Meeting Objectives

As Tennessee’s designated External Quality Review Organization (EQRO), Qsource facilitates health plan meetings to benefit TennCare and its managed care contractors (MCCs). These triannual meetings provide opportunities for learning from guest subject-matter experts who share success stories and best practices, for networking to stay abreast of pertinent topics to Medicaid and managed care, and for earning continuing education units (CEUs) toward nursing and the Certified Professional in Healthcare Quality (CPHQ).

Objectives for the September meeting were the following:

♦ Learn about the impact of readmission on care, cost, and health outcomes; the need for care coordination communities; and how to successfully plan and implement readmission reduction strategies

♦ Get informed on the history, mechanism, and effectiveness of Silver Diamine Fluoride treatment

♦ Understand the federal ASH forms for providers to use and how to timely and accurately complete them

♦ Understand the goals, activities, and impact of the Adolescent Screening Workgroup (ASW)

Presentation Summaries

It Takes a Village, Coordination of Care Across Communities
Betty DeBlasio, RN, and Corley Roberts, MHA—Quality Improvement Advisors, Qsource

♦ Each hospital readmission represents a breakdown in care, a patient safety concern, and an opportunity to eliminate wasteful spending. Thus, we have the opportunity to focus on system-level changes while targeting scarce resources toward patients for whom the current delivery system works least well.

♦ Qsource’s readmissions reduction project identifies geographic patterns of healthcare utilization from avoidable readmissions within five Metropolitan hospital referral regions (HRRs) across Tennessee. The overall purpose of the project is to engage community stakeholders in discussions concerning shared accountability for population health outcomes and healthcare expenditures.

♦ As part of the atom Alliance, Qsource’s goals for care coordination include reducing Medicare hospital admissions and readmission rates 20% by 2019, increasing Medicare patients’ number of nights spent at home post-discharge by 10%, and reducing adverse drug events (ADEs) from uncoordinated transitions of care since more than 50% of readmissions are related to some type of medication mistake.
Qsource helps communities by providing support for meetings and care coordination activities, for establishing and using protocols and procedures to trace ADEs, and for implementing evidence-based interventions to reduce hospital admissions and readmissions. In addition, Qsource tracks progress using real-time and claims-based data, preparing data feedback reports, providing technical assistance, and sharing the collective tools and resources of atom Alliance.

Silver Diamine Fluoride, Implications for Dentistry

Dr. Michelle Pardue, DDS—Director of Oral Health, Metro Public Health Department

- Silver diamine fluoride (SDF) targets caries as infections by killing bacteria and deactivating enzymes that break down dentin. It also helps prevent further damage by remineralizing damaged teeth and blocking dental tubules to protect tooth pulp, thus decreasing dentin hypersensitivity.
- Because it only requires one application, SDF has the potential to expand caries treatment for patients with limited access to care, such as disabled and/or young patients, uncooperative patients, and patients living in assisted-care facilities and/or with lesions that are difficult to reach.
- Treatment concerns include silver allergy, staining, and lack of parental consent or understanding. SDF does not restore tooth form lost to decay, so caries still need to be restored for optimal function.
- Advantage Arrest™ has FDA approval for hypersensitivity treatment and can be used off-label for caries treatment. As of January 2016, the treatment can be billed to insurance as a caries-arresting medicament. The medication costs $129 per bottle, each with 250 drops. Treatment requires 1–2 drops at a rate of 52 cents per drop. TennCare will reimburse $29 per application, up to two applications in 30 days, and a lifetime maximum of four treatments.

ASH Documentation Review

Peggy Thomas, RN—Director of Performance Review and Improvement, TennCare

- Abortion, sterilization, and hysterectomy (ASH) documentation review ensures compliance with state and federal regulations in accordance with the current TennCare Contracts and Title 42 of the Code of Federal Regulations (CFR), including proper completion of required ASH forms. Failure to follow applicable regulations, and properly complete and maintain specific forms may result in sanctions.
- TennCare and CoverKids contracted with Qsource to conduct annual ASH reviews during the first three weeks in November. The list of 2017 ASH codes was reviewed and approved by MCO and HPA staff, and ASH review includes inter-rater reliability (IRR) testing.
- Each MCO and HPA receives a letter from Qsource that includes the date(s) of the review and a list of member records to be reviewed. Each MCO and HPA uploads the electronic records on the secure Qsource Xchange website.
♦ Medical records should include at least the federal consent form, admission history and physical, pre-
and post-operative notes, discharge summary, coding and payment documentation, court orders and
police reports (if applicable), and any other relevant documentation used to approve payment.

ASW: A Collaborative Approach to Patient Outreach

Vickie Duncan, RN—Acting Director of Quality Oversight, TennCare

♦ The Adolescent Screening Workgroup (ASW) is a TennCare-facilitated collaborative that organizes
adolescent screening events with providers across the state.

♦ The ASW includes MCCs and the Tennessee Department of Health, and aims to increase adolescent
EPSDT and dental screening rates. The target population includes members ages 12–20 years in five
target counties—Davidson, Hamilton, Knox, Rutherford, and Shelby.

♦ The ASW hosts screening events that include a kick-off at one office location and a month-long campaign
at multiple co-locations. Kick-off events offer free healthy snacks/drinks, gift cards, nail salon services,
school supplies, a game truck and coloring station, and drawings for devices like Fitbit® and Xbox. During
the previous four campaigns, a total of 8,105 EPSDT screenings and 138 dental screenings were
completed.

Meeting materials will remain available through the event webpage briefly, and through our EQRO Division.

Next Time: We look forward to seeing you at Qsource’s next
TennCare Health Plan Meeting February 13, 2018.

Note to attendees

While our shared goal has always been to improve the quality of care and services provided to TennCare members, this program was informed by your feedback and suggestions, and carefully designed by Qsource and TennCare to cover topics relevant to the requirements, needs and concerns of your health plan. It is our hope that you will find the presentations both helpful and informative when preparing procedures and crafting policies. This document contains highlights for a quick refresher on the day’s speakers and topics.