

HEDIS

Collecting Meaningful Data

November 29, 2011

Lisa N. Sherven RN, BSN

Quality Services Manager

Group Health Cooperative South Central Wisconsin

Getting Started

- Reports are generated:
 1. Monthly master list of everyone turning 2 years old this year and next year who are not up to date on Combo 2 and 10
 2. From that master list, extra emphasis for all kids turning 12,15,18 and 24 months old
 3. Master list of all kids turning 11-13 years old that month and 3 months before their 13th birthday

Outreach Process

- Monthly postcard reminders to kids and/or parents of 3-21 year olds during their birthday month reminding them to schedule a well child check
- Monthly automated calls (TeleVox) to kids who have not had a well child check in the last 12 months and their birthday was two months prior
- For kids needing the Combo 2 and 10:
 - Telephone calls to parents
 - Send MyChart messages
 - At times, letters are sent
 - Can also add messages to appt notes for staff to see

Epic Tools

- MyChart messaging capabilities
- Health Maintenance Modifiers – Lists what vaccines child is due for in their medical record for Providers to see
- Messages can be put in the patient chart regarding outreach contacts, refusals, deferrals

Other Resources

- Cross references with WIR (Wisconsin Immunization Registry)
- Access into other EMR's - UW, Dean and Meriter
- School contacts

What works?

- Dedicated staff time
- Communication with clinic staff regarding outreach efforts
- Collaboration with community partners

Barriers and Challenges

- Media
- Physician preferences and practices - don't support yearly well child after a certain age
- Poor Provider documentation of conversations around refusals and deferrals
- Reaching parents of adolescents during the day
- Too many members NOT on MyChart

What isn't working?

- Providers have limited appointment time which decreases educational opportunities/conversations with parents
- HEDIS requirements for well child are considered excessive by some Providers so need to look for other ways to educate

**Questions?
Thank you!**

