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Hennepin Health
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Hennepin Health- SNBC HEDIS® MY 2021 Summary

This report provides the Hennepin Health HEDIS® rate analysis for identified measures for the SNBC program. The National Committee for Quality Assurance (NCQA) administers HEDIS®. It is a tool used in the United States to measure performance on health care dimensions of care and service. HEDIS® is a critical instrument for Hennepin Health to measure both the quality and quantity of care. Hennepin Health analyzes HEDIS® measurements results to strategically plan and implement QM initiatives, track utilization, and evaluate performance against other health plans. HEDIS® includes 92 measures across six domains as outlined below.

- Effectiveness of Care
- Access and Availability of Care
- Experience of Care
- Utilization and Risk Adjusted Utilization
- Health Plan Descriptive Information
- Measures Reported Using Electronic Clinical Data Systems

HEDIS® includes measures such as:

- Adult Preventive Care: Breast cancer screening, Cervical cancer screening
- Chronic Disease Management: Diabetes Care, Controlling Hypertension
- Behavioral Health

Data collected for HEDIS® Measurement Year (MY) 2021 is from the calendar year (CY) 2021 and is reported by the individual programs. The SNBC population is small in comparison to other health plans. For several HEDIS® measures, Hennepin Health does not meet the minimal sampling requirements of 411.

The Department of Human Services (DHS) SNBC contract requires Hennepin Health to report a limited number of HEDIS® performance measures, both hybrid and administratively. Administrative measures use claims and supplemental data sources to determine measure compliance, while hybrid measures combine administrative sources with the ability to also perform chart reviews to determine measure compliance. In addition, MDH requires Hennepin Health to provide results of additional HEDIS® measures. Minnesota Community Measurement (MNCM) also uses HEDIS® measures for their outcome data measurement.

Hennepin Health, in collaboration with eight Minnesota health plans, creates an annual Minnesota health plan average for each HEDIS® measure to allow for rate comparison between health plans. Minnesota strives to produce high HEDIS® rates, focusing upon the quality of care rather than the quantity of care. The Minnesota average is provided in this report for select HEDIS® measures where an average was created.

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Hennepin Health Measure Strengths HEDIS® MY 2021

HEDIS® measure strengths are Hennepin Health's HEDIS® rates that are above their respective Minnesota average. HEDIS® measure strengths are identified at the program level.

The Hennepin Health SNBC program scored higher than the Minnesota average for the following measures:

- *Breast Cancer Screening (BCS)*
- *Cervical Cancer Screening (CCS)*
- *Pharmacotherapy Management of COPD Exacerbation (PCE)*
- *Comprehensive Diabetes Care (CDC) - HA1C test Poor Control & Control*
- *Follow-up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (FUA)*
- *Use of Opioids at High Dosage (HDO)*
- *Use of Opioids from Multiple Providers (UOP)*
- *Risk of Continued Opioid Use (COU)*

Hennepin Health Measure Opportunities HEDIS® MY 2021

Measure opportunities are measures where Hennepin Health's rates fell below the Minnesota average. HEDIS® reporting is by product, therefore measure opportunities are presented by product.

Hennepin Health SNBC has several opportunities related to HEDIS® measures in preventive care. The *Breast Cancer Screening* rate and the *Cervical Cancer Screening* rate continue to be lower than the respective Minnesota averages. Other measure opportunities for Hennepin Health are diabetic care (with a focus on eye exams and blood pressure), controlling hypertension and adult access to preventative care. Hennepin Health created new rewards for health (\$50 incentive) to address these gaps in care for members in 2019 but has yet to witness a significant increase in rates from this intervention. Hennepin Health does recognize the lack of member awareness of rewards for health posing an issue. The plan to address this issue will be discussed in later sections.

Hennepin Health SNBC has seen an improvement in behavioral health focused measures, however, the rates trail the Minnesota average and provide opportunity for improvement. Hennepin Health's *Antidepressant Medication Management – acute/continuation* rate (49.45%/36.26%) continues to be lower than the Minnesota average (54.80%/41.39%). Another measure opportunity for improvement may be *Follow-up After Emergency Department Visit for Mental Illness* (7 day: 321.21%%, 30-day: 65.15%%) which is lower than the Minnesota average (7 day: 37.39%, 30-day: 65.52%). One important thing to note is while the rates are below the Minnesota average, the denominators for these measures are small (<91 members), therefore comparison may not be appropriate. Hennepin Health will continue to view behavioral

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health as an opportunity as many Hennepin Health members, in all Hennepin Health products, live with behavioral health illness. NCQA has also expressed concerns about the low performance of health plans nationwide on behavioral health quality measures.

The Impact of COVID-19 on MY 2021

The COVID-19 pandemic continues to have an impact on HEDIS®, from rates to chart reviews. Utilization has continued to increase in MY2021, with rates being more representative of post pandemic numbers. Challenges for clinics and health plans has been that many members are past due on care and access to care at clinics is an issue. Many efforts have been placed on educating members of the past due care and collaborating with them to complete the recommended care. Clinics have provided comment that many members when in clinic are interested in getting past due immunizations and screenings for themselves and family members. Telehealth continues to be a common way of how care is delivered, with is reflective in the increasing telehealth utilization rates.

Hennepin Health’s membership increase, and stability has continued in 2021. This is related to the extension of the COVID-19 peacetime emergency order, which has suspended the requirement for the completion of annual Medicaid renewal process, allowing Minnesota Health Care Program members to not lose coverage during the pandemic, unless the member makes the request or moves out of Minnesota.

Hennepin Health’s HEDIS® MY 2021 Rates

The following chart provide an analysis of change for Hennepin Health’s HEDIS® rates for calendar years 2020 through 2021. The absolute change captures the difference in rates between the two calendar years. The Minnesota average is provided for comparison. Table 1 displayed the Hennepin Health – SNBC HEDIS® rates for 2020 and 2021 respectively.

Hennepin Health - SNBC HEDIS® Rates – CY 2020 and CY 2021				
HEDIS® Measure	CY 2020	CY 2021	Absolute Change	Minnesota Average
Breast Cancer Screening	55.76%	49.11%	↓-6.65%	43.90%
Cervical Cancer Screening**	62.33%	57.78%	↓-4.55%	50.20%
Pharmacotherapy Management of COPD Exacerbation				
Corticosteroids	78.57%	53.85%	↓-24.72%	41.90%
Bronchodilators	88.10%	76.92%	↓-11.18%	54.92%
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	33.33%	5.88%	↓-27.45%	22.71%
Controlling High Blood Pressure**	63.22%	67.20%	↑ 3.98%	41.71%
Persistence of Beta Blocker Treatment After Heart Attack	100.00%	50.00%	↓-50.00%	NR

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Hennepin Health - SNBC HEDIS® Rates – CY 2020 and CY 2021				
HEDIS® Measure	CY 2020	CY 2021	Absolute Change	Minnesota Average
Comprehensive Diabetes Care**				
a. HA1c Testing	84.43%	90.73%	↑ 6.30%	89.96%
b. HA1C Poor control (lower is better)	35.38%	26.34%	↓-9.04%	31.47%
c. HA1C Good Control <8	55.19%	60.98%	↑ 5.79%	56.13%
f. Eye Exam	64.62%	53.17%	↓-11.45%	63.23%
g. Blood Pressure <140/90	74.06%	69.76%	↓-4.30%	72.11%
Antidepressant Medication Management				
a. Acute phase 84 days	40.24%	49.45%	↑ 9.21%	54.80%
b. Continuation phase 180 days	30.49%	36.26%	↑ 5.77%	41.39%
Follow-up After Hospitalization for Mental Illness				
a. Follow-up after 7 days	17.95%	21.21%	↑3.26%	37.39%
b. Follow-up after 30 days	38.46%	65.15%	↑ 26.69%	65.52%
Follow-up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence				
a. Follow-up after 7 days	8.33%	20.63%	↑ 12.30%	19.50%
b. Follow-up after 30 days	16.67%	33.33%	↑ 16.66%	29.43%
Follow-up After Emergency Department Visit for Mental Illness				
a. Follow-up after 7 days	32.88%	40.24%	↑ 7.36%	51.62%
b. Follow-up after 30 days	43.84%	57.32%	↑ 13.48%	68.46%
Use of Opioids at High Dosage				
	2.11%	2.35%	↑ 0.24%	8.39%
Use of Opioids from Multiple Providers				
Multiple Prescribers (lower is better)	35.34%	28.97%	↓-6.37%	30.03%
Multiple Pharmacies (lower is better)	5.17%	6.54%	↑ 1.37%	6.56%
Multiple Prescribers and Multiple Pharmacies (lower is better)	3.45%	5.61%	↑ 2.16%	4.73%
Risk of Continued Opioid Use – 15 Day Total (lower is better)	8.61%	6.71%	↓-1.90%	7.14%
Risk of Continued Opioid Use – 31 Day Total (lower is better)	7.28%	4.03%	↓-3.25%	NR
Adults' Access to Preventive/Ambulatory Health Services				
a. Ages 20-44	83.80%	84.52%	↑ 0.72%	88.75%
b. Ages 45-64	91.29%	91.15%	↓-0.14%	93.51%
c. Ages 65+	0.00%	50.00%	↑ 50.00%	91.84%
d. Total	88.21%	88.20%	↓-0.01%	91.34%
Identification of Alcohol and Other Drug Services				
a. Any services	38.89%	39.09%	↑ 0.20%	NR
b. Inpatient	12.08%	11.77%	↓-0.31%	NR

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Hennepin Health - SNBC HEDIS® Rates – CY 2020 and CY 2021				
HEDIS® Measure	CY 2020	CY 2021	Absolute Change	Minnesota Average
c. Intensive Outpatient/ Partial Hospitalization	0.56%	0.31%	↓-0.25%	NR
d. Outpatient/Emergency Department	32.01%	30.93%	↓-1.08%	NR
e. Emergency Department	13.60%	13.23%	↓-0.37%	NR
f. Telehealth	15.44%	14.39%	↓-1.05%	NR
Mental Health Utilization				
a. Any services	51.21%	51.17%	↓-0.04%	NR
b. Inpatient	3.76%	5.16%	↑ 1.40%	NR
c. Intensive Outpatient/ Partial Hospitalization	1.04%	1.08%	↑ 0.04%	NR
d. Outpatient/Emergency Department	38.89%	39.32%	↑ 0.43%	NR
e. Emergency Department	4.00%	3.77%	↓-0.23%	NR
f. Telehealth	32.09%	30.39%	↓-1.70%	NR
Plan All Cause Readmission				
Observed	14.34	0.15	↓-14.19	NR
Expected	12.46	40.05	↑ 27.59	NR
Observed/Expected Ratio	1.15	1.17	↑ 0.02	NR

↓ Rate is lower than previous year.

↑ Rate is higher than previous year.

** Did Not Meet Minimum Required Sample Size/small denominator

As displayed in the table above, improvements and opportunities for improvement were seen in several HEDIS® measures in MY 2021 compared to MY 2020. In addition, several HEDIS® measures were below the Minnesota average. MY 2021 HEDIS® rates have been shared with Clinical Quality Outcomes Committee (CQOC), Hennepin County Governing Board, and the Medical Administration and Network Management departments in fourth quarter 2022. Based on the discussion, one strategy implemented to encourage members living with diabetes to get an eye exam, the dollar amount for this reward was increased to \$50.00.

The CQOC established four clinical priority workgroups to advance the Accountable Health Model partners clinical and quality management priorities in 2022. These clinical priorities align with several HEDIS® measures.

Hennepin Health expanded its outreach to include preventative care gap closures. Members who are past due on preventative care services received a phone call from Hennepin County Health and Human Services, Hennepin Healthcare, NorthPoint Health and Wellness Center and Hennepin Health outreach staff, where members were helped with referrals and scheduling appointments. Barriers to care, such as transportation, were addressed in the outreach call. Reminders about annual preventive health exams were posted on the Hennepin Health website, social media, and promoted in brochures. Prenatal and New Mom packets were developed and sent to the members, as

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appropriate. Hennepin Health also continues its birthday card postcard distribution to remind parents, children, and teenagers of having an annual preventive and dental exam.

Hennepin Health continued to offer the rewards program to increase the HEDIS® rates for measures identified in Table 2. Hennepin Health has seen an increase in the number of reward vouchers submitted over the years. Please see the Healthy Lifestyles section for more information. The impact of these rewards on HEDIS® measure rates has been minimal, however.

Table 2. Hennepin Health's Rewards Program for Health by Measure and Product				
HEDIS® Measure	Incentive	PMAP	MNCare	SNBC
PPC Prenatal and Postpartum Care	<i>First Pregnancy Visit within given time frames</i>	X	X	X
	<i>Nine Pregnancy Visits after initial pregnancy visit</i>	X	X	X
	<i>Postpartum Visit within given time frames</i>	X	X	X
W30 Well-Child Visits in the First 30 Months of Life WCV Child and Adolescent Well-Care Visits AWC Adolescent Well-Care Visits CIS Childhood Immunization Status IMA Immunizations for Adolescents	<i>Child and Teen Check-Up ages 0 -14 months (6 visits), 15 months, 18 months, 24 months, 30 months, and 3-20 years</i>	X	X	
	<i>Annual Child and Teen Check-Up ages 18-21</i>			X
ADV Annual Dental Visit	<i>Annual Dental Visit for children ages 1-21 and adults ages 22 and up</i>	X	X	
	<i>Annual Dental Visit for adolescence ages 18-20 and adults ages 22 and up</i>			X
CDC Comprehensive Diabetes Care	<i>Annual Blood Glucose (A1c) Test ages 18 and older</i>	X	X	X
	<i>Annual Eye Exam ages 18 and older</i>	X	X	X
CCS Cervical Cancer Screening	<i>Cervical Cancer Screening ages 21 through 64</i>	X	X	X
BCS Breast Cancer Screening	<i>Mammogram Screening ages 50 to 74</i>	X	X	X

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Next Steps and Recommendations

Hennepin Health will continue to offer the rewards program for several HEDIS® measures as a means to improve scores. Changes to the rewards program as outlined above will be implemented. Outreach efforts in 2023 will continue to promote the rewards program and member awareness of their existence. Hennepin Health is also exploring contracting with an external organization to conduct outreach activities as a way to improve HEDIS® rates.

Hennepin Health will continue to focus on member education and preventive care gap closures. Hennepin Health's SNBC care coordination team promote annual preventive health exams and connect members with primary care clinics and practitioners to receive seamless care. Reminders about annual preventive health exams are posted on the Hennepin Health website, social media, and promoted in brochures.

Next steps include sharing MY 2022 HEDIS® rates with the Hennepin County Board in fourth quarter 2023. Hennepin Health plans to actively work with its network providers to collaborate, in an effort to improve scores for the HEDIS® measures.



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