

Information Systems to Support New Models of Care:

CCNC Informatics Center

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August 4, 2011



New Models of Care = New Data Needs



1. Understand the Population
2. Identify High-Risk/ High-Opportunity Patients for Targeted Services
3. Couple performance measurement with *actionable* information
4. Don't just measure quality, *enable* quality improvement
5. Help providers see the complete picture of the individuals they are caring for
6. Help providers see the complete picture of the population they are 'accountable' for

1. Understand the Population

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[Home](#) > [Community Care of Eastern Carolina Standard Reports](#) > [Chronic Care Reports](#) >
Summary Statistics (S2) - All CCNC Search for:

View | **Properties** | **History** | **Subscriptions**

New Subscription

Report for: Run Report by:
 Dual: Age:
 Aged/Blind/Disabled:

1 of 1 100% Find | Next Select a format Export

- Demographics
- Utilization and Cost
- Diagnoses
- Care Management Planning

Network Number	Network	PCP County	Report for	# of Patients	# Diabetes Patients	Diabetes Patients Percent Of County	# COPD Patients	COPD Patients Percent Of County	# HTN Patients	HTN Patients Percent Of County
6702000	COMMUNITY CARE OF EASTERN CAROLINA									
		BEAUFORT	July 2011	1,674	413	24.7%	184	11.0%	812	48.5%
		BERTIE	July 2011	1,505	491	32.6%	135	9.0%	1,022	67.9%
		CARTERET	July 2011	1,590	428	26.9%	301	18.9%	664	41.8%
		CHOWAN	July 2011	627	179	28.5%	69	11.0%	359	57.3%
		CRAVEN	July 2011	1,712	468	27.3%	240	14.0%	719	42.0%

2. Identify High-Risk/ High-Opportunity Patients for Targeted Services (Example: Heart Failure Case ID)

North Carolina Community Care Networks Informatics Center Report Site
[Home](#) > [Access II Care of WNC Standard Reports](#) > [Case ID Reports](#) >

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Search for:

Case ID Report

View Properties History Subscriptions

New Subscription

Report Date: April 2010

23 of 26

Document Map

- Case ID Report
 - Patient List
 - Emerging Asthma
 - Emerging Diabetes
 - ED List
 - CHF List**

	A	B	P	Q	R	S	W
2	CASE ID REPORT - CHF List						
3	6701007 - Access II Care of Western NC						
4	April 2010						
5	Report Details						
20							
21	Practice Cour	Practice Name	Total Medicaid Cost	Total Medicaid Drug Cost	Total IP Visit	Total ED Visit	Total Prescription
132	Henderson	Hendersonville Family Health Center	\$4,325.96	\$3,156.74	0	1	27
133	Buncombe	Weaverville Family Medicine	\$12,861.88	\$1,136.19	0	2	36
136	McDowell	McDowell Internal Medicine	\$9,223.63	\$5,360.00	0	2	87
138	McDowell	Health Plus of McDowell HSP	\$13,478.30	\$4,081.29	1	3	55
141	Buncombe	Western NC Community Health Services	\$4,284.64	\$59.58	0	10	14
145	Transylvania	Medical Associates of Transylvania Community Hospital	\$33,975.37	\$1,490.55	2	1	56
149	McDowell	McDowell Internal Medicine	\$5,248.06	\$2,524.47	0	2	54
152	Henderson	Blue Ridge Community Health Services	\$10,222.62	\$1,798.00	1	1	37
153	Buncombe	MAHEC Women's Health Center	\$565.36	\$10.32	0	1	11
155	Transylvania	Brevard Family Practice	\$52,840.55	\$6,310.26	3	7	94
157	McDowell	McDowell Internal Medicine	\$1,801.52	\$55.64	0	3	22
159	Buncombe	Hygeia Family Medicine	\$4,289.44	\$494.09	0	4	21
160	Henderson	Hendersonville Family Health Center	\$14,726.35	\$2,261.54	2	1	64
161	Mitchell	Bakersville Community Medical Clinic	\$29,044.37	\$2,203.63	2	3	33
163	Buncombe	Western NC Community Health Services	\$2,575.16	\$361.97	0	2	44
164	McDowell	Health Plus of McDowell HSP	\$4,716.86	\$820.87	0	1	19
165	McDowell	McDowell Internal Medicine	\$14,319.04	\$6,650.09	1	2	75
171	Buncombe	Mountain Area Pediatrics	\$5,388.69	\$434.00	0	1	12
173	McDowell	McDowell Internal Medicine	\$3,706.91	\$233.24	0	1	32
176	Mitchell	BRMC Mayland Campus	\$20,935.75	\$3,297.45	3	4	89
180	Mitchell	BRMC Spruce Pine Campus	\$2,741.17	\$1,347.19	0	1	71
186	Buncombe	MAHEC Women's Health Center	\$5,837.43	\$20.23	1	2	4
188	McDowell	McDowell Internal Medicine	\$5,361.00	\$3,801.95	0	1	26
189	McDowell	Health Plus of McDowell HSP	\$2,803.80	\$80.21	0	2	16

(Example: CCNC Enrolled Patient List...80 Data Elements Reported Quarterly, with identification of highest risk/priority patients)

North Carolina Community Care Networks Informatics Center Report Site
Home > Access II Care of WNC Standard Reports > Chronic Care Reports > Patient List (S1)

Home | My Subscriptions | Help
Search for: Go

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New Subscription

Report for: July 2010 PCP County: BUNCOMBE, HENDERSON, MADISON

PCP: 890138C - Hygeia Family Medical Center CCNC Screening: Yes

Dual Eligibility Status: DUAL, NON-DUAL CCNC Priority: Yes

Age: >20, 0-20 LME Priority: Yes, No

Client County: AVERY, BERTIE, BUNCOMBE, BURLINGTON Case Manager: Admin, Sys, Administrator, System

Case Status: Deferred, Heavy, Inactive, Light Currently CCNC Enrolled: Yes, No

View Report

1 of 4 100% Find | Next Select a format Export

Report Details

- Show Demographics
- Show CA PCP Detail
- Show Utilization
- Show Costs
- Show Diagnoses
- Show Mental Health Detail
- Show Screening Status & Case Management Detail

Count of patients returned 498

MID	Name	Date Of Birth	CA PCP	Diabetes Indicator	COPD Indicator	HTN Indicator	CHF Indicator	Post-MI Indicator	Ischemic Vascular Disease Indicator
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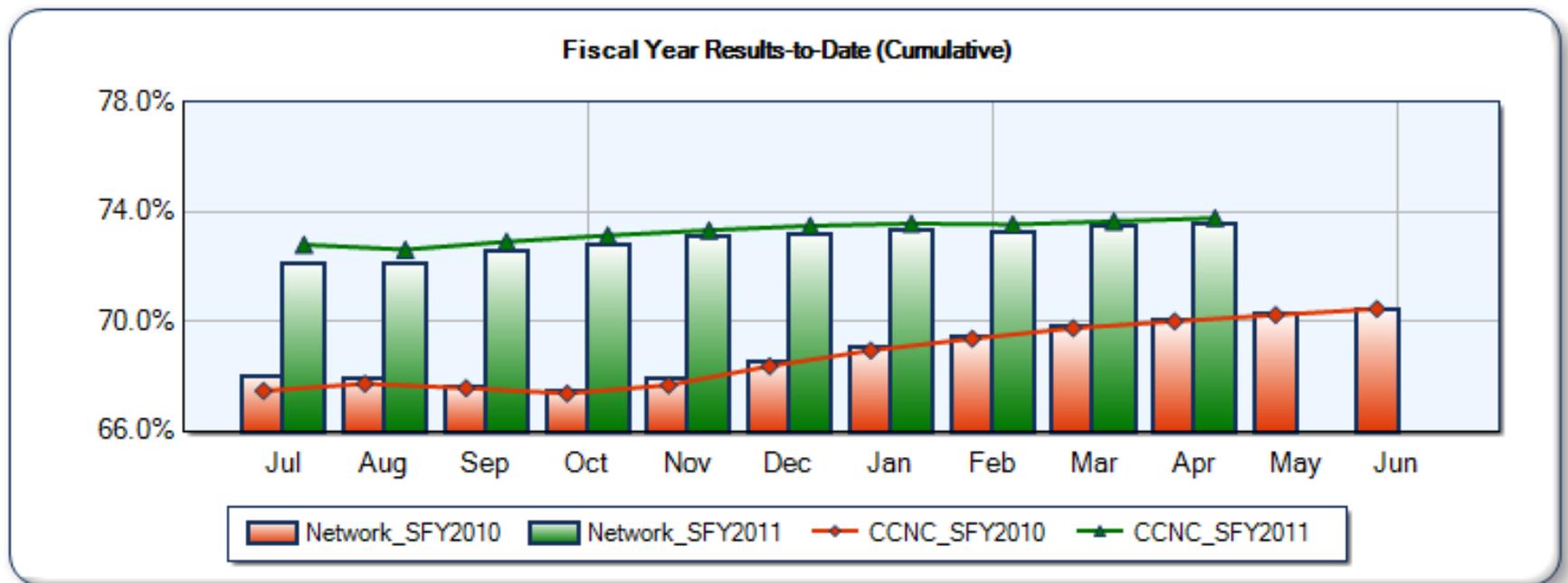
Priority Criteria:

- Three or more chronic conditions within the past 12 months
- Greater than one inpatient admission in the past 12 months
- More than 11 active prescriptions
- Top 10% of Cost within the past 12 months

3. Couple Performance Measurement with *Actionable* Information



Example: Generic Medications as Percent of all Fills, All Medicaid Non-Duals



... coupled with *proactive* assistance to providers and patients in making good medication choices



Pharmacy Home Report Center
 Home > My Network Reports - AccessCare > Gretchen > 2009 PA and Generics Effort > ACE-ARB-Renin Inhibitors > **Branded ACE ARB or Renin Inhibitor users -in regimen- by practice**

View Properties History Subscriptions

New Subscription

1 of 2 100% Find | Next Select a format Export

Patients using Branded ACEs, ARBs, or Renin Inhibitors by Practice
 ("In-Regimen" use with latest in class and use within last year)

Subscription Date	Drug Product	Quantity Filled	Units of Measure	Form	Pharmacy Number	Pharmacy Name	Pharmacy Street Address	Pharmacy City	Pharmacy State	Pharmacy Zip
1/4/2010	COZAAR 100 MG TABLET	30.00	TAB	TABLET	0015884	GLEN RAVEN PHARMACY INC	1902 W WEBB AVENUE	BURLINGTON	NC	27217
5/10/2010	MICARDIS 40 MG TABLET	30.00	TAB	TABLET	0418365	WAL MART PHARMACY #10-3658	2720 RING RD	GREENSBORO	NC	27405
5/22/2010	ENFORGE 10-320 MG TABLET	30.00	TAB	TABLET	0015495	CVS PHARMACY 7559	2017 W WEBB AVENUE	GLEN RAVEN	NC	27215
6/8/2010	VALTURNIA 150-160 MG TABLET	30.00	TAB	TABLET	0015107	MEDICAL VILLAGE APOTHECARY	1610 VAUGHN RD	BURLINGTON	NC	27215
6/8/2010	COZAAR 50 MG TABLET	60.00	TAB	TABLET	0685024	UNIVERSITY OF NC HOSPITALS	101 MANNING DRIVE	CHAPEL HILL	NC	27514
6/15/2010	MICARDIS 40 MG TABLET	30.00	TAB	TABLET	0015024	ASHER MCADAMS DRUG	305 TROLLINGER ST	BURLINGTON	NC	27215
6/20/2010	MICARDIS HCT 40/12.5 MG TAB	30.00	TAB	TABLET	0015743	CVS PHARMACY 4655	401 SOUTH MAIN STREET	GRAHAM	NC	27253
6/22/2010	DIOVAN HCT 160/12.5 MG TAB	30.00	TAB	TABLET	0015743	CVS PHARMACY 4655	401 SOUTH MAIN STREET	GRAHAM	NC	27253
6/23/2010	MICARDIS 80 MG TABLET	30.00	TAB	TABLET	0015495	CVS PHARMACY 7559	2017 W WEBB AVENUE	GLEN RAVEN	NC	27215
7/2/2010	VALTURNIA 150-160 MG TABLET	30.00	TAB	TABLET	0015107	MEDICAL VILLAGE APOTHECARY	1610 VAUGHN RD	BURLINGTON	NC	27215
7/7/2010	DIOVAN 320 MG TABLET	31.00	TAB	TABLET	0920359	KERR HEALTH CARE SERVICES LLC	8431 GARVEY DRIVE	RALEIGH	NC	27614
7/10/2010	MICARDIS HCT 40/12.5 MG TAB	30.00	TAB	TABLET	0418365	WAL MART PHARMACY #10-3658	2720 RING RD	GREENSBORO	NC	27405
7/13/2010	BENCAR HCT 40-12.5 MG TAB	30.00	TAB	TABLET	0015495	CVS PHARMACY 7559	2017 W WEBB AVENUE	GLEN RAVEN	NC	27215
8/7/2009	DIOVAN 80 MG TABLET	30.00	TAB	TABLET	0175125	NORTH VILLAGE PHARMACY INC	1493 MAIN STREET	YANCEYVILLE	NC	27379
4/8/2010	COZAAR 100 MG TABLET	31.00	TAB	TABLET	0805739	MEDEXPRESS PHARMACY LTD	1431 W INNESE STREET	SALISBURY	NC	28144
5/14/2010	DIOVAN HCT 320/25 MG TAB	30.00	TAB	TABLET	0175125	NORTH VILLAGE PHARMACY INC	1493 MAIN STREET	YANCEYVILLE	NC	27379
6/15/2010	DIOVAN 80 MG TABLET	60.00	TAB	TABLET	0175125	NORTH VILLAGE PHARMACY INC	1493 MAIN STREET	YANCEYVILLE	NC	27379
6/21/2010	ATACAND 32 MG TABLET	30.00	TAB	TABLET	0495754	COMMONWEALTH PHARMACY INC	117 EXECUTIVE DRIVE	DANVILLE	VA	24541
6/23/2010	DIOVAN 160 MG TABLET	60.00	TAB	TABLET	0175125	NORTH VILLAGE PHARMACY INC	1493 MAIN STREET	YANCEYVILLE	NC	27379

Community Care of North Carolina
 AccessCare
 MD Easy™ Form for "Instant Approval"

Practice Information		Request Date 05 / 01 / 2007	
Practice Name Raleigh Physician's Group		Pharmacy Information	
Practice Address 5120 South St Suite 170		Pharmacy Name Kerr Drug #1083	
Practice City, State, Zip Raleigh, NC, 27560		Pharmacy Phone (919) 555-1212 Pharmacy Fax (919) 555-1000	
Practice Phone (919) 555-8112 Practice Fax (919) 555-1111			

Patient Information

Patient Name Patient Name	Patient DOB 11Nov52	Patient Address 123 S. Second, Raleigh, NC, 27566
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Please select one of the following three options and fax to pharmacy.

1) Please switch patient to (select one):

Omeprazole 20mg Cap OTC Prilosec 20mg Tab

Circle one: IQD 1BID 2QD 2BID Circle one: IQD 1BID 2QD 2BID
 Other _____ Other _____

Dispense # _____ Dispense # (circle one): 42 84 126 168

Refill # _____ Refill # _____

2) Prescribers: *In your own handwriting*, please indicate one of the following applicable exemption criteria for override in the space provided below for the medication:

Originally Prescribed PPI Aciphex 20mg tab	Quantity 30
---	--------------------

Directions for use & route of administration _____

- "Failed Omeprazole 40mg for 30 days" (within the last 12 months)
- Erosive "Esophagitis grade C" or "Esophagitis grade D" (**Esomeprazole (Nexium) only**)
- "Cannot swallow tablets" or "Cannot swallow capsules"

Note: "Dispense as written" or "Brand medically necessary" is only applicable for Prilosec 20mg or 40mg, and can only be used after the above criteria have been documented on the face of the prescription.

Exemption Criteria (write exactly as shown) _____ **Refill #** _____

(Pharmacist - For exemption criteria, use override code 1 in PA field or 2 in submission clarification field. If patient pregnant or breastfeeding, indicate 2 in the pregnancy indicator field or V22 or V23 in the diagnosis field **Override begins June 1, 2007.**)

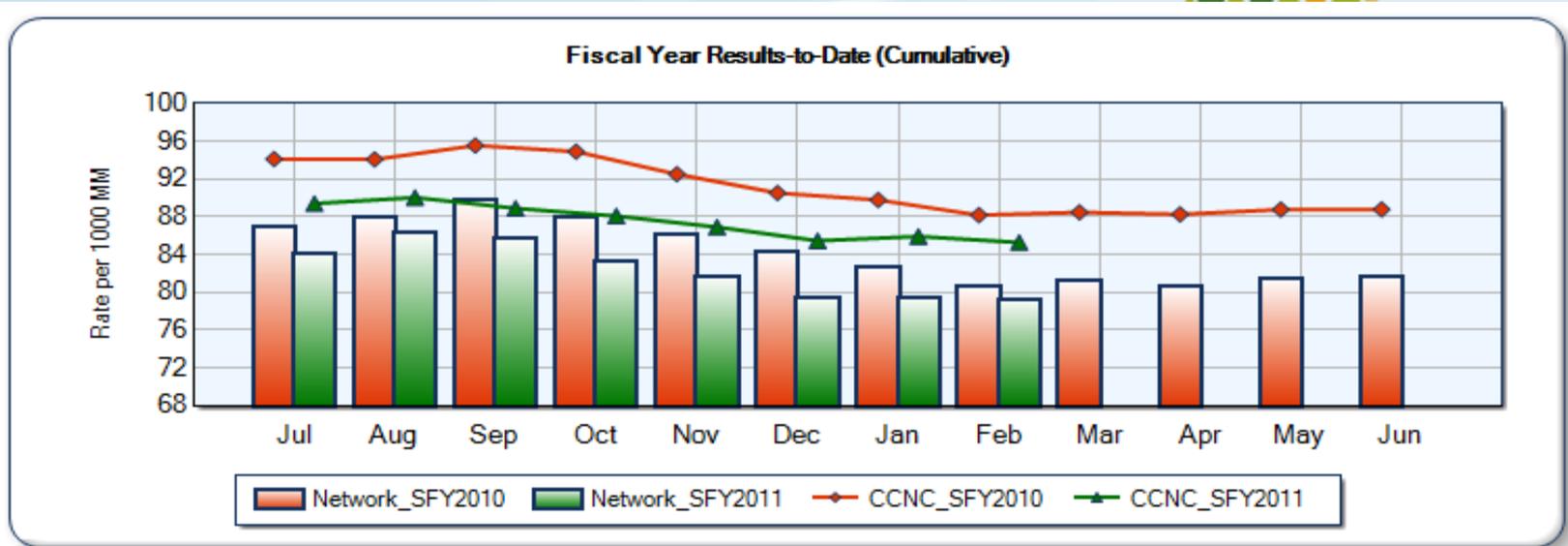
3) On or after June 1, 2007, I will initiate PA process and contact ACS at 866-246-8505 (phone) or 866-246-8507 (fax).

Prescriber Signature _____ **Date** _____

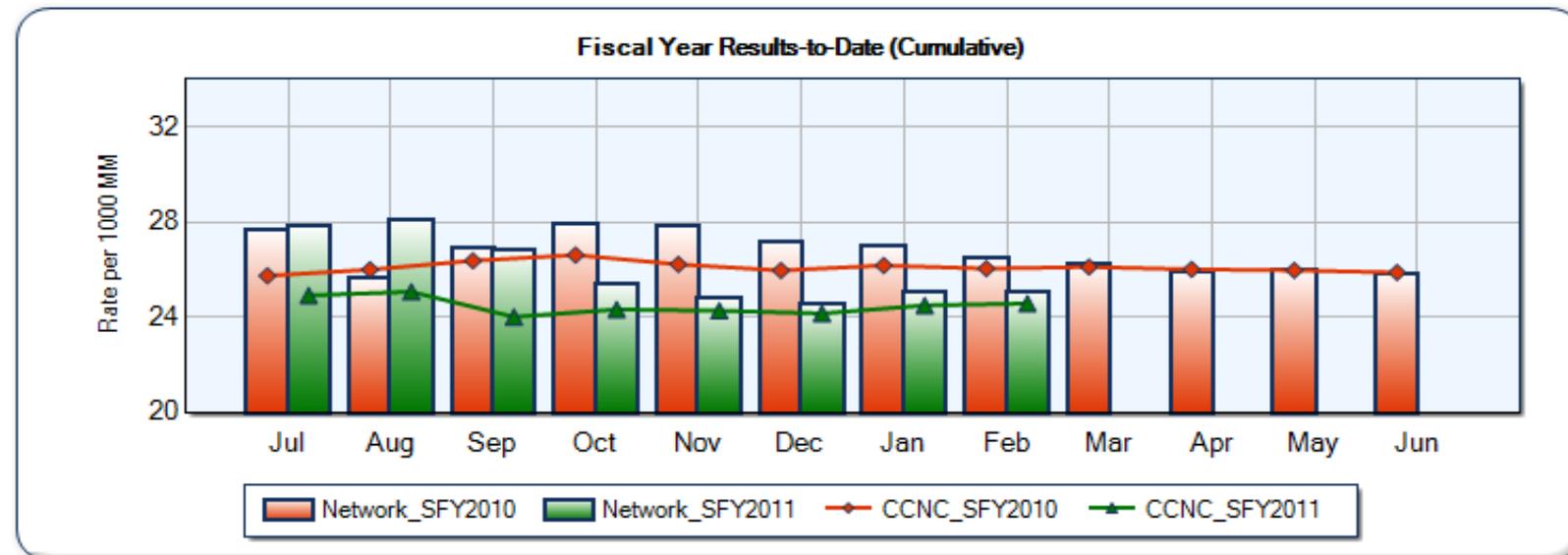
Prescriber Name (please print) _____ **DEA** _____

Note: By signing this document and 1) checking the OTC Prilosec/Omeprazole substitution or 2) checking the brand name exemption criteria box above you are consenting to this being a legal prescription and the pharmacy should fill it as such. DMA policy requires documentation of exemption criteria in the patient's chart for auditing purposes if option 2 is selected.

ED Rate per 1000MM, Enrolled ABD



Inpatient Admissions per 1000MM, Enrolled Nondual ABD



...coupled with tools for monitoring of ED and Inpatient Visits

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[Home](#) > [Access II Care of WNC Standard Reports](#) > [Patient-Level Utilization Reports](#) > **ED Visit Report - Network v2** Search for:

View [Properties](#) [History](#) [Subscriptions](#)

New Subscription ↑

PCP County: PCP:
 Hospital: Service Month:
 Age: ABD:
 Dual Eligibility Status: Emergent:
 Paid Date: Case Manager:
 Case Management Status:

of 996 | ↑

Document Map ↑

- ED Visit Report - Network v2
 - Tally by Practice
 - Tally by Patient
 - Visit Detail

MID	Name	Number of Visits	PCP Number	PCP Name	PCP County	DOB	A
		33	5908214	Medical Associates of Transylvania Community Hospital	TRANSYLVANIA		
		29	343414A	Health Plus of McDowell HSP	MCDOWELL		
		27	5909193	Brevard Family Practice	TRANSYLVANIA		
		26	344556A	Blue Ridge Community Health Services	HENDERSON		
		24	343414A	Health Plus of McDowell HSP	MCDOWELL		
		24	343414A	Health Plus of McDowell HSP	MCDOWELL		
		24	344556A	Blue Ridge Community Health Services	HENDERSON		
		22	344556A	Blue Ridge Community Health Services	HENDERSON		

...and tools for finding patients at the right time and right place!



North Carolina Community Care Networks Informatics Center Report Site
[Home](#) > [Community Care of Wake - Johnston Counties Standard Reports](#) > [Patient-Level Utilization Reports](#) >
Current Hospital Visits - Your Network

[View](#) [Properties](#) [History](#) [Subscriptions](#)

[New Subscription](#)

1 of 2 ? 100% Find | Next Select a format Export

Current Hospital Visits - Your Network

6701011 - Community Care of Wake and Johnston Counties

Report Details:

Number of Visits Returned: 87

MID	Name	Patient Date Of Birth	Primary Diagnosis	Secondary Diagnosis	S1 Snapshot	646 Snapshot	Visit Type	Admit Date	Admit Time
			CHRONIC AIRWAY OBSTR NEC		Yes		Inpatient	7-31-2011	10:36 AM
			DM1 W KETOACIDOSIS NSU				Inpatient	7-31-2011	1:31 AM
			FAMILY CIRCUMSTANCES NEC	Assault			Inpatient	7-31-2011	1:08 AM
			CELLULITIS NOS	Hand pain, non-traumatic			Inpatient	7-31-2011	12:29 AM
			CARDIAC DYSRHYTHMIA NOS	CELLULITIS NOS	Yes		Inpatient	7-31-2011	12:03 AM
			HYPOGLYCEMIA NOS	Hypoglycemia	Yes		Inpatient	7-30-2011	11:20 PM
			NAUSEA W VOMITING	Shortness of breath	Yes		Inpatient	7-30-2011	2:32 PM
			VOMITING	VOMITING	Yes		Inpatient	7-30-2011	1:03 PM
			MAL CARC TUM BRONCH/LUNG	DEHYDRATION	Yes		Inpatient	7-30-2011	11:33 AM
			POISON-MED AGENT NOS	Ingestion			Inpatient	7-30-2011	10:45 AM
			FEVER NOS	Fever			Inpatient	7-30-2011	7:59 AM
			FEBRILE CONVULSIONS NOS	Shortness of breath			Inpatient	7-30-2011	2:44 AM
			CLSD FX LOWER LIMB NEC	Lower leg pain, traumatic			Inpatient	7-29-2011	7:39 PM

4. Don't just measure quality, enable quality improvement



Home | MY Subscriptions

North Carolina Community Care Networks Informatics Center Report Site
[Home](#) > [Access III of Lower Cape Fear Standard Reports](#) > [QMAF Reports](#) > [Claims Measures Reports](#) > **Disease Management and Cancer Screening by Network**

Search for:

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New Subscription

YearQuarter: 2009Q4 View R

1 of 1 100% Find | Next Select a format Export

NETWORK SUMMARY
QMAF CLAIMS DISEASE MANAGEMENT AND CANCER SCREENING BY NETWORK 2009Q4
NON-DUAL PATIENTS

NETWORK	YEAR QUARTER	ASTHMA			DIABETES				HEART FAILURE			ADULT CANCER SCREENING				
		IP ASTHMA PER 1000 MM	ED ASTHMA PER 1000 MM	BETA AGONIST PERCENT	A1C TESTING	EYE EXAM TESTING	CHOLESTEROL SCREENING	NEPHROPATHY SCREENING	IP CHF RATE PER 1000 MM	IP CHF 30 DAY RE-ADMISSION PERCENT	LVF ASSESSMENT PERCENT	COLON CANCER	CERVICAL CANCER	BREAST CANCER AGES 42 TO 69	BREAST CANCER AGES 42 TO 51	BREAST CANCER AGES 52 TO 69
Access II Care of Western NC	2009Q4	0.1	3.8	1.3%	83%	52%	66%	78%	12.7	0%	90%	32%	57%	47%	44%	49%
Access III of Lower Cape Fear	2009Q4	2.3	10.8	1.0%	86%	55%	79%	84%	29.3	16%	92%	42%	61%	49%	46%	51%
AccessCare	2009Q4	1.2	8.5	1.1%	87%	53%	73%	81%	31.4	24%	96%	38%	59%	47%	44%	50%
Carolina Collaborative Community Care	2009Q4	1.0	17.5	1.4%	86%	59%	80%	86%	58.5	26%	94%	43%	64%	45%	41%	49%
Carolina Community Health Partnership	2009Q4	0.3	9.0	1.3%	90%	60%	85%	81%	35.2	12%	93%	36%	53%	38%	39%	37%
Community Care of Wake and Johnston Counties	2009Q4	2.0	12.9	1.2%	86%	47%	72%	83%	41.6	12%	96%	37%	61%	43%	39%	48%
Community Care Partners of Greater Mecklenburg	2009Q4	2.6	11.5	1.2%	87%	51%	78%	86%	36.9	17%	95%	36%	64%	41%	38%	44%
Community Care Plan of Eastern Carolina	2009Q4	1.8	15.5	1.4%	88%	55%	75%	83%	29.6	17%	95%	42%	58%	53%	48%	58%
Community Health Partners	2009Q4	1.8	9.8	2.2%	90%	53%	80%	84%	36.2	9%	98%	41%	58%	44%	43%	47%
Northern Piedmont Community Care	2009Q4	2.0	11.6	1.8%	78%	53%	73%	84%	48.3	22%	87%	36%	62%	51%	45%	57%
Northwest Community Care	2009Q4	0.5	11.5	1.5%	83%	55%	72%	79%	28.3	8%	94%	38%	65%	47%	43%	52%
Partnership for Health Management	2009Q4	1.8	8.4	0.6%	86%	49%	70%	79%	41.5	17%	94%	35%	60%	51%	49%	53%
Sandhills Community Care Network	2009Q4	1.4	8.8	0.9%	86%	53%	72%	82%	46.5	26%	94%	40%	58%	50%	47%	53%
Southern Piedmont Community Care Plan	2009Q4	1.0	9.8	2.1%	87%	54%	80%	84%	28.2	17%	91%	38%	60%	48%	44%	52%
All Networks Total	2009Q4	1.5	10.7	1.3%	86%	54%	75%	83%	35.3	19%	94%	39%	60%	47%	44%	51%

Empty cell indicates no patients were eligible for the measure

Community Care of North Carolina Report Date: 4/26/2010

Quarterly Quality Measurement and Feedback: Drill-Down to county- and practice-level results



ACCESS III OF LOWER CAPE FEAR (6702004)

QMAF CLAIMS MEASURES 2009Q4

DIABETES

COUNTY	PRACTICE	YEAR QUARTER	DIABETES PATIENT COUNT	A1C TESTING NUM	A1C TESTING DEN	EYE EXAM NUM	EYE EXAM DEN	CHOLESTEROL SCREENING NUM	CHOLESTEROL SCREENING DEN	NEPHROPATHY SCREENING NUM	NEPHROPATHY SCREENING DEN	A1C PERCENT	EYE EXAM PERCENT	CHOLESTEROL SCREENING PERCENT	NEPHROPATHY SCREENING PERCENT
<input type="checkbox"/> New Hanover		2009Q4	271	226	271	150	269	192	259	238	269	83%	56%	74%	88%
New Hanover	Abrons Family Practice / Urgent Care	2009Q4	14	11	14	7	14	11	14	10	14	79%	50%	79%	71%
New Hanover	Cape Fear Pediatrics	2009Q4	1	1	1	1	1	0	0	1	1	100%	100%		100%
New Hanover	Carolina Pediatrics of	2009Q4	1	1	1	1	1	0	0	1	1	100%	100%		100%
New Hanover	Childrens Clinic PA	2009Q4	5	5	5	2	3	0	0	3	3	100%	67%		100%
New Hanover	Coastal Family Medicine	2009Q4	32	29	32	18	32	25	32	32	32	91%	56%	78%	100%
New Hanover	Coastal Family Practice & Family Medicine	2009Q4	12	11	12	10	12	11	12	11	12	92%	83%	92%	92%
New Hanover	Coastal Internal Medicine	2009Q4	23	21	23	12	23	17	23	22	23	91%	52%	74%	96%
New Hanover	Coastal MDs	2009Q4	5	4	5	4	5	2	5	5	5	80%	80%	40%	100%
New Hanover	Health Sciences Foundation DBA / IM	2009Q4	51	39	51	32	51	30	51	45	51	78%	63%	59%	88%
New Hanover	Health Sciences Foundation DBA / OB-GYN	2009Q4	8	4	8	1	8	4	8	6	8	50%	13%	50%	75%
New Hanover	Knox Clinic Pediatrics	2009Q4	0	0	0	0	0	0	0	0	0				
New Hanover	New Hanover Community Health Ctr	2009Q4	25	9	25	15	25	15	24	22	25	36%	60%	63%	88%
New Hanover	New Hanover Medical Group, PA	2009Q4	3	3	3	1	3	3	3	3	3	100%	33%	100%	100%
New Hanover	Northside Medical Group	2009Q4	9	8	9	4	9	7	9	7	9	89%	44%	78%	78%
New Hanover	Pelican Family Medicine	2009Q4	17	17	17	6	17	15	16	16	17	100%	35%	94%	94%
New Hanover	Port City Medical Associates	2009Q4	10	10	10	5	10	9	10	9	10	100%	50%	90%	90%
New Hanover	Seaside Pediatrics	2009Q4	0	0	0	0	0	0	0	0	0				
New Hanover	Senior Health Assoc	2009Q4	5	5	5	3	5	3	5	5	5	100%	60%	60%	100%
New Hanover	Shipyard Medical Center	2009Q4	12	12	12	4	12	9	12	11	12	100%	33%	75%	92%
New Hanover	The Downtown Clinic	2009Q4	1	1	1	0	1	1	1	1	1	100%	0%	100%	100%
New Hanover	The Pediatric Center PLLC	2009Q4	0	0	0	0	0	0	0	0	0				
New Hanover	W H A Medical Clinic PLLC	2009Q4	33	32	33	20	33	29	32	25	33	97%	61%	91%	76%
New Hanover	Wilmington Health Access	2009Q4	4	3	4	4	4	1	2	3	4	75%	100%	50%	75%
Access III of Lower Cape Fear SELECTED Counties Total		2009Q4	271	226	271	150	269	192	259	238	269	83%	56%	74%	88%
Access III of Lower Cape Fear ALL Counties Total		2009Q4	1,015	876	1,015	553	1,009	766	973	846	1,009	86%	55%	79%	84%
All Networks Total		2009Q4	12,492	10,784	12,492	6,625	12,362	8,826	11,745	10,216	12,366	86%	54%	75%	83%

Quarterly Quality Measurement and Feedback: Practice View with County, Network, State Benchmarks



Community Care
North Carolina



Community Care of North Carolina

Quality Measurement and Feedback Initiative

Claims-Derived Measures, Year Ending Dec 2009 vs. Dec 2008

Disease Management and Cancer Screening

Asthma	YEAR ENDING	ASTHMA PATIENT COUNT	MEMBER MONTHS	IP ASTHMA VISITS	ED ASTHMA VISITS	BETA AGONIST OVERUSE DENOM	IP ASTHMA PER 1000 MM	ED ASTHMA PER 1000 MM	BETA AGONIST OVERUSE PERCENT
	Dec 2008	136	1,587	6	56	133	3.8	35.3	1.5%
	Dec 2009	140	1,638	2	48	138	1.2	29.3	0.0%
FORSYTH COUNTY	Dec 2008	774	8,917	20	137	756	2.2	15.4	1.7%
FORSYTH COUNTY	Dec 2009	875	10,062	8	138	853	0.8	13.7	1.6%
NORTHWEST COMMUNITY CARE	Dec 2008	1,241	14,317	23	180	1,212	1.6	12.6	1.7%
NORTHWEST COMMUNITY CARE	Dec 2009	1,471	16,956	8	195	1,442	0.5	11.5	1.5%
ALL NETWORKS	Dec 2008	17,725	205,689	286	2,175	17,364	1.4	10.6	1.3%
ALL NETWORKS	Dec 2009	20,476	237,969	347	2,556	20,074	1.5	10.7	1.3%

Diabetes	YEAR ENDING	A1C TESTING DENOM	EYE EXAM DENOM	CHOLESTEROL SCREENING DENOM	NEPHROPATHY SCREENING DENOM	A1C %	EYE EXAM %	CHOLESTEROL SCREENING %	NEPHROPATHY SCREENING %
	Dec 2008	163	163	158	163	77%	45%	54%	86%
	Dec 2009	167	167	162	167	80%	51%	57%	78%
FORSYTH COUNTY	Dec 2008	417	414	394	414	81%	51%	66%	86%
FORSYTH COUNTY	Dec 2009	448	442	423	442	83%	53%	69%	82%
NORTHWEST COMMUNITY CARE	Dec 2008	760	753	712	753	80%	52%	68%	84%
NORTHWEST COMMUNITY CARE	Dec 2009	854	845	801	845	83%	55%	72%	79%
ALL NETWORKS	Dec 2008	11,530	11,415	10,887	11,418	86%	52%	73%	83%
ALL NETWORKS	Dec 2009	12,492	12,362	11,745	12,366	86%	54%	75%	83%

Heart Failure	YEAR ENDING	HEART FAILURE PATIENT COUNT	MEMBER MONTHS	IP CHF VISITS	IP CHF 30 DAY RE-ADMITTS	LVF ASSESSMENT DEMOM	IP CHF RATE PER 1000 MM	IP CHF 30 DAY RE-ADMISSION PERCENT	LVF ASSESSMENT PERCENT
	Dec 2008	37	437	42	19	35	96.1	45.2%	94.6%
	Dec 2009	34	399	12	1	31	30.1	8.3%	91.2%
FORSYTH COUNTY	Dec 2008	66	753	58	24	64	77.0	41.4%	97.0%
FORSYTH COUNTY	Dec 2009	77	880	30	1	72	34.1	3.3%	93.5%
NORTHWEST COMMUNITY CARE	Dec 2008	105	1,195	67	24	101	56.1	35.8%	96.2%
NORTHWEST COMMUNITY CARE	Dec 2009	119	1,345	38	3	112	28.3	7.9%	94.1%
ALL NETWORKS	Dec 2008	1,774	20,419	738	196	1,687	36.1	26.6%	95.1%
ALL NETWORKS	Dec 2009	1,796	20,883	737	137	1,689	35.3	18.6%	94.0%

...coupled with Actionable Information:
Care Alerts updated weekly



North Carolina Community Care Networks Informatics Center Report Site
[Home](#) > [Go To Practice Standard Reports](#) > [ALAMANCE](#) > [Charles Drew CHC 344515A](#)

Care Alerts

View | **Properties** | **History** | **Subscriptions**

New Subscription

Condition: Alert:
 Client County:

1 of 1 | 100%

Care Alerts

344515A - Charles Drew CHC
 Report Date: 06/23/2011

Report Details

Number of Patients Returned: 20
 Number Of Records Returned: 20

MID	Patient Name	Condition	Alert
		Diabetes	Consider Eye Exam
		Diabetes	Consider Eye Exam

-
- Consider HbA1c
- Consider LDL-C
- Consider Lipid Management
- Consider Mammogram
- Consider Nephropathy Scr
- Consider Pap Test

5. Help providers see the complete picture of the individuals they are caring for

Welcome: test capcp

Provider Portal

Community Care of North Carolina

Logout

Patient Search:

Medicaid ID: Clear All
 Last Name: Birth Date: mm/DD/yyyy
 Last Name: First Name: Birth Year: yyyy

Search

[My Practices](#)
[Patient List](#)
[Patient Profile](#)
[Report Site](#)
[Medication](#)
[CCNC Info and Patient Mgmt Tools](#)

[Patient Care Team Summary](#)
[Medication Regimen](#)
[Medication History](#)
[Visit History](#)

Patient:	Medicaid ID:	Gender: Female	Birth Date:	Age:
Address:		County:	Phone 1:	Phone 2:
Months Medicaid-Eligible: 12	Medicaid: Yes	Medicare: No	Other Insurance: No	Program Code: SADC

Carolina Acco
Carolina Acco
Information da
been processe
patient care, o

Care Coord

Resources:

CCNC Netwo
Care Manag
Network Pha
Mental Healt
Health Check

Most Recent Service Providers:

Type	Name	Phone	Date Last Billed
Pharmacy	HEALTHKEEPERZ PHARMACY	(910) 522-0002	
Personal Care Services	WE CARE FOR YOUHOME CARE INC	(910) 735-0500	
Enhanced Mental Health Services	SUNSHINE CENTER, INC.	(910) 734-8549	
Mental Health Services	SOUTHEASTERN REG MENTAL HLTH	(910) 738-5261	

Most Recent Office Visit Providers:

Billing Provider	Billing Provider Phone	Attending Provider	Attending Provider Specialty	Date Last Billed
LUMBERTON SURGICAL ASSOCS PA	(910) 738-8556	WILLIAMSON,BARRY,E	GENERAL/THORACIC SURGERY, PROCTOLOGY	
SUNSHINE CENTER, INC	(910) 738-7077	PURDY JR,RANDALL,L	PSYCHIATRY	
LUMBERTON INTERNAL MED GRP	(910) 272-8800	MONTILUS,MAC,A	INTERNAL MEDICINE	
SOUTHEASTERN CARDIOLOGY PA	(910) 671-6177	BEKIC,GEORGE,P	CARDIOLOGY	
MOUSER,TIMOTHY,S	(910) 738-4856	MOUSER,TIMOTHY,S	OPHTHALMOLOGY	
CAPE FEAR PODIATRY ASSOCIATES PA	(910) 484-4191	THOMPSON,MATTHEW,J	PODIATRY	

Medication Regimen and Fill History, with adherence information and gap in therapy alerts



Welcome: Annette Dubard

Provider Portal

Community Care of North Carolina

Patient Search: [Logout](#)

Medicaid ID [Clear All](#)
 Last Name Birth Date mm/dd/yyyy
 Last Name First Name Birth Year yyyy

[My Practices](#) | [Patient List](#) | [Patient Profile](#) | [Report Site](#) | [Medication](#) | [CCNC Info and Patient Mgmt Tools](#)
[Patient Care Team Summary](#) | [Medication Regimen](#) | [Medication History](#) | [Visit History](#)

Medication Regimen - 18 prescriptions

[Medication Regimen Report](#) | [Pocket Medication List Report](#)

Fill Date	Drug Description	Qty	Days	Paid	Gap In Therapy	Adherence Index	Prescriber	Pharmacy	Source
7/30/2010	PREDNISON 10 MG TABLET	3	3	\$2.72				HEALTHKEEPERZ PHARMACY	Claims
7/30/2010	GABAPENTIN 300 MG CAPSULE	90	30	\$10.39		1.00		HEALTHKEEPERZ PHARMACY	Claims
7/30/2010	FUROSEMIDE 40 MG TABLET	30	30	\$3.20		0.17		HEALTHKEEPERZ PHARMACY	Claims
7/29/2010	CYMBALTA 30 MG CAPSULE	30	30	\$139.48		0.83		HEALTHKEEPERZ PHARMACY	Claims
7/29/2010	TRAZODONE 100 MG TABLET	60	30	\$6.08		0.92		HEALTHKEEPERZ PHARMACY	Claims
7/29/2010	NITROGLYCERIN 0.4 MG TABLET	25	25	\$9.89				HEALTHKEEPERZ PHARMACY	Claims
7/29/2010	PROPOXYPHEN-APAP 100-650 MG	60	15	\$6.67				HEALTHKEEPERZ PHARMACY	Claims
7/29/2010	METOPROLOL-HCTZ 100-25 MG TA	60	30	\$87.95				HEALTHKEEPERZ PHARMACY	Claims
7/29/2010	ALLOPURINOL 300 MG TABLET	60	30	\$6.61		0.74		HEALTHKEEPERZ PHARMACY	Claims
7/29/2010	POTASSIUM CL ER 20 MEQ TABLET	30	30	\$6.91				HEALTHKEEPERZ PHARMACY	Claims
7/29/2010	LISINAPRIL 20 MG TABLET	30	30	\$4.67		0.74		HEALTHKEEPERZ PHARMACY	Claims
5/25/2010	IPRATR-ALBUTEROL 0.5-3 MG/3	90	10	\$16.33				WALGREENS #01056	Claims
5/25/2010	OXYCODONE w/APAP 5/325 TAB	20	3	\$3.61				WALGREENS #01056	Claims
5/25/2010	NIFEDICAL XL 30 MG TABLET	7	7	\$8.88	65*	1.00		WALGREENS #01056	Claims
5/13/2010	CYMBALTA 60 MG CAPSULE	60	30	\$277.96	DC7	0.83		HEALTHKEEPERZ PHARMACY	Claims
5/13/2010	POTASSIUM CL 20 MEQ TABLET E	30	30	\$6.91				HEALTHKEEPERZ PHARMACY	Claims
5/13/2010	ABILIFY 2 MG TABLET	30	30	\$459.36	54*	0.51		HEALTHKEEPERZ PHARMACY	Claims
5/13/2010	TRAMADOL HCL 50 MG TABLET	90	30	\$7.24				HEALTHKEEPERZ PHARMACY	Claims

Visit History (spanning multiple providers, multiple facilities)

Patient Care Team Summary

Medication Regimen

Medication History

Visit History

Patient: [REDACTED] Medicaid ID: [REDACTED] Birth Date: [REDACTED] CA PCP: [REDACTED]

<input checked="" type="checkbox"/> Care Alerts: 3	<input type="checkbox"/> Recent Hospital Use: 0	<input type="checkbox"/> Inpatient Visits *: 0	<input checked="" type="checkbox"/> Hospital Observation Stays *: 1
<input checked="" type="checkbox"/> ED Visits *: 13	<input checked="" type="checkbox"/> Imaging *: 13	<input checked="" type="checkbox"/> Office Visits *: 30	<input type="checkbox"/> Outpatient Behavioral Health *: 0
<input type="checkbox"/> ST/PT/OT *: 0	<input checked="" type="checkbox"/> Lab Values *: 49	<input type="checkbox"/> DME Supplies *: 0	Medicaid Cost Per Month: \$ 1995.99

Care Alerts - 3

Condition	Description
Diabetes	Consider HbA1c: No record of HbA1c in past 6 months. Last HbA1c was obtained: 09/23/2010. ADA recommends q6mo if A1c<7%, q3mo if A1c >= 7%.
Diabetes	Consider LDL-C: No record of LDL-C in past year. Diabetes LDL-C Last Done Date: 05/13/2010. ADA recommends q1yr.
Diabetes	Consider Nephropathy Screening: No record of documented nephropathy, no record of ACE or ARB therapy, and no record of nephropathy screening in past year. Diabetes Nephropathy Screening Last Done Date: N/A. ADA recommends q1yr.

Emergency Department Visits - 13

Admit Date	Primary Diagnosis	Secondary Diagnosis	Facility
	EDEMA	DERMATOPHYTOSIS OF BODY	FRYE REGIONAL MEDICAL CENTER
	MIGRAINE UNSPEC. W/O INTRACT MIGRAINE W/O STATUS	SCHIZOPHRENIA NOS-UNSPEC	FRYE REGIONAL MEDICAL CENTER
	ADVERSE EFFECT OTH SEDATIVES AND HYP	ADVERSE EFFECT OTH ANTI CONVULSANTS	VALDESE GENERALHOSPITAL
	ADVERSE EFFECT OTH SEDATIVES AND HYP	ADVERSE EFFECT OTH ANTI CONVULSANTS	VALDESE GENERALHOSPITAL
	HEADACHE	NAUSEA ALONE	VALDESE GENERALHOSPITAL
	HEADACHE	ACUTE SINUSITIS NOS	VALDESE GENERALHOSPITAL
	HEADACHE	NAUSEA ALONE	VALDESE GENERALHOSPITAL
	HEADACHE		VALDESE GENERALHOSPITAL
	HYPOPOTASSEMIA	HYPERTENSION NOS	GRACE HOSPITAL INC
	CERVICALGIA	SCHIZOPHRENIA NOS-UNSPEC	FRYE REGIONAL MEDICAL CENTER
	CERVICALGIA	HYPERTENSION NOS	VALDESE GENERALHOSPITAL
	SPRAIN OF NECK	HYPERTENSION NOS	FRYE REGIONAL MEDICAL CENTER
	SPRAIN OF NECK	POSTSURGICAL STATES NEC	VALDESE GENERALHOSPITAL

5. Help providers see the complete picture of the population they are “accountable” for

My Practices | Patient List | Patient Profile | **Report Site** | Medication ® | CCNC Info and Patient Mgmt Tools

> Click here to open Report Site in a separate Window

North Carolina Community Care Networks Informatics Center Report Site
 Home > Go To Practice Standard Reports > ALAMANCE > Charles Drew CHC 344515A

Home | My Subscriptions | Help

Search for: →

Contents | **Properties**

Show Details

- Care Alerts
- CCNC Enrollment
- CCNC Patient Database
- Current Hospital Visits
- ED Visit Report
- Inpatient Visit Report
- QMAF Chart Review Reports
- QMAF Claims Practice Report
- Reference Table for Diagnosis Categories
- Visit Limit Report

North Carolina Community Care Networks Informatics Center Report Site (Demo)
 Home > Practice Standard Reports > PCP Name_CM6_0000647 > Care Alerts

Home | My Subscriptions | Help

Search for: →

View | Properties | History | Subscriptions

New Subscription

Condition: Asthma, CAD with prior MI, CHF | Alert: Consider Colorectal Cancer Scr | View Report

Client County: County

1 of 2 ? | 100% | Find | Next | Select a format | Export

Number Of Records Returned: 81

MID	Patient Name	Condition	Alert	Alert Description
000676269A	Doe *, Jane	Health Maintenance	Consider Mammogram	40-70 yo female with no known hx of bilateral mastector record of mammography in past 2 years. *Mammography Last Done Date: N/A. *USPSTF recommends at least q2yr screening for womer *NCQA/HEDIS recommends at least q2yr screening for v 70yo.
000436934A	Doe *, Jane	Health Maintenance	Consider Mammogram	40-70 yo female with no known hx of bilateral mastector record of mammography in past 2 years. *Mammography Last Done Date: N/A. *USPSTF recommends at least q2yr screening for womer

New Models of Care = New Data Needs



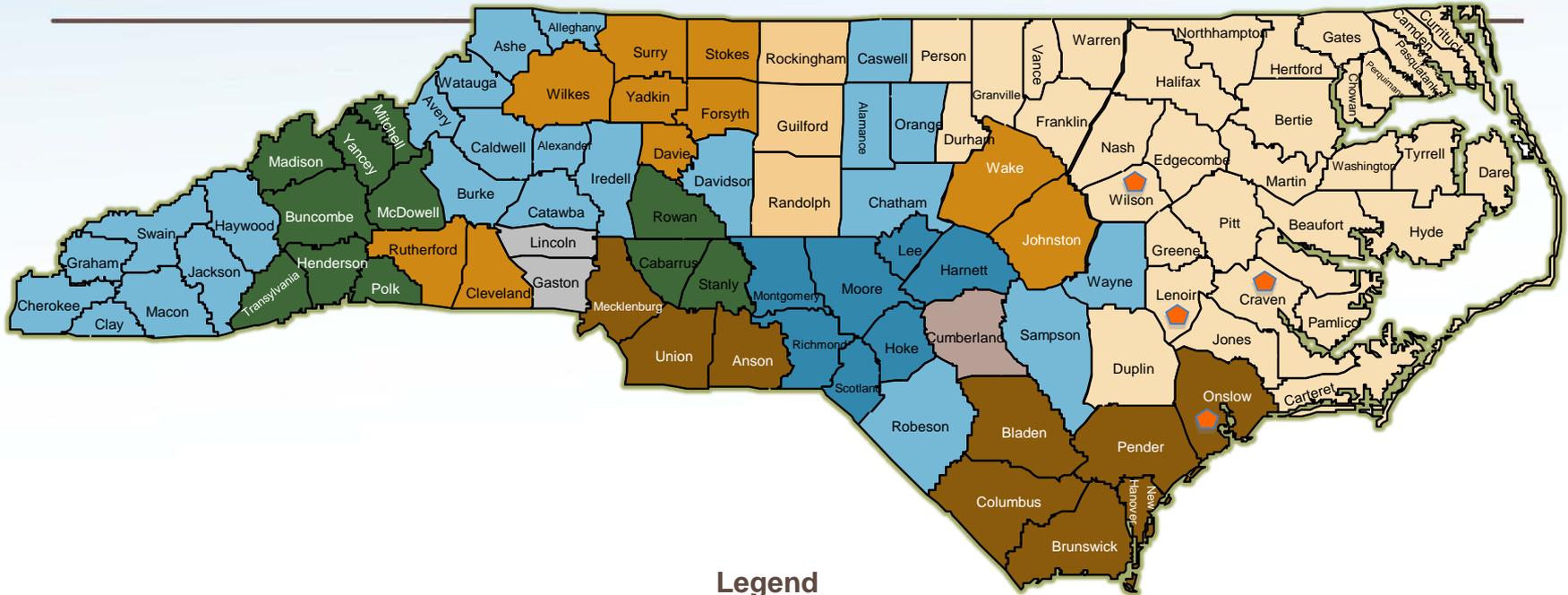
1. Understand the Population
2. Identify High-Risk/ High-Opportunity Patients for Targeted Services
3. Couple performance measurement with *actionable* information
4. Don't just measure quality, *enable* quality improvement
5. Help providers see the complete picture of the individuals they are caring for
6. Help providers see the complete picture of the population they are 'accountable' for
7. **Support the *human* health information exchange!**



Community Care
of North Carolina

Information Support for:

- 14 Networks
- 1500 Primary Care Practices
- 1.1 Million Medicaid Recipients
- 500 CCNC care managers
- 500 LHD care managers
- 26 LMEs, all NC Hospitals



Legend

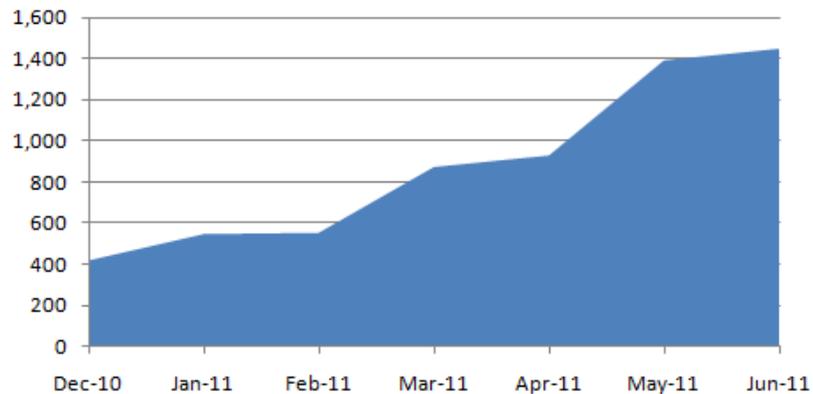
- ◆ AccessCare Network Sites
- AccessCare Network Counties
- Community Care of Western North Carolina
- Community Care of the Lower Cape Fear
- Carolina Collaborative Community Care
- Community Care of Wake and Johnston Counties
- Community Care Partners of Greater Mecklenburg
- Carolina Community Health Partnership
- Community Care Plan of Eastern Carolina
- Community Health Partners
- Northern Piedmont Community Care
- Northwest Community Care
- Partnership for Health Management
- Community Care of the Sandhills
- Community Care of Southern Piedmont

IC Applications Usage December 2010-June 2011

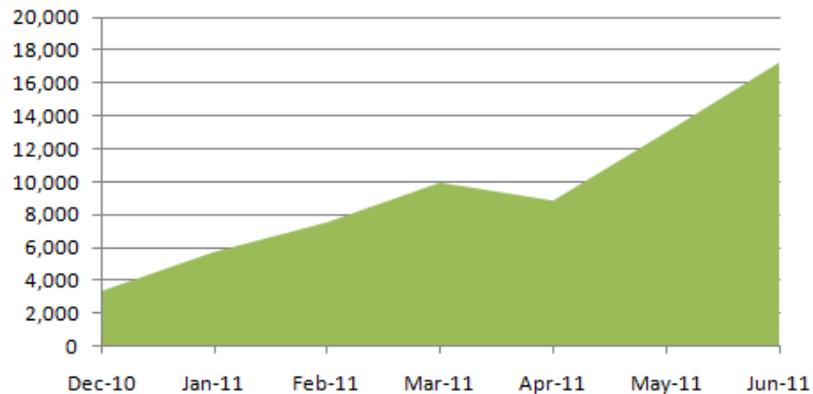


Provider Portal

Number of unique user log-ins

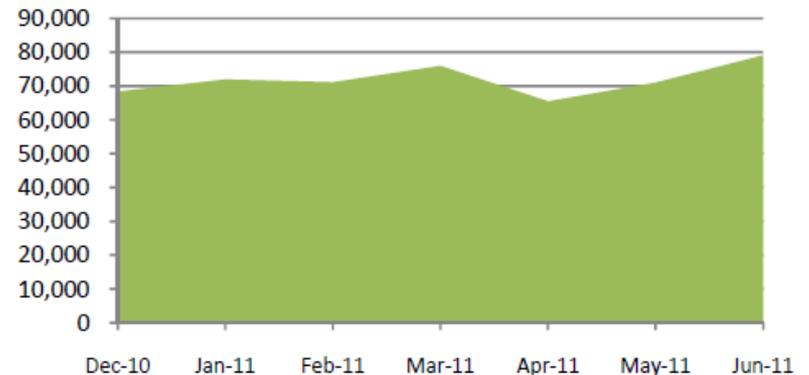


Number of unique patients accessed

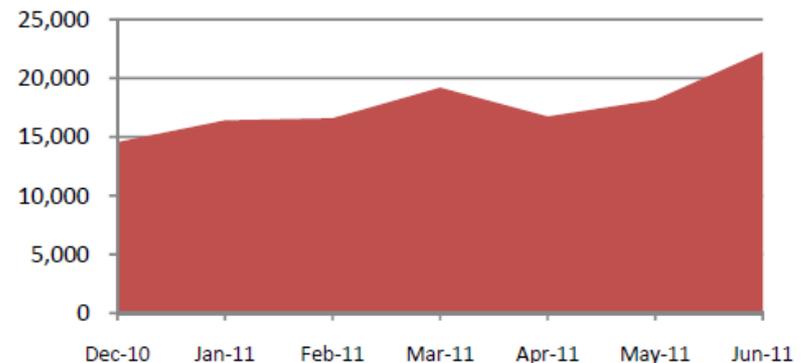


CMIS

Number of unique patients accessed



Total successful log-ins



■ **Medicaid population**

- Paid claims (weekly); eligibility and enrollment (monthly)
- Labcorps (monthly); other laboratory providers in the works
- Hospital Admission/Discharge/Transfer data (twice daily); 38 hospitals currently participating
- Medicare claims for dual eligibles in 646 demo counties (monthly)
- Surescripts pharmacy data for dual eligibles in 646 demo (weekly)
- Coming soon:
 - UNC Health Systems discharge summaries, labs, medications (daily)
 - Piedmont Behavioral Health encounter data
 - DPH data (immunization registry, vital statistics)
 - DMH data (state facilities and outpatient MH services)
 - Connectivity to practice EHR systems to capture clinical data

CCNC Informatics Center Data Sources...

Other Populations/ 12 month horizon



- **Uninsured**

- Shadow claims for HealthNet and CCNC-UP patients

- **Medicare**

- Medicare Part A,B claims for “straight Medicare” population in MAPCP and 646 demos
- Medicare A,B,D claims for statewide dual-eligibles?

- **Multipayer**

- BCBS, SEHP claims data for 7-county MAPCP demo
- Beacon Community (So. Piedmont) hospitals and practices
- First in Health initiative