

**AHCCCS Targeted Investments Program**

# **Adult Quality Improvement Collaborative**

**Dr. Sara Salek  
Dr. William Riley**

**TIP Year 5: Session #9  
August 10, 2021**



# Disclosures

- Dr. Sara Salek is Chief Medical Officer at AHCCCS



# Agenda

TIME	TOPIC	PRESENTER
11:30 AM – 11:45 AM	Introduction & Updates	Kailey Love
11:45 AM – 11:55 AM	Diabetes Screening Overview	Dr. Sara Salek
11:55 AM – 12:40 PM	<p>Diabetes Screening Provider Best Practices</p> <p>Discussion Questions:</p> <ol style="list-style-type: none"><li>1. Please briefly describe your organization.</li><li>2. Please describe briefly your current process for the diabetes screening measure.</li><li>3. Please identify the three major reasons why the diabetes screening measure is not completed.</li><li>4. Please identify the most important lesson(s) from your counterpart presentation.</li></ol>	<p>Facilitator: Dr. William Riley</p> <ul style="list-style-type: none"><li>• Copa Health: Jacqueline Webster, Michael Franczak, Aaron Scrignar</li><li>• Intermountain Centers: Kyle Lininger, Sarah Germain</li></ul>
12:40 PM to 12:55 PM	Discussion	All
12:55 PM to 1:00 PM	Next Steps	Kailey

# Update: TI Year 4 Milestone Results

- Final TI Year 4 performance distributed via email in July 2021
- AHCCCS and ASU applied a “COVID adjustment” to the original Year 4 targets
  - Blinded process
  - Details sent via email
- Adjusted targets shown on dashboard for TI Year 4

# Learning Objectives

1. Identify failure modes for diabetes screening
2. Describe different approaches to accomplishing diabetes screening
3. Discuss alternative strategies for how to overcome barriers to the diabetes screening measure



# Diabetes Screening Overview

- Atypical antipsychotics are commonly and increasingly prescribed in the United States as first line treatment for psychotic disorders, bipolar disorder and non-psychotic conditions
- Cardiometabolic effects of atypical antipsychotics have been associated with several side effects:
  - Weight gain and obesity
  - Hypertension, lipid, and glucose abnormalities
  - Long-term impact include adult obesity, metabolic syndrome, cardiovascular morbidity

# American Diabetes Association/ American Psychiatric Association Consensus Guidelines

Table 1 – Metabolic monitoring parameters based on American Diabetes Association/  
American Psychiatric Association consensus guidelines<sup>a</sup>

	Baseline	Week 4	Week 8	Week 12	Every 3 months thereafter	Annually
Medical history <sup>a</sup>	X			X		X
Weight (BMI)	X	X	X	X	X	X
Waist circumference	X			X		X
Blood pressure	X			X		X
Fasting glucose/hemoglobin A <sub>1c</sub>	X			X		X
Fasting lipids	X			X		X

<sup>a</sup> Personal and family history of obesity, diabetes, hypertension, and cardiovascular disease.

# Metabolic Monitoring of Antipsychotic Medications: What Psychiatrists Need to Know

**TABLE 1. After baseline metabolic parameters are obtained, suggested frequency of metabolic monitoring for patients who take antipsychotic medications<sup>a</sup>**

Parameter	Adult patients	Pediatric patients <sup>b</sup>
Personal and family history <sup>c</sup>	Annually	Annually
Lifestyle behaviors <sup>d</sup>	N/A	Each visit
Height, weight, BMI	Every 4 weeks for the first 12 weeks, then every 3 months	Each visit
Waist circumference	Annually	N/A
Blood pressure, pulse; fasting blood glucose; lipids	12 weeks, then annually	3 months, then every 6 months
Electrocardiography	Not specified	N/A

<sup>a</sup> May be conducted more frequently, as indicated.

<sup>b</sup> Other parameters, including thyroid-stimulating hormone, prolactin, and sexual/reproductive dysfunction are also recommended in pediatric patients.

<sup>c</sup> For example, obesity, diabetes, dyslipidemia, hypertension, coronary heart disease.

<sup>d</sup> For example, exercise, diet, smoking.

N/A, not available; the guidelines do not specifically address these items.





# Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD-AD)

- CMS Adult Core Set
  - CMS Core Specifications
- NCQA National Results (Medicaid HMO)

## Core Set Specifications : SSD-AD

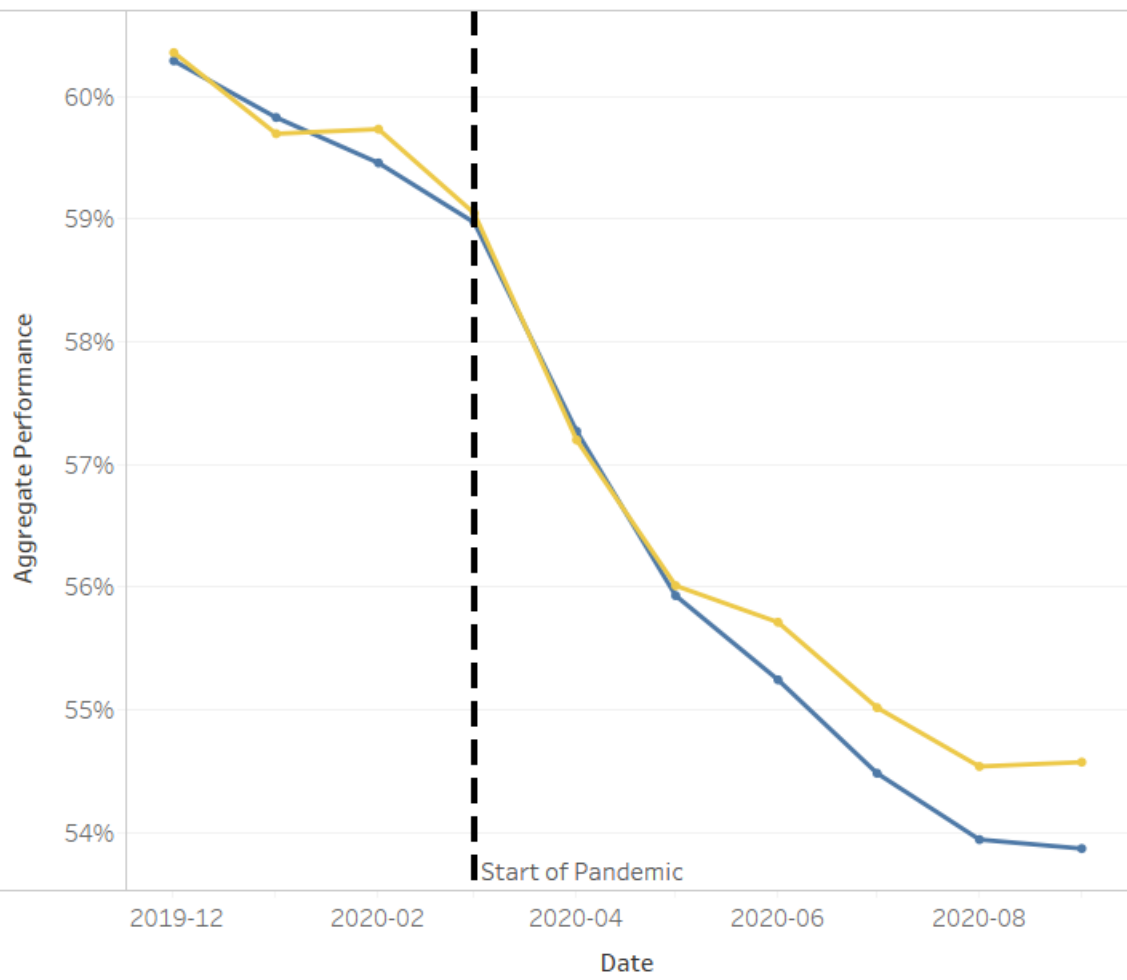
- Percentage of beneficiaries ages 18 to 64 with schizophrenia, schizoaffective disorder, or bipolar disorder, who were dispensed an antipsychotic medication and had a diabetes screening test during the measurement year
- Diabetes screening test is defined as a glucose or an HbA1c test

# Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD-AD): NCQA Mean

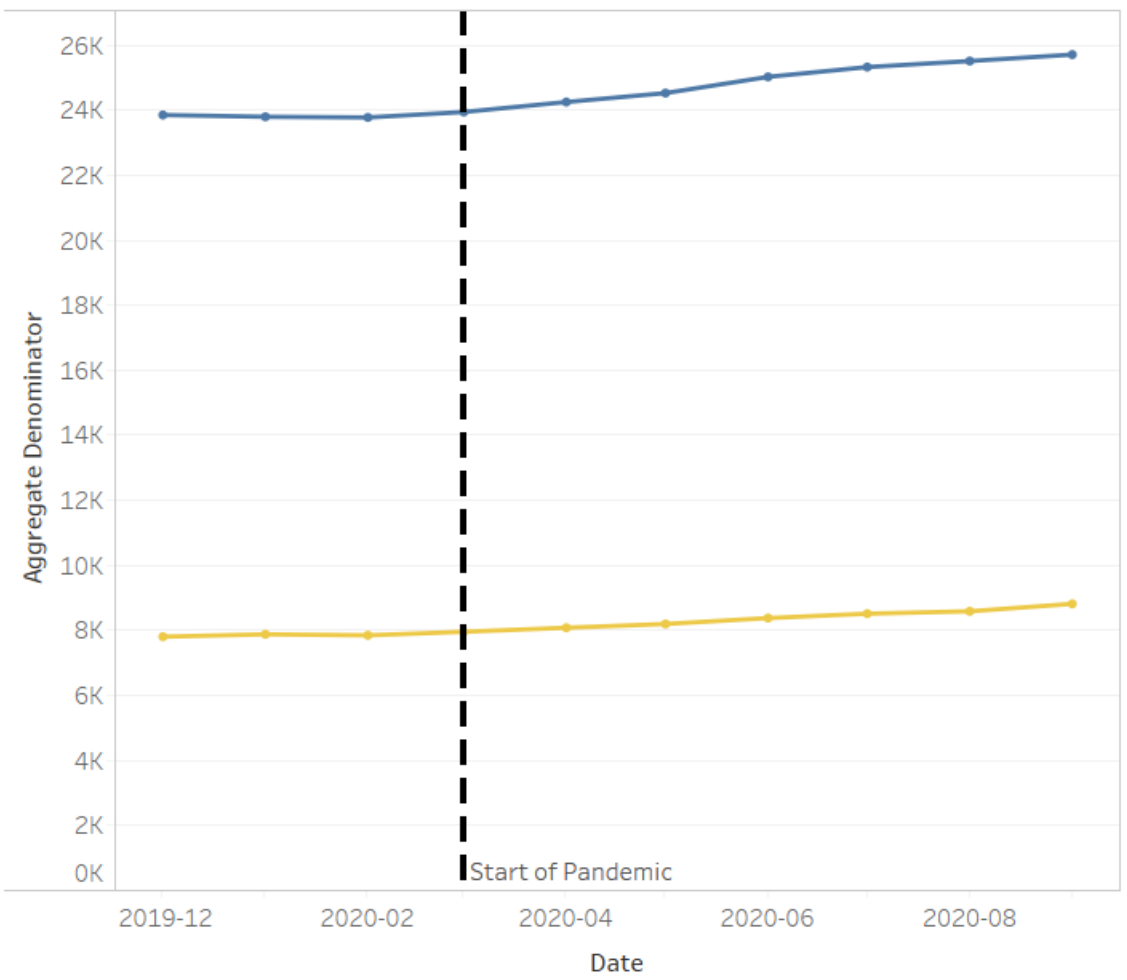
MEASURE YEAR	MEDICAID HMO
2019	81.7
2018	80.6
2017	80.8

# ADULT PCP - Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)

Aggregate performance



Aggregate denominators



TI Aggregate  
All-AHCCCS Aggregate

Provider Type  
ADULT PCP  
Measure  
Diabetes Screening ..

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**TIP August Adult QIC - Peer Presenter**

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*8/10/2021*





**Dr. Jacqueline Webster**

**Aaron Scignar**

**Dr. Michael Franczak**

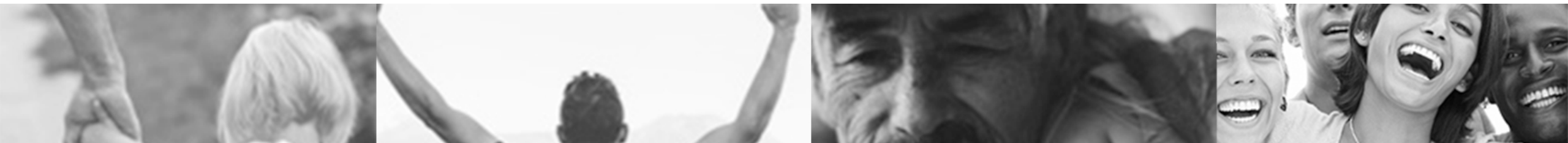
**Copa Health:  
Population Health and IT**





## **I. Integrated Health Solutions**

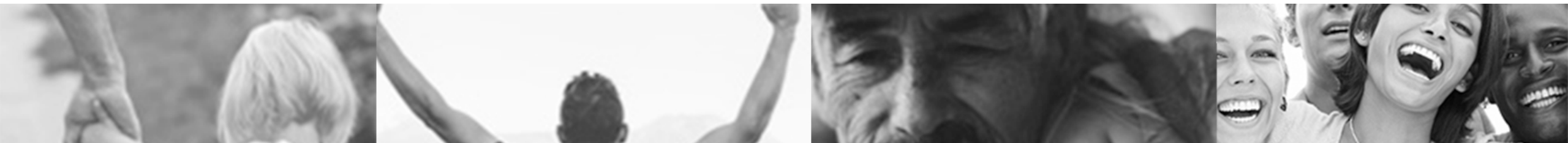
- I. Serves over 9,000 members with SMI diagnosis
- II. 5 integrated care clinics and 1 nonintegrated clinic
- III. Care teams: BHMP's, PCPs, nurses, medical assistants, partnerships with pharmacies
- IV. Offerings: Case management, health and wellness, primary care, psychiatry, Applied Behavioral Analysis, peer support/family support





## **II. Population Health and IT Collaboration**

- I. Enhance member engagement, improve member outcomes, and lower healthcare costs
- II. Support evidence-based practice and data driven decision making
- III. Utilization of AHCCCS and Copa data to drive clinical initiatives
  - I. 7 and 30 day follow up after hospitalization for mental illness
  - II. Diabetes screening for individuals using antipsychotic medications.







# Making Data Actionable

**Are annual labs** ☒ Yes ☐ No

Encounter Date: 06/26/2020 05:23 PM  
HbA1c Value: 99  
Info Source: Other Provider Records  
Labs Date: 06/26/2020  
Order Current: / /  
Scheduled Date: / /  
Reason Not Scheduled: / /

**Client**

**Coordination**

**Labs/Orders/Injections /**

**Current**

Transitioning into ca Summary of care rec ☒ Comment ☐ No medication ☐ Medications reconcile

Last/Asst Type	Ref Date	Brand Name	Dose	Rx Quantity	Rx Refills	Sig Desc
	06/15/2021	CLONAZEPAM	0.5 mg	0	0	take 1 tablet by oral route 2 times every day
	/ /	INVEGA SUSTENNA	234 mg/1.5 mL	0	0	inject 1.5 milliliter by intramuscular route every 23 days
	06/24/2020	CLOZAPINE	100 mg	90	0	inhale gram by nasal route

**Order: Pending Agency** **Generate Med** **Add New Physicians** **Lab Orders**

Date/Req: 08/05/2021  
Order Desc: Laboratory  
Order Summary: Please Review Orders Module for Laboratory Orders  
Next Due Date: 02/26/2021  
Order Time: 5:20 PM

Order: Laboratory  
Order: Please Review Orders Module for Laboratory

Today's 100 **Next Due** 02/26/2021

**Date** **Med/Inj/Lab Desc** **Order Desc** **Today's Notes** **Next Due Date / Injection Site** **User** **Clear All** **Refresh**

08/05/2021 Laboratory Please Review Orders Module 100 02/26/2021

**Order**

☐ All order ☒ Diagnostic ☐ Lab order ☐ Office service ☐ Procedure ☐ Referral ☐ Other order ☐ Immunization ☐ Medication

☐ Include all orders in document

☒ Lab/Radiology Order

Status	Ordered	Completed	Order	Interpretation	Result	Patient Notified	Auth Date	Auth #
ordered	05/06/202	/ /	FOLATE					
ordered	05/06/202	/ /	PROLACTIN					
ordered	05/06/202	/ /	VITAMIN D, 25-HYDROXY					
ordered	05/06/202	/ /	HEMOGLOBIN A1C WITH EAG					
ordered	05/05/202	/ /	Ammonia 9115					
ordered	05/05/202	/ /	CBC W/ DIFFERENTIAL W/ PLATELET					

**Manage Selected**

Ordered: 05/06/2021  
Order: HEMOGLOBIN A1C WITH EAG  
Status: ordered  
Action/comment:

**Order Status** ☐ filtered on selected ☐ Sort by ☒ Order Status Detail/Action ☐ Order result edit

Date	Time	User	Order	Action
------	------	------	-------	--------

**Patient Name:** Applesseed Zzz  
**Practice:** Partners In Recovery LLC  
**Current Provider:** Partners In Recovery Provider BHT  
**Encounter Date:** 08/03/2021 11:46 AM  
**Primary Care Physician:**

**Current Medications**

Medication Name	Sig Desc	Last Refilled
Zoloft 25 mg tablet	take 1 tablet by oral route every day	
Wellbutrin XL 300 mg 24 hr tablet, extended release	take 1 tablet by oral route every day	
risperidone 1 mg tablet	take 1 tablet by oral route 2 times every day	06/27/2019
Nuplazid 34 mg capsule	take 1 capsule by oral route every day for Psychosis	
Invega Sustenna 234 mg/1.5 mL intramuscular syringe	inject 1.5 milliliter by intramuscular route every 23 days	
fluoxetine 20 mg capsule	take 1 capsule by oral route every day in the morning	
Depakote ER 500 mg tablet, extended release	take 2 tablet by oral route every day	
clozapine 100 mg tablet	inhale gram by nasal route 3 times every day as needed for Anxiety	06/24/2020
clonazepam 0.5 mg tablet	take 1 tablet by oral route 2 times every day	

**A1C Lab Completion Outcomes** **Members Overdue or Upcoming A1C Labs**

Integrated, Non-Integrated, and All Member Counts involve T19 only. United Healthcare Dual Complete counts include both T19 and NT19.

**INTEGRATED LOC (aka PCP) members w/ A1C labs done in past 12 months. Goal: 70%**

Location	Members with Completed A1C ...	Total Members Eligible for A1C ...	A1C Lab Completion Percent...
Arrowhead	185	215	86.09%
East Valley Integrated...	178	208	85.60%
Gateway	188	205	92.60%
Metro Integrated Heal...	275	342	79.80%
West Valley Campus	242	282	85.80%
West Valley Medical A...	59	52	73.00%

**NON-INTEGRATED LOC (aka BHT) members w/ A1C labs done in past 12 months. Goal: 70%**

Location	Members with Completed A1C ...	Total Members Eligible for A1C ...	A1C Lab Completion Percent...
Arrowhead	205	294	69.70%
East Valley Integrated ...	200	311	64.30%
Gateway	181	274	66.10%
Gateway ACT	55	56	98.20%
Metro Integrated Heal...	172	317	54.30%
Metro Omega	58	62	93.50%
Metro Variety	65	76	85.60%
West Valley ACT	60	62	96.80%
West Valley Campus	265	406	65.30%
West Valley Medical ACT	0	1	0.00%
Wickenburg	44	47	93.60%

**A1C Lab Completion Outcomes** **Members Overdue or Upcoming A1C Labs**

**Controls:**

Location: All  
Group: All  
Clinical Coordinator: All  
Level of Care equals: ACT, ACT GATEWAY, A...  
A1C Lab Status: Test Needed Within 90 Days, Test Overdue

**Integrated LOC** **United Dual Complete**

**Members Needing A1C Test**

GROUP	Clinical Coordinator	Member Name	ANCEES ID	Level of Care	A1C Lab Status	Appt. No Show...	Most Recent A1C Date on file
Swartz NP Samantha	Quinn BHT, Cary			SUPPORTIVE	Test Overdue	33.3%	Apr-03-2020
Luebke NP Katie	Monroe BHT, Aaron			INTEGRATED CONNECTIVE	Test Overdue	7.7%	Jun-16-2020
Plucker NP Allison	Perot BHT, Amanda			SUPPORTIVE	Test Overdue	16.7%	No Test On File
Gill MD, Acushnet	Quarantone BHT, Alexandria			INTEGRATED SUPPORTIVE	Test Due in 83 Days	5.9%	Oct-28-2020
Swartz NP Samantha	Quinn BHT, Cary			SUPPORTIVE	Test Overdue	35.7%	No Test On File
Gill MD, Acushnet	Quarantone BHT, Alexandria			CONNECTIVE	Test Overdue	16.7%	Mar-17-2020
Mayfield NP Gretchen	Jones BHT, Deborah			SUPPORTIVE	Test Overdue	0.0%	Jun-26-2020
Schwartz NP Austin	Roberts BHT, Colleen			CONNECTIVE	Test Overdue	0.0%	Apr-19-2020
Henderson NP Tammy	Lopez BHT, Jacqueline			SUPPORTIVE	Test Overdue	0.0%	No Test On File
Plucker NP Allison	Perot BHT, Amanda			SUPPORTIVE	Test Due in 43 Days	25.0%	Sep-16-2020
Moore MD, Larry	Lopez BHT, Sandra			ACT WEIGHTS	Test Due in 21 Days	30.0%	Aug-27-2020
Quarantone NP Della	Gallagher BHT, Shanna			SUPPORTIVE	Test Overdue	0.0%	No Test On File
Swartz NP Samantha	Quinn BHT, Cary			INTEGRATED SUPPORTIVE	Test Overdue	71.4%	Dec-17-2019
Schwartz NP Austin	Roberts BHT, Colleen			INTEGRATED CONNECTIVE	Test Overdue	11.1%	Jun-19-2020
Luebke NP Katie	Monroe BHT, Aaron			SUPPORTIVE	Test Overdue	50.0%	No Test On File
Swartz NP Samantha	Quinn BHT, Cary			INTEGRATED SUPPORTIVE	Test Overdue	50.0%	Apr-01-2020
Covatt NP Amanda	Wessner BHT, Gary			SUPPORTIVE	Test Overdue	45.0%	Jun-25-2020

# Data Workflow

## Data Sources

Labs Ordered by Copa Health Providers

3rd-Party Lab Results  
(HIE, Hospital Records, Shared Charts)

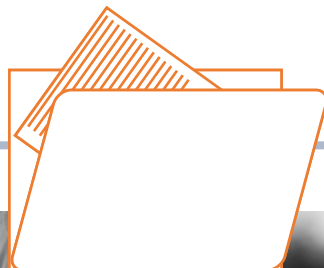


## EHR Suite

Copa Health-originated labs are native to EHR

3<sup>rd</sup>-party results are documented by staff into EHR

Data exported daily into Analytics App



## Analytics App

### Calculations:

- Cohort members
- Last lab date
- Next lab due date
- Days till lab is due
- Appt. no-show rates
- Total completion rates by Clinic



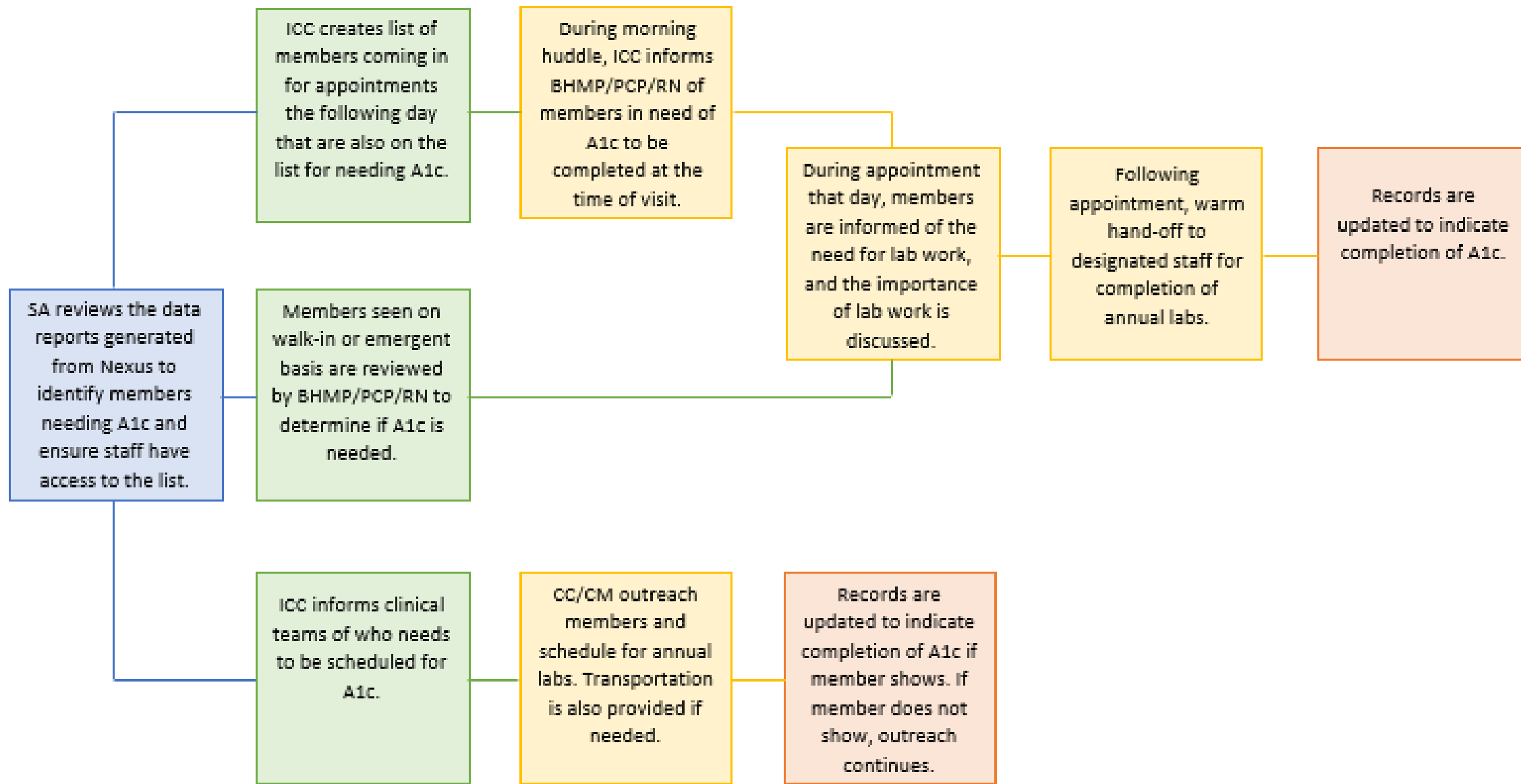
## Dashboard

Lab completion stats by clinic and member category (PCP, BH)

List of members with upcoming and due labs, with last lab date, days till lab due, and no-show rate



# Clinical Workflow





# A1c Testing Issues

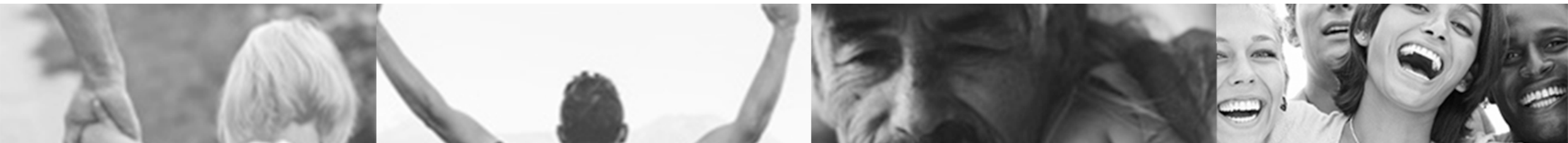
## **I. Factors leading to low A1c testing rates**

### **I. System Issues**

- I. Staff Notifications**
- II. Gamblers fallacy**
- III. Staff Skill Set**
- IV. Off Site Testing**

### **II. Member Issues**

- I. No Show Rate**
- II. Blood Test Refusals**
- III. Health Literacy**



Thank You!!

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HEALTH

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Metabolic

Our Core  
Services

Monitoring

WHO  
WE ARE

Current  
Process

TOPIC  
INTRO

Three  
Reasons

Lessons  
Learned

**TIP** Targeted Investments Program  
**QIC** Quality Improvement Collaborative



# Today's Agenda

## **Describe**

Briefly describe your organization.

## **And**

Describe your current process for the metabolic monitoring measure.

## **Identify**

Identify the three major reasons why the metabolic monitoring measure is not completed.

## **Lessons**

Identify the most important lesson(s) from your counterpart's presentation.

## **Sarah Germain, MA, LPC**

Vice President of Clinical Operations





## **Kyle Lininger, MPA, LBA**

Vice President of Clinical Integration



# A Story of Coming Together

Intermountain Centers for Human Development  
Community Partners Integrated Health  
Pinal Hispanic Council  
Behavior Consultation Services



## A Little More About Who We Are

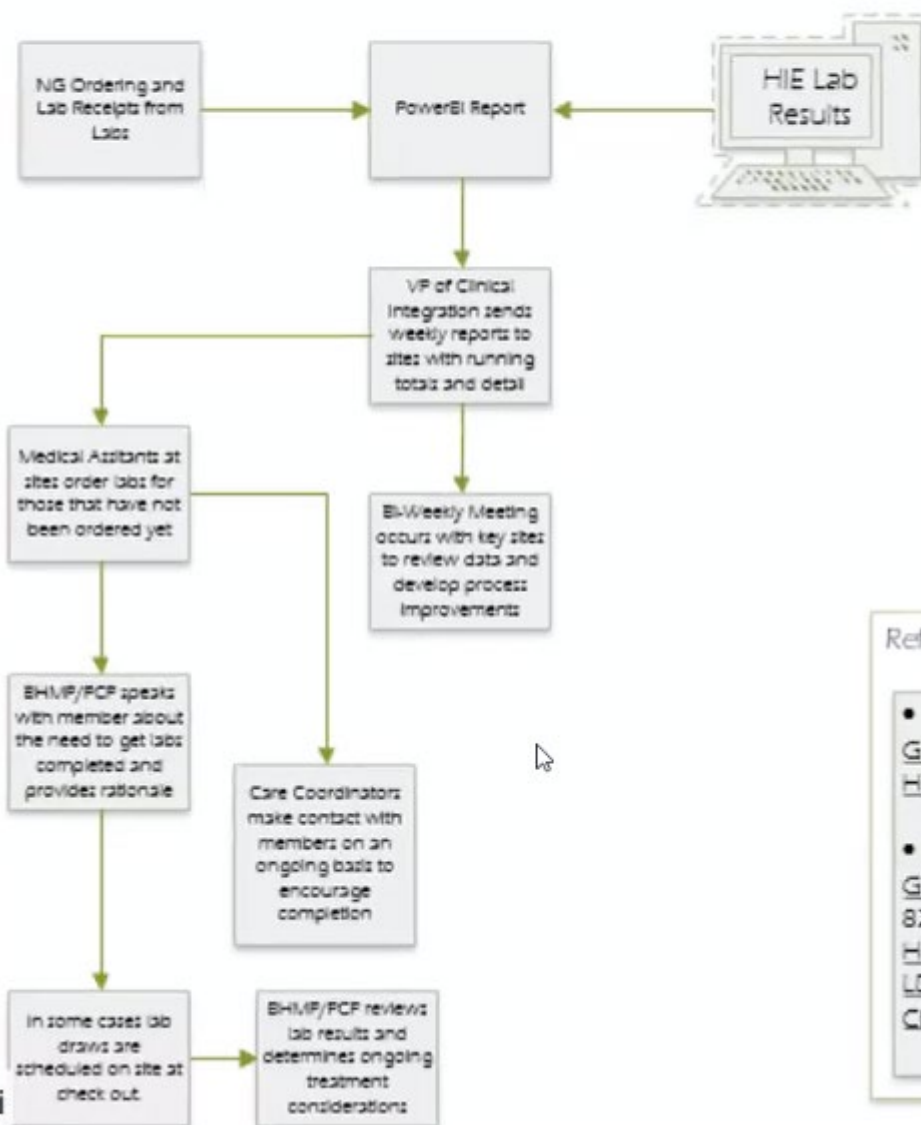
- One of AZ's largest NP
- We serve 16,000 members annually
- Our HQ is in Tucson but we have locations in most counties
- Most of our services are provided in rural regions
- We are primarily AHCCCS funded but we do have commercial and Medicare contracts
- For today we will focus on TI which impact roughly:
  - 4 Integrated Sites
  - 15 Outpatient BH Facilities
- We have spent the past three years coming together. It was only the past August that we began to share the same EHR



# Our Core Services

- 1 Outpatient Behavioral Health
- 2 Integrated Primary Care
- 3 Residential Services
- 4 Foster Care
- 5 Housing
- 6 ABA Services
- 7 Education Services
- 8 MAT Services

## Intermountain Centers "IS" Process for Metabolic Monitoring



### TI MEASURES

1) The first initiative involves all members ages 18 and up. The performance measure requires an annual Diabetes Screening for all qualifying members 18 and up that meet the criteria below:

- A diagnosis of Schizophrenia, Schizoaffective disorder, or Bipolar Disorder, AND
- Prescribed any antipsychotic medication

2) The second initiative involves all members 18 and under. This performance measure requires an annual metabolic monitoring for all qualifying members ages 18 and under that meet the criteria below:

- Prescribed any antipsychotic medication.

### Referenced TI Codes for Labs

#### • ADULTS

Glucose Test PT: 80047, 80048, 80050, 80053, 80069, 82947, 82950, 82951  
HbA1C Test CPT: 83036, 83037, 3044F-3046F

#### • PEDS

Glucose Test CPT: 80047, 80048, 80050, 80053, 80069, 82947, 82950, 82951  
HbA1C Test CPT: 83036, 83037, 3044F-3046F, 3051-52F  
LDL -C test CPT: 80061, 83700, 83701, 83704, 83721, 3048F-3050F  
Cholesterol tests other than LDL CPT: 82465, 83718, 84478



## Three Reason We Haven't Succeeded

**1**

On Site Lab Draws

**2**

Social Determinants

**3**

Motivation/Education

# #1: Lab Draws

SITE	ADULTS - # No Labs Completed	Total Eligible	Percent Completed
Yuma	89	202	56%
Phoenix	110	554	80%
Park	64	213	70%
IHC Broadway	3	5	40%
TOTALS	266	974	73%
SITE	KIDS - # No Labs Completed	Total Eligible	Percent Completed
Yuma	32	56	43%
IHC Broadway	116	164	29%
TOTALS	148	220	33%

## PHX and Park

Onsite Lab Draw Capacity

Action Item: New policy defining who can do lab draws with training and supervision guidance

# #2: SDOH



**Data: Anecdotal**

Action Item: Considering engaging mobile lab orgs and/or having staff make home visits for lab draws



# #3: Motivation

**Lab Ordering Project  
February to June**

- **60% reduction in lab orders needed**
- **N=1727**

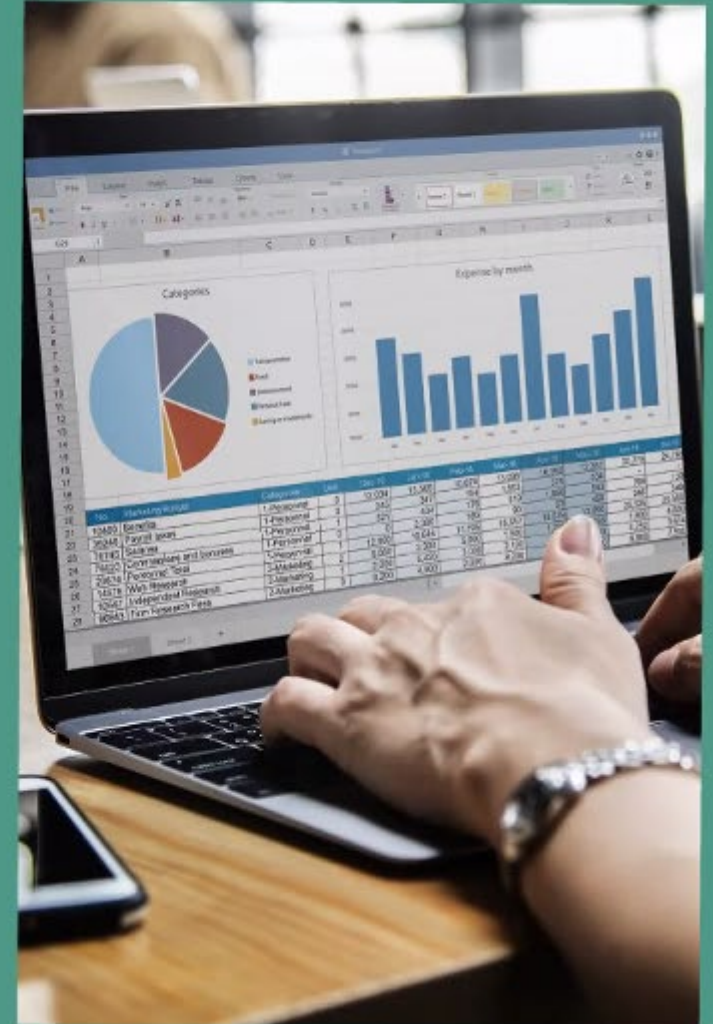
Action Item:

- Automate ordering for individuals that are taking anti-psychotics
- Formally educate docs
- Provide informational handouts to be shared with members

# Lessons Learned from Counterpart's Presentation

Intervention Strategies worth Considering

- 2 Week Refill
- Mobile draws both internally and externally



# Discussion

- Any questions?



# Next Steps

- Post-Event Survey: 2 Parts
  - General Feedback
  - Continuing Education Evaluation
- Continuing Education for 2021 will be awarded post all 2021 QIC sessions (December 2021)
- Questions or concerns?
  - Please contact ASU QIC team at [TIPQIC@asu.edu](mailto:TIPQIC@asu.edu) if questions or concerns

# Thank you!

[TIPQIC@asu.edu](mailto:TIPQIC@asu.edu)