

# Health

Utilization Management Care Management MSSP



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Director of Health Services*

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## UTILIZATION MANAGEMENT (UM)

Health Services is committed to ensuring medically necessary quality care in appropriate settings. UM nurses and physicians, working closely with hospital staff and attending physicians, perform pre-service review, concurrent review and post-service review, utilizing nationally recognized, evidence-based criteria adopted by our network physicians to ensure that services being performed and medical equipment being ordered are appropriate. In 2009, UM staff increased on-site hospital reviews on a concurrent basis with resulting improvement in decision timeliness. Working directly with hospital discharge planners, authorizations for post-hospital services for members are identified and approved earlier and at the time when services are needed most.

## CARE MANAGEMENT

Care Management empowers members to exercise their options and make informed choices, to access the services appropriate to meet their individual health needs and promotes optimal outcomes. It is a collaborative process whereby registered nurses work directly with members/ families by telephone , and sometimes by visits to the home or hospital, in order to educate members about their chronic diseases and to coach them toward healthy lifestyle changes. Thousands of members have been touched by this staff with positive results such as reduced re- hospitalizations and reduced emergency room visits. A recent initiative with additional documented success has been with our diabetic members where previously elevated HbA1C levels have been lowered to within safe levels. The nurses work with the parents of asthmatic children with recent ER visits, promoting proper medication usage and Primary Care Physician (PCP) visits.



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## MSSP

Cencal Health was awarded a federal grant , effective October, 2008, for MSSP. The primary objective of the Multipurpose Senior Services Program (MSSP) is to foster and maintain independence and dignity in community settings for frail seniors by preventing or delaying their inappropriate placement in a nursing facility. MSSP care management provides for client assessment, care planning, service arrangement and client monitoring. A team of health and social service professionals provides each client with a complete health and psychosocial assessment to determine services needed. The team then works with the client and family to develop an individualized care plan. To arrange for services, site care management staff first explores informal support that might be available through family, friends and the voluntary community. Staff then reviews existing publicly funded services and make direct referrals whenever possible. If needed services are not available through friends, family and other programs, the care management team can authorize the purchase of waiver specified services from program funds.

# Services

Health Education    Quality Management Program

Demonstrated results through a very positive 2009 Annual Member Survey, ongoing recruitment, a dedicated team of professional care managers, and CenCal Health's commitment to the elderly population has resulted in a successful year for MSSP.

## HEALTH EDUCATION

Health Education strives to provide our CenCal Health members with health guidance and information, and to support our provider network with up-to-date resources for clear health communication. The member newsletter, "Your Health" is sent to over 40,000 member households in Santa Barbara and San Luis Obispo counties providing information on good health practices, preventive care, disease management, and community resources.

With childhood obesity as a major focus, staff provides a toolkit called "Live Better, Make a Change" to families with a child who has been identified as overweight. Over 500 families have joined the program and committed to making positive health changes in the past two years. CenCal Health hosted our 3<sup>rd</sup> annual Childhood Obesity Summit for health care providers and community partners this year, to promote best practices and programs addressing childhood obesity on the Central Coast.

## QUALITY MANAGEMENT PROGRAM

CenCal Health received the "Gold Quality Award" for best compliance for 2009 facility site and medical record review from the California Department of Health Care Services, and in so doing surpassed all other Medi-Cal managed care plans in California.

The Health Services quality program:

- Assists new provider offices in preparing for initial audits in order to meet the necessary certification to treat CenCal Health members;
- Performs audits and medical record reviews every three years in network provider offices as part of the recertification process;
- Investigates and follows up on all member clinical grievances with the Chief Medical Officer and the Member Services department;
- Develops, implements, evaluates and monitors Quality Improvement Plans (QIP'S) with the State
- Researches best practices to improve clinical performance measures

In conjunction with our Public Health partners, staff has helped train over 150 network Medical Assistants to properly measure and graph Body Mass Index (BMI) to improve screening for childhood obesity.



*Irwin Harris, MD*  
*Chief Medical Officer*

## Medical Advisory Committee

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