Population Health Management Series: Webinar #2

08/30/2018

Webinar Agenda

- Guild will share their approach to population health management
- DHS staff will provide information on three remaining partner portal reports
- DHS staff will demonstrate how to export partner portal data to Excel
- DHS will provide information on upcoming events

Review of Previous Webinar

- ✓ Reviewed principles of PHM
- ✓ Discussed how PHM supports delivery of BHH services
- ✓ Highlighted how partner portal may support PHM

For a link to recording of first webinar, please send request to: megan.lokken@state.mn.us

Provider Approach to PHM

- Brief intro to our organization
- How we got started with PHM
- Defining population
- Future goals for PHM

Guild's Approach to PHM: Getting Started

Getting started

- **DATA**
  - What are we already collecting?
  - What do we need to be collecting?
  - What do we have access to?
- **Role of BHH services within population health**
  - How can we impact health?
  - How can we effect change?

Guild's Approach to PHM: Getting Started

Clinical data is what we collect internally based on an individuals

assessment and report

- Provides detail, point of care relevance
- Siloed, unstructured

Claims data is generated from all providers submitting for reimbursement (primary care, hospitals, pharmacies, etc)

- Structured, accurate, represents full continuum of care
- Not timely, lacks clinical detail

Guild's Approach to PHM: Defining Population

All people actively receiving BHH services

- Basic standards

Sub-populations based on data

- Clinical data: people with diabetes
- Claims data: high ER visits

Sub Population: Preventative Care

All Active Individuals Receiving BHH Services at Guild

Outcome is defined by individual having access to and utilizing preventative care	Data tracked: primary care visit date and dental visit date	Gaps: Date >1 year for dental/PC, individual expressed desire to quit smoking	Interventions: BHH team engage with individual to identify barriers/schedule/attend appts

Sub Population: People with Diabetes

All people with a diagnosis of diabetes

- Outcome desired is A1C within normal limits and individuals following up on recommended care
- Data tracked: A1C, dates of PC visit
- Gaps: A1C >7, PC visit >6 months

Sub Population: People with Diabetes

INTERVENTIONS for all people with a diagnosis of diabetes

- BHH services team will engage with person to:
  - identify barriers
  - schedule/attend appts
  - meet with RN
  - consider referrals and resources
    - diabetic education, gym/community center, etc.
    - incorporate into health action plan

Guild's Approach to PHM: Defining Population

Clinical data:

People with diabetes (EMR data)

Last Medical Profile Date	Height	Weight	BMI	Hgb A1c
06/22/2018	67	155	24.27	12.40
07/02/2018	66	247	39.86	11.30
05/01/2018	71	232	32.35	11.00
06/07/2018	68	179	27.21	9.90
07/19/2018	65	395	65.72	9.70
07/26/2018	66	225	36.31	9.20
05/25/2018	64	272	46.68	9.20

Sub Population: High Emergency Room Visits

All individuals receiving BHH services with 3 or more ER visit in last reporting period of claims data

- Outcome desired is to decrease number of ER visits
- Data tracked: individual self-report of ER visits since last BHH encounter
- Interventions: Engage with individuals about ER utilization (why are they going?), identify gaps in care, assist in care coordination, promote routine/preventative care alternatives

Guild's Approach to PHM: Defining Population

Claims data:

High ER visits (portal data)

	A	D	E	F	G	H
1	RUB	ED Count	Inpatient Count	Prior Total Cost	Outpatient Count	Chronic Condition Count
2	5	19	3	$79,862.91	125	12
3	5	11	0	$77,123.65	121	12
4	5	10	0	$17,244.21	102	8
5	5	10	3	$20,447.41	70	10
6	4	8	3	$19,447.81	48	8

Thank you, Casey

MN DHS Partner Portal

Portal Reports

Chronic Condition Profile

Shows the prevalence of chronic conditions

Provider Alert

Shows emergency room visits

Members Lost

BHH recipients who lost Medicaid eligibility

Things to Remember about the Partner Portal

Not real time data

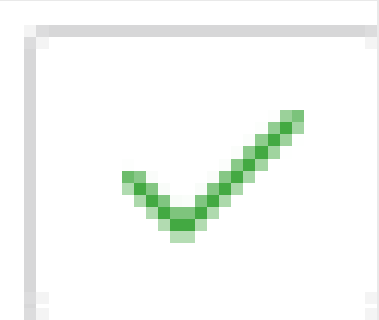
Based on claim & enrollment data

Person will show up once claim is billed & paid

Can only view population as a whole in portal

Polling

Does your agency use the Chronic Condition report currently?



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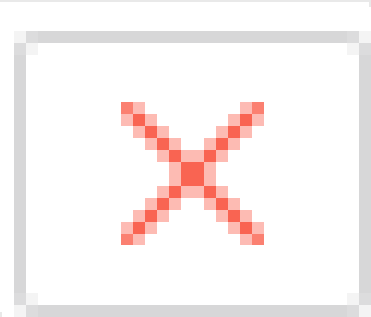

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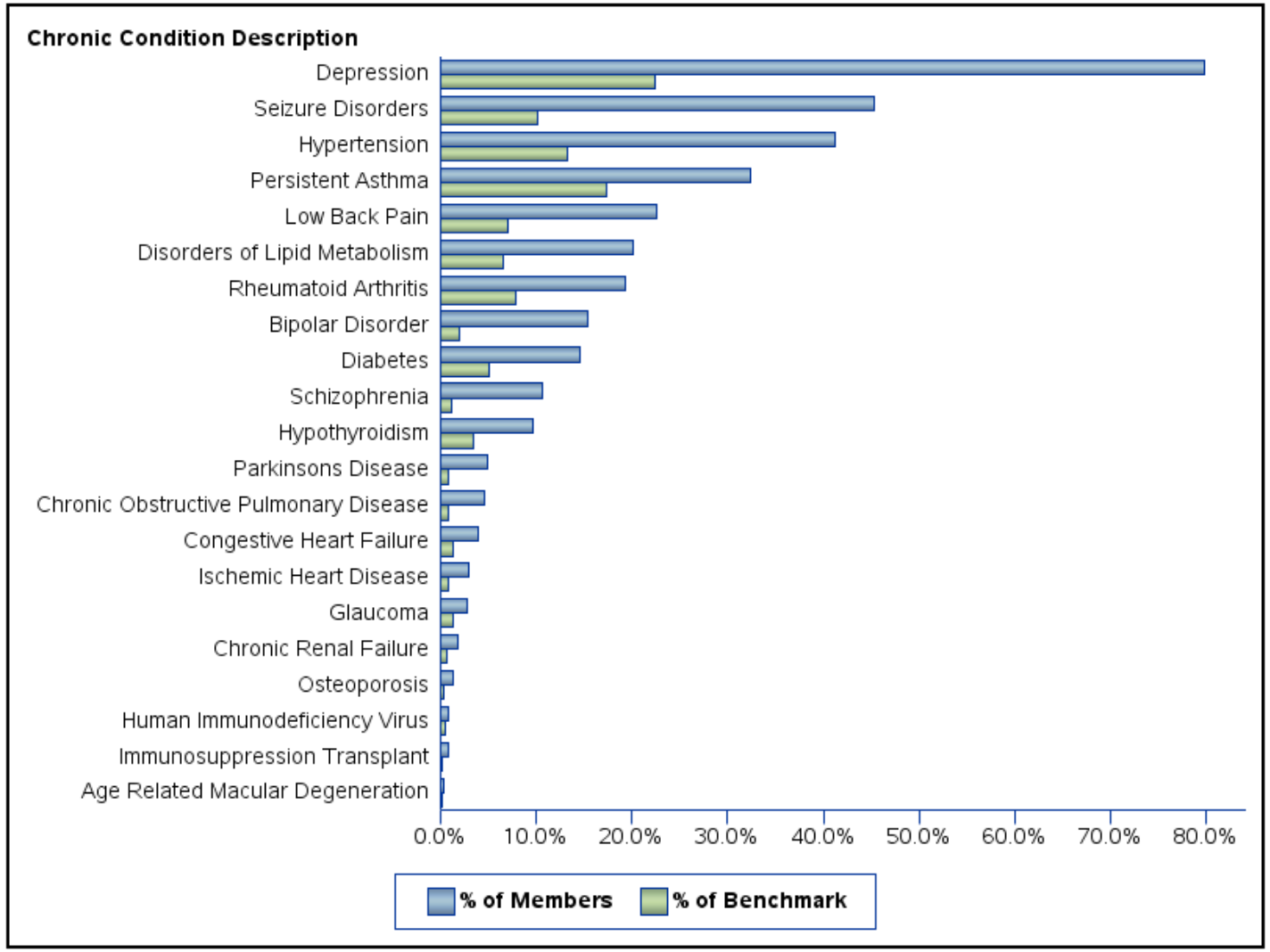
Chronic Condition

Example:



Chronic Condition Rank	Chronic Condition Description	Members	Member Risk
1	Depression	625	3.584
2	Seizure Disorders	355	4.576
3	Hypertension	323	4.319
4	Persistent Asthma	254	4.445
5	Low Back Pain	177	5.103
6	Disorders of Lipid Metabolism	157	5.128
7	Rheumatoid Arthritis	151	4.918
8	Bipolar Disorder	121	4.356
9	Diabetes	114	5.797
10	Schizophrenia	83	3.391
11	Hypothyroidism	75	4.657
12	Parkinsons Disease	38	5.410
13	Chronic Obstructive Pulmonary Disease	36	7.521
14	Congestive Heart Failure	31	6.621
15	Ischemic Heart Disease	23	7.229
16	Glaucoma	22	4.680
17	Chronic Renal Failure	14	8.975
18	Osteoporosis	10	4.655
19	Human Immunodeficiency Virus	7	6.085
20	Immunosuppression Transplant	6	7.544
21	Age Related Macular Degeneration	3	5.513

Each item underlined is a link to the list of individuals under this condition and their "Condition Criteria"

Chronic Condition – Condition Criteria

Example:

Recipient ID	First Name	Last Name	Birthdate	Condition Criteria	Resource Utilization Band	Member Months	Hospital Dominant Count	Probability Hospital Admission in 6 Months	Chronic Condition Count
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	BTH	4	12	0	0.018	4
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	Rx	3	12	0	0.007	1
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	Rx	3	12	0	0.019	2
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	TRT	4	12	1	0.026	4
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD	2	12	0	0.010	3
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD	2	12	0	0.011	1

NP: Not present (example above does that show this criteria)

ICD: ICD code present but no treatment

RX: taking medication but no condition

BTH: Could have condition based on condition/pharmacy criteria but unlikely being treated

TRT: Individual is diagnosed and being treated for condition

Ideas for Using Chronic Condition Profile Data for PHM

Portal

SAS Web Report Studio • Members by Chronic Condtion

File View

Return to previous report: Chronic Condition Profile

Members **17 & Under** with Depression

Recipient ID	First Name	Last Name	Birthdate	Condition Criteria	Resource Utilization Band	Member Months	Hospital Dominant Count	Probability Hospital Admission in 6 Months	Chronic Condition Count
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	BTH	4	12	0	0.055	5
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	BTH	4	12	3	0.448	8
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD	2	12	0	0.010	3
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD	2	12	0	0.011	1
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD	2	12	0	0.011	4
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD	2	12	0	0.013	3
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD			0	0.010	1
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD			0	0.012	2
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD			0	0.006	2
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD			0	0.007	3
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD			0	0.008	2
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD			0	0.008	1
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD			0	0.008	3
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD			0	0.011	3
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD			0	0.014	5
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD			0	0.014	1
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD			0	0.014	4
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD			0	0.015	3
99999999	XXXXXXXXXX	XXXXXXXXXX	01JAN2000	ICD			0	0.015	4

- Assign Data ...
- Sort Priority ...
- Total ...
- Percent of Total ...
- Filter and Rank ...
- Conditional Highlighting ...
- Export Table ...
- Data Source Details
- Properties

https://mnpartnerportal.dhs.mn.gov/SASWebReportStudio/#

Sort - Internet Explorer

Ascending / Descending

Ascending / Descending

Ascending / Descending

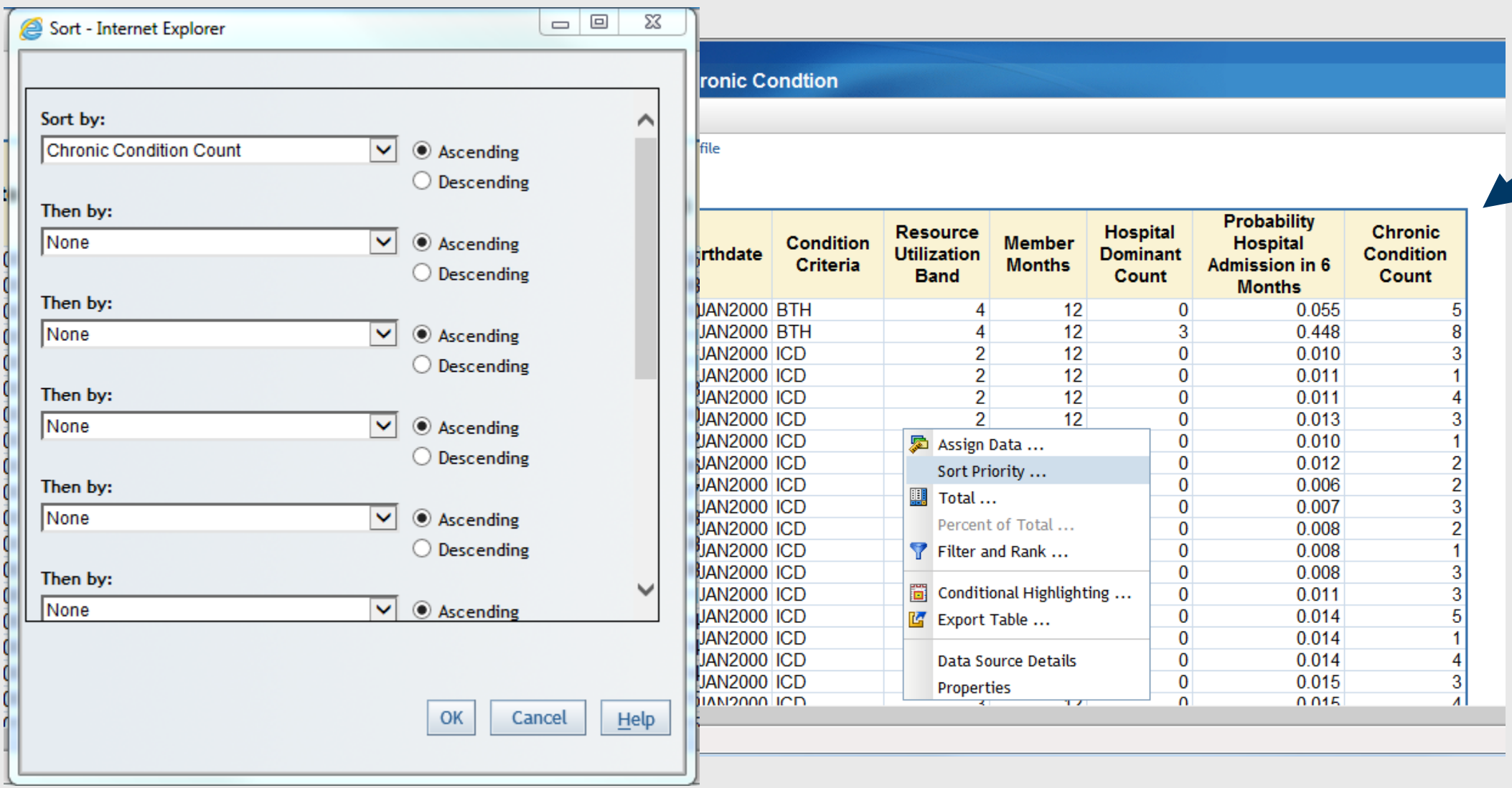
Ascending / Descending

Ascending / Descending

Ascending

OK Cancel Help

More Ideas….


Sort - Internet Explorer
Sort by:
Chronic Condition Count
Ascending
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Then by:
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rthdate
Condition Criteria
Resource Utilization Band
Member Months
Hospital Dominant Count
Probability Hospital Admission in 6 Months
Chronic Condition Count
JAN2000 BTH 4 12 0 0.055 5
JAN2000 BTH 4 12 3 0.448 8
JAN2000 ICD 2 12 0 0.010 3
JAN2000 ICD 2 12 0 0.011 1
JAN2000 ICD 2 12 0 0.011 4
JAN2000 ICD 2 12 0 0.013 3
JAN2000 ICD 0 0.010 1
JAN2000 ICD 0 0.012 2
JAN2000 ICD 0 0.006 2
JAN2000 ICD 0 0.007 3
JAN2000 ICD 0 0.008 2
JAN2000 ICD 0 0.008 1
JAN2000 ICD 0 0.008 3
JAN2000 ICD 0 0.011 3
JAN2000 ICD 0 0.014 5
JAN2000 ICD 0 0.014 1
JAN2000 ICD 0 0.014 4
JAN2000 ICD 0 0.015 3
Assign Data ...
Sort Priority ...
Total ...
Percent of Total ...
Filter and Rank ...
Conditional Highlighting ...
Export Table ...
Data Source Details
Properties

Using data to stratify complexity of population

LOW COMPLEXITY
(0-1 conditions)

- personal contact at least 1x/month
- face-to-face contact every 6 months

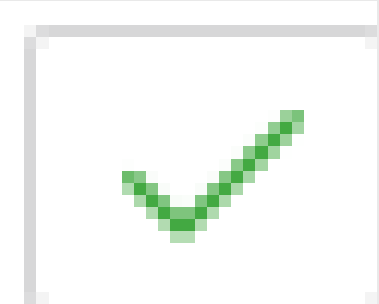
MEDIUM COMPLEXITY
(2-3 conditions)

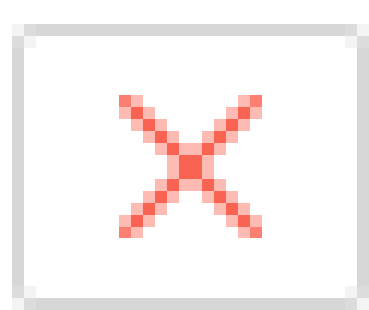
- personal contact at least 2x/month
- face-to-face offered every 3 months

HIGH COMPLEXITY
(4+ conditions)

- personal contact at least 3x/month
- face-to-face offered every month

Does your agency use the Provider Alert report currently?

 = YES

 = NO

Provider Alert Report

Example:

Portal | Help

SAS Web Report Studio • Provider Alert Report

File View

1 /1

State of Minnesota DHS – Behavioral Health Home Portal

Provider Alert Report

BHH Clinic & NPI: Sample BHH 1111111111

Run Month: JUL2018

Recipient ID	First Name	MI	Last Name	Birthdate	County	Date of Last BHH Visit	Interpreter Needed	Number of ED Visits – Month	Number of ED Visits – 12 Months	Number of Admissions – Month	Number of Admissions – 12 Months	Number of Readmissions – Month	Inpatient Hospital Pprobability
99999999	XXXXXXXXXX	X	XXXXXXXXXX	01JAN2000	County_01	09FEB2018	N	1	1	0	0	0	0.437
99999999	XXXXXXXXXX	X	XXXXXXXXXX	01JAN2000	County_01	15JUN2018	N	1	1	0	0	0	0.061
99999999	XXXXXXXXXX	X	XXXXXXXXXX	01JAN2000	County_01	30APR2018	N	2	4	0	0	0	0.346
99999999	XXXXXXXXXX	X	XXXXXXXXXX	01JAN2000	County_02	31MAY2018	N	1	1	0	0	0	0.041
99999999	XXXXXXXXXX	X	XXXXXXXXXX	01JAN2000	County_03	27OCT2017	N	1	4	0	1	0	0.307
99999999	XXXXXXXXXX	X	XXXXXXXXXX	01JAN2000	County_04	11APR2018	N	0	12	1	1	0	0.079
99999999	XXXXXXXXXX	X	XXXXXXXXXX	01JAN2000	County_05	14JUN2018	N	1	1	0	0	0	.
99999999	XXXXXXXXXX	X	XXXXXXXXXX	01JAN2000	County_06	07MAY2018	N	1	3	1	1	0	0.026
99999999	XXXXXXXXXX	X	XXXXXXXXXX	01JAN2000	County_06	12JUN2018	N	1	2	0	0	0	0.110

Ideas for Using Provider Alert Report Data for PHM

MEDIUM COMPLEXITY

(2 ER or IP re-admits in 60 days)

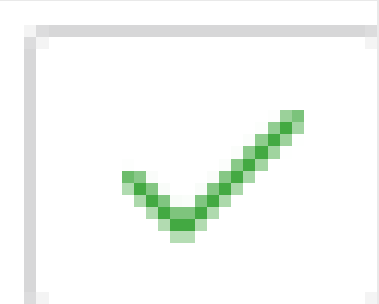
- personal contact at least 2x/month
- face-to-face offered every 3 months

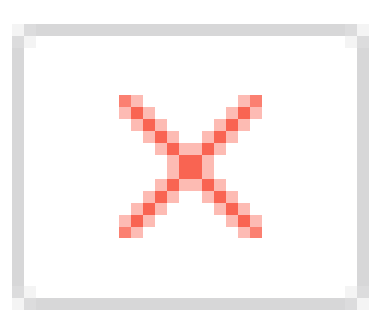
HIGH COMPLEXITY

(3+ ER or IP re-admits in 60 days)

- personal contact at least 3x/month
- face-to-face offered every month

Does your agency currently use the Members Lost report?

 = YES

 = NO

Members Lost

Example:

Portal

SAS Web Report Studio • Members Lost

File View

State of Minnesota DHS – Behavioral Health Home Portal

Members Lost

BHH Clinic & NPI: Sample BHH 1111111111

Report Month	Recipient ID	Reason Lost	Death Date	Date of Last BHH Visit	Last Billed BHH	Provider Name
SEP2016	99999999	Lost to other BHH	.	01JUL2016	9999999999	Clinic_2
SEP2016	99999999	Lost to other BHH	.	02AUG2016	9999999999	Clinic_1

There were no BHH claims submitted within last year

Person no longer has MHCP eligibility in current report run month

Individual has passed away

Most recent BHH claim was submitted by a different provider

Ideas for Using Members Lost Data for PHM

Report Month	Recipient ID	Reason Lost	Death Date	Date of Last BHH Visit	Last Billed BHH	Provider Name
Dec2016	xxxxxxxxx	Lost Eligibility		20Jul2016	1548337355	Sample Inc
Aug2017	xxxxxxxxx	Last Visit > Year		20Jul2016	1548337355	Sample Inc
Sep2017	xxxxxxxxx	Deceased		22Aug2016	1548337355	Sample Inc
Apr2017	xxxxxxxxx	Lost Eligibility		22Aug2016	1548337355	Sample Inc
Sep2017	xxxxxxxxx	Last Visit > Year		22Aug2016	1548337355	Sample Inc
Jan2017	xxxxxxxxx	Lost to other BHH		23Sep2016	1548337355	Sample Inc
Dec2016	xxxxxxxxx	Lost Eligibility		26Sep2016	1548337355	Sample Inc
Jan2017	xxxxxxxxx	Lost Eligibility		08Nov2016	1548337355	Sample Inc
Dec2017	xxxxxxxxx	Last Visit > Year		08Nov2016	1548337355	Sample Inc
Feb2017	03358063	Lost Eligibility		08Nov2016	1548337355	Sample Inc
Dec2017	xxxxxxxxx	Last Visit > Year		11Nov2016	1548337355	Sample Inc
Mar2017	xxxxxxxxx	Lost Eligibility		29Nov2016	1548337355	Sample Inc
Feb2017	xxxxxxxxx	Lost Eligibility		17Jan2017	1548337355	Sample Inc
Mar2018	xxxxxxxxx	Last Visit > Year		09Feb2017	1548337355	Sample Inc
Apr2018	xxxxxxxxx	Last Visit > Year		07Mar2017	1548337355	Sample Inc
Apr2018	xxxxxxxxx	Last Visit > Year		16Mar2017	1548337355	Sample Inc
May2018	xxxxxxxxx	Last Visit > Year		13Apr2017	1548337355	Sample Inc

Exporting partner portal reports to Excel

“How to” – Exporting Reports

Example:

https--www.skillsoft.com... Utilities Tribal Relations Center fo... SAS Web Report Studio Vi... https--www.samhsa.gov-... Eugene Voting - Mentimeter Request Entry Console (N...

Portal | Help

SAS Web Report Studio • Provider Alert Report

File View 1 /1

State of Minnesota DHS – Behavioral Health Home Portal

Provider Alert Report

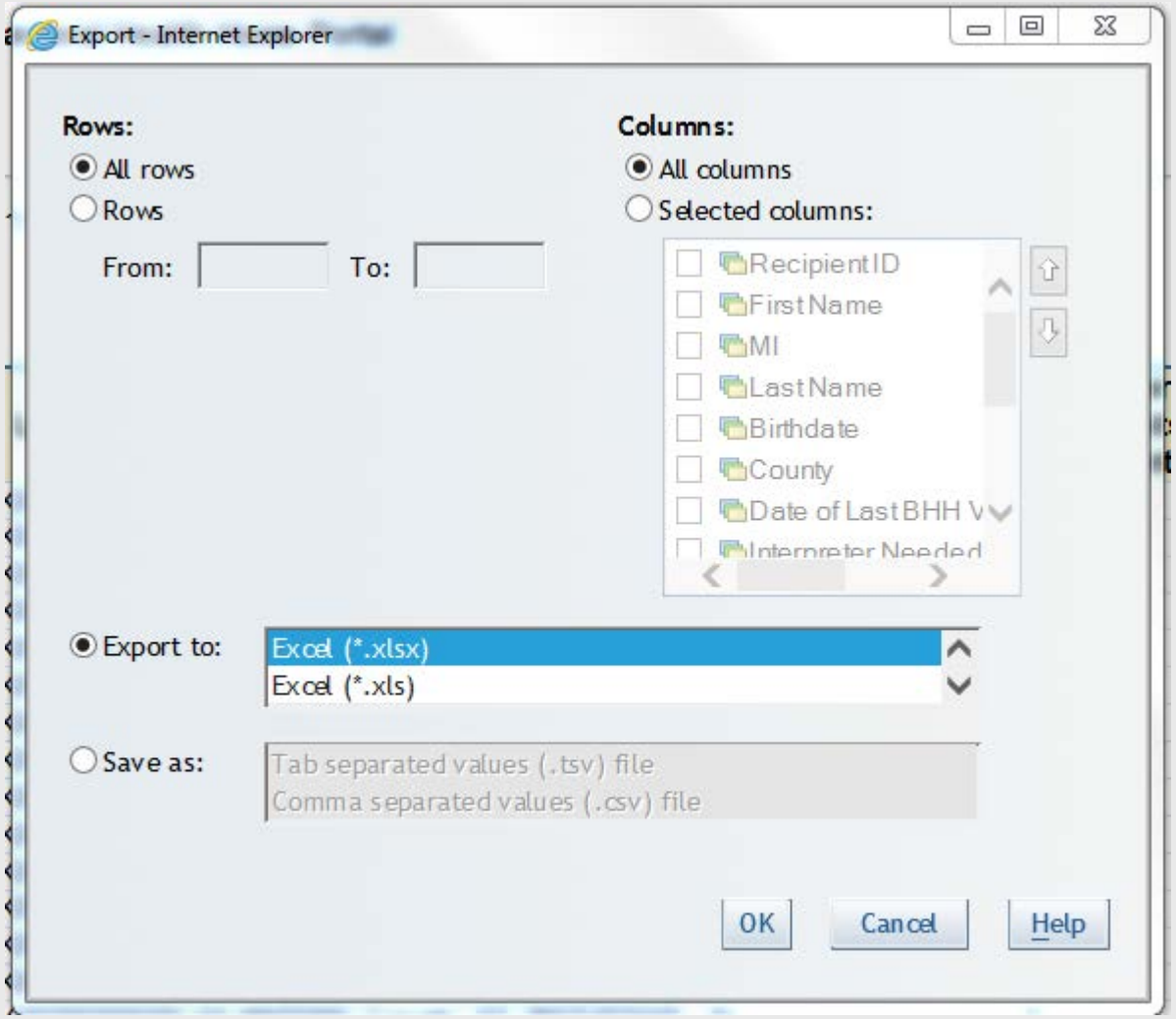
BHH Clinic & NPI: Sample BHH 1111111111

Run Month: JUL2018

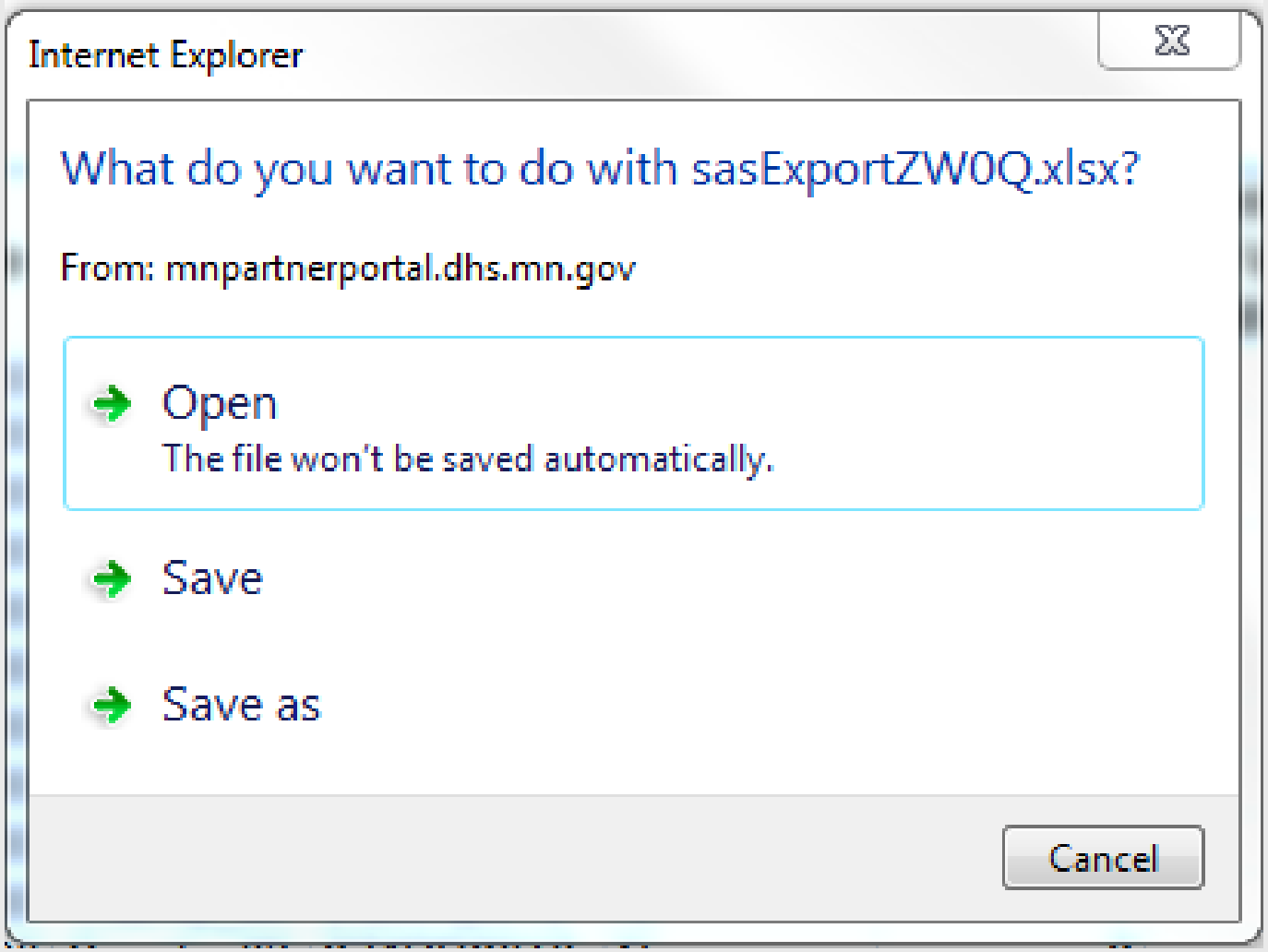
Recipient ID	First Name	MI	Last Name	Birthdate	County	Date of Last BHH Visit	Interpreter Needed	Number of ED Visits – Month	Number of ED Visits – 12 Months	Number of Admissions – Month	Number of Admissions – 12 Months	Number of Readmissions – Month	Inpatient Hospital Pprobabili
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_01	09FEB2018	N	1	1	0	0	0	0.4
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_01	15JUN2018	N	1	1	0	0	0	0.0
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_01	30APR2018	N	2	4	0	0	0	0.3
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_02	31MAY2018	N			0	0	0	0.0
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_03	27OCT2017	N			0	1	0	0.3
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_04	11APR2018	N			1	1	0	0.0
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_05	14JUN2018	N			0	0	0	
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_06	07MAY2018	N			1	1	0	0.0
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_06	12JUN2018	N			0	0	0	0.1
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_06	26JUN2018	N			0	2	0	0.0
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_06	27APR2018	N			0	0	0	0.0
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_06	29DEC2017	N						0.1
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_06	07NOV2017	Y			0	0	0	0.0
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_07	01MAY2018	N			0	0	0	0.3
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_07	28FEB2018	N			0	0	0	0.0
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_07	28JUL2017	N	1	1	0	0	0	0.1
99999999	XXXXXXXXX	X	XXXXXXXXX	01JAN2000	County_07	31MAY2018	N	1	5	0	0	0	0.1

- Assign Data ...
- Sort Priority ...
- Total ...
- Percent of Total ...
- Filter and Rank ...
- Conditional Highlighting ...
- Export Table ...
- Data Source Details
- Properties

“How to” – Exporting Reports



“How to” – Exporting Reports



“How to” – Exporting Reports

Example:

	A	B	C	D	E	F	G	H	I	J	K
1											
2	Recipient ID	First Name	MI	Last Name	Birthdate	County	Date of Last BHH Visit	Interpreter Needed	Number of ED Visits - Month	Number of ED Visits - 12 Months	Number of Admissions - Mor
3	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	09Feb2018	N	1	1	
4	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	15Jun2018	N	1	1	
5	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	30Apr2018	N	2	4	
6	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	31May2018	N	1	1	
7	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	27Oct2017	N	1	4	
8	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	11Apr2018	N	0	12	
9	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	14Jun2018	N	1	1	
10	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	07May2018	N	1	3	
11	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	12Jun2018	N	1	2	
12	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	26Jun2018	N	7	12	
13	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	27Apr2018	N	2	2	
14	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	29Dec2017	N	1	3	
15	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	07Nov2017	Y	1	2	
16	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	01May2018	N	1	1	
17	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	28Feb2018	N	1	3	
18	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	28Jul2017	N	1	1	
19	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	31May2018	N	1	5	
20	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	05Sep2017	N	0	8	
21	99999999	XXXXXXXXX	X	XXXXXXXX	01Jan2000	County_	30Nov2017	N	1	8	

SAVE THE DATE!

Behavioral Health Integration Summit

Tuesday Sept 25th

9am-4pm

Medical Assistance & Managed Care

Friday, Nov 2nd
2 pm - 3:30 pm

DEPARTMENT OF HUMAN SERVICES

Thank you!

Questions?

Megan Lokken

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