impact of Managed Care Initiatives

Georgia DCH is true to their mission to provide access to affordable, quality healthcare through effective planning, purchasing, and oversight.

One of the ways they serve this mission is to use data to evaluate quality of care for the more than 1.6 million Medicaid managed care members in the state.

HIGHLIGHTS

Location:
Atlanta, GA

Scope and Services:
Georgia Department of Community Health (Georgia DCH) manages the Medicaid program which provide services to an average of 2 million members combined.

Solutions:
DataProbe®
Advantage Suite

In June 2006, Georgia DCH implemented managed care for two of their populations — Low Income Medicaid and PeachCare for Kids®. As part of their commitment to providing quality healthcare, Georgia DCH conducts an annual review of Healthcare Effectiveness Data and Information Set (HEDIS) metrics aimed at evaluating access and quality of care. But it was time to take this analysis to the next level to better serve their populations.

Course of Action

Intent on reaching their measurement goals, Georgia DCH engaged Truven Health AnalyticsSM to derive more than 45 measures using strict guidelines from HEDIS and the Agency for Healthcare Research and Quality (AHRQ). The analysis was generated for three separate years so the state could see how their managed care program has impacted quality of care. They also set out to track population health over time.

All HEDIS-based measures were completed using a NCQA-certified software package called Quality Spectrum Insight from Catalyst Information Technologies, Inc. The software allowed Truven Health to derive highly accurate results that could be compared across both other state and nationwide benchmark standards. All AHRQ measures were derived using Truven Health proprietary data support tool DataProbe, which followed strict AHRQ technical specifications and guidance.

The analysis looked at stratifications by the following populations:

- Managed Care — Low Income Women and PeachCare for Kids populations
- Disease Management — Georgia Medicaid Management Program (GAMMP) and Georgia Enhanced Care (GEC) populations (aged/blind/disabled)
- Combined — Total Medicaid population including managed care and disease management populations combined

“Programs such as these that incorporate technology can streamline administrative processes and increase cost-effectiveness,”

Jerry Dubberly
Georgia Medicaid Chief

Results

The final report included more than 45 total measures, each of which followed the most stringent and accurate guidelines possible. The state was able to compare these results to those of other states and submit to CMS as a proxy of quality improvement and outcomes within the state Medicaid system. All methodologies, source code, and results were also validated by the state’s External Quality Review Organization.

Because of this initiative, Georgia DCH was nationally recognized for their efforts in quality measurement and reporting. In the 2011 Health and Human Services Annual Report on the Quality of Care for Children in Medicaid and CHIP1, Georgia was the only state spotlighted. Some of the highlights mentioned:

- Georgia reported 18 of the 24 initial CHIPRA metrics in FFY 2010 (more than any other state).
- Georgia attributed its success to the active use of measures in their managed care contracts, auto-assignment process, and quality improvement initiatives.
- Georgia has taken a proactive role in designing its data systems to support quality measurement reporting including fee-for-service and managed care comparisons. Additionally Georgia uses HEDIS-certified software to ensure measures comply with complex specifications.

FOR MORE INFORMATION

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