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## Meeting Highlights

**TennCare Health Plan Meeting, February 5, 2019**

### 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 can share success stories and best practices, for earning nursing and the Certified Professional in Healthcare Quality (CPHQ) continuing education units (CEUs), and for networking to stay abreast of pertinent topics to Medicaid and managed care. [Objectives for February](#) attendees were the following:

- ◆ Understand healthcare utilization tied to sickle cell disease from the CMS special project
- ◆ Describe the impacts of school-based mental health supports and services in Tenn.
- ◆ Explain how the AHA's Target: BP™ blood pressure control initiative works
- ◆ Discuss the ways opioid prescribing patterns can drive quality improvement
- ◆ Discover how Memphis FitKids links health behaviors and lifestyle to improve kids' fitness

## Sickle Cell Disease—A Special Innovation Project

**Frances Richardson, BSN, RN, CPHQ—QI Initiatives Manager and Sickle Cell Lead, Qsource**

- ◆ Sickle Cell Disease (SCD) is associated with health outcome disparities such as increased hospital readmissions, risk of stroke, and wait times to see doctors and get pain medication due to the stigma associated with SCD chronic pain. Patients also have shortened life expectancies, and most are Medicaid members.
- ◆ The Centers for Medicare & Medicaid Services (CMS) [Special Innovation Project](#) was awarded in 2016 to educate healthcare providers and SCD patients in the Memphis, Tenn. area. Activities have included face-to-face provider training, patient learning sessions, and a pilot of the [SCDCare](#) tool to enhance communication between patients and providers.
- ◆ Between 2014 and 2017, patients had access to 14 learning sessions, and 300 providers were educated. Both hospital admissions and emergency room (ER) visits decreased—admissions from 1.42 to 0.81 visits per patient, and ER visits from 4.62 to 3.22 visits per patient.
- ◆ Future plans include continuing to link patients with resources and promote alignment with current National Heart, Lung, and Blood Institute ([NHLBI](#)) best-practice guidelines, as well as encouraging hospitals to collaborate with post-acute/outpatient providers. As the program expands to a national level, new partners will be needed to help establish and lead educational events, collect data, and implement guidelines to improve ER care for SCD patients.

## Tennessee Comprehensive School-Based Mental Health Model and Youth Mental Health First Aid/Mental Health First Aid Overview

**Janet Watkins, MA—Project AWARE Training Director; and Sara Smith, MS—TN AWARE Director, TN Department of Education**

- ◆ One in five youth experience a mental health issue—half before the age of 14 years—but 79% do not seek help. Students with a mental illness are more likely to drop out of school, not pursue secondary education, and/or commit suicide compared to their peers without a mental illness. Last year, Tenn. ranked 50th in the rate of youth with depression who did not receive any mental health treatment.
- ◆ In a 2017 survey completed by Tennessee high school students, females were more likely than males to report feeling hopelessness and/or seriously consider, make a plan for, and/or attempt suicide. Hispanic students were more likely than Caucasian and African-American students to participate in these actions.
- ◆ The [Mental Health First Aid](#) programs are based on the Multi-tiered System of Supports Model, which promotes collaboration to help identify issues, implement interventions, and measure progress. The programs are included in Substance Abuse and Mental Health Services Administration (SAMHSA)'s National Registry of Evidence-based Programs and Practices.
- ◆ Mental Health First Aid is a public education program that uses role playing to introduce participants to risk factors and warning signs of mental health problems and ways to provide appropriate support. The goal of the National Council of Behavioral Health is to make the program as common as traditional First Aid and cardiopulmonary resuscitation (CPR) are today.

- ◆ [Youth Mental Health First Aid](#) teaches adults who regularly interact with adolescents how to help those who may be experiencing a mental health or addiction challenge. As of January 1, 2019, a total of 4,737 certified trainers (or First Aiders) had been trained and 14,129 youth connections for assistance have been made.

## Target: BP Program

### **Denise Costanza, BA—Vice President of Health Strategies, Am. Heart Association (AHA)**

- ◆ The AHA and the American Medical Association (AMA) partnered to launch [Target: BP](#) in 2015 to improve blood pressure (BP) control and build a healthier nation by urging medical practices, health service organizations, and patients to prioritize BP control, thus reducing the frequency of heart attacks and strokes.
- ◆ The MAP Framework is used to promote accurate BP measurements, act quickly to address high readings, and partner with patients and their families to establish self-monitoring and management.
- ◆ The program's website includes thousands of resources for participants, such as team-based activities, training videos, practice assessment tools, individualized improvement assessments, and webinars.
- ◆ Annual data submission requires total patient population by age and gender, number of patients with hypertension, and the number whose high BP is controlled. Ethnicity data is optional.
- ◆ Practices that achieve a 70% control rate are recognized for their achievement by AHA and AMA. Participation recognition is also given to practices that register for the program and submit data.

## Current Qsource Opioid Activities and Collaboration Opportunities

### **Amanda Ryan, PharmD—Clinical Pharmacy Specialist, Qsource**

- ◆ Dually eligible members (dual eligibles) receive more opioid prescriptions with higher doses and a longer supply in days compared to non-dual Medicare members.
- ◆ [atom Alliance](#) works with over 750 providers on medication safety, has implemented 18 active opioid-related interventions, and provides education concerning opioid characteristics and usage and alternative pain management strategies, as well as tools for locating drug take-back sites.
- ◆ Medicare Part D data was used to develop provider-specific opioid dashboards, which can be used to track opioid dosage, strength, days supply, number of prescriptions per member. These values can be compared to peer and state rates.
- ◆ Anticipated opioid work in the Quality Innovation Network-Quality Improvement Organization (QIN-QIO) 12th Scope of Work includes continued public opioid education through billboards, a website, and social media.
- ◆ Multiple opportunities for focusing on dual eligibles are available, such as aligning goals and interventions across organizations in Tenn., aligning measures for provider performance tracking and outcomes assessment, targeting outreach to opioid prescribers, and supporting pharmacist usage of the Prescription Drug Monitoring Program (PDMP).

## [Memphis FitKids: A Web-Based Application to Improve Children's Health](#)

**Cem Akkus, PhD—Graduate Research Assistant, University of Memphis,  
School of Public Health**

- ◆ Obesity has nearly tripled among youth over the past 30 years, leading to \$152 million in direct healthcare costs and \$73 billion in indirect costs, such as lost productivity, work absence, and higher insurance premiums and compensation.
- ◆ The [5210 Healthy Children](#) recommendations, nutritious food distribution programs, and active familial lifestyles decrease the likelihood of child obesity and contribute to long-term health and well-being. Active children are associated with active parents, and these children often have higher test scores and education levels, are more successful in the workplace, have a reduced risk of developing chronic diseases, and refrain from risky behaviors such as smoking and drug use.
- ◆ Nearby parks and safe walking routes increase the likelihood of healthy adulthood weight, while living in violent neighborhoods hinders children's ability to exercise due to increased time indoors. Programs such as [Safe Routes to School](#) and [Safe Streets Baltimore](#) have helped improve the safety of neighborhoods by facilitating safer walking and biking routes and contributing to a reduction in neighborhood homicides and nonfatal shootings. Continued public funding is needed to sustain and expand such programs.
- ◆ [Memphis FitKids](#) is a mobile-friendly website that includes a health assessment questionnaire accompanied by individualized results and recommendations, which parents can use to facilitate communication with their children's doctors. The website also features a geographic information system (GIS) component that pinpoints locations to receive healthcare, participate in healthy activities, and purchase healthy foods.

Meeting materials will remain available through the [event webpage](#) briefly, and through our [EQRO Division](#) Webpage.

**Next Time:** We look forward to seeing you at Qsource's next TennCare Health Plan Meeting on June 25, 2019.

*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. Contact Qsource with suggestions or questions at 615.244.2007.*