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Quality Initiatives for Improving Adolescent Health

The National Institute for Health Care Management Foundation Webinar

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Introduction

- Plan description
 - State's largest health plan which provides coverage to over 237,000 Vermonters.
 - Nonprofit, independent company headquartered in central Vermont.
 - Member of the Blue Cross and Blue Shield (BCBS) Association, an association of independent Blue Cross and Blue Shield Plans.
- Quality initiatives to improve adolescent health
 - Vermont Child Health Improvement Project (VCHIP) collaboration.
 - Plan initiative: Reminder and educational mailings.

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The Vermont Youth Health Improvement Initiative

Since the winter of 2001, VCHIP has coordinated a statewide, collaborative quality improvement initiative to enhance the health care delivery to Vermont youth.



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VCHIP Project Strategy

- Goal
 - Improve adolescent health through delivery of high-quality preventive services.
- Approach
 - Create a unique, multi-organization collaborative quality improvement project.
 - Adapted the Institute for Healthcare Improvement (IHI)/National Initiative for Children's Healthcare Quality's (NICHQ) breakthrough series collaborative model. (Substituted second learning session for a community meeting where referral sources met with physicians to discuss available mental health resources.)
 - Key players aware of the elements of excellent adolescent preventive services.
 - More efficient and effective for each practice to work on one adolescent health initiative rather than four or five separate projects with different stakeholders.

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Quality Adolescent Healthcare: VCHIP's Collaborative Program Focus

- Annual well visits
- Immunizations
- Screen for:
 - Physical activity
 - Nutrition
 - Sexual behavior
 - Substance use
 - Safety: Teen safe driving
 - Emotional health/depression
- Build on strengths:
 - Generosity
 - Independence
 - Mastery
 - Belonging
- Practitioner action
 - CRAFFT
 - In-office intervention
 - Referral

Categories of risk behaviors from the Centers for Disease Control and Prevention, 2004.
Positive youth development factors from Brendtro et al [Reclaiming Youth at Risk](#), 1992.

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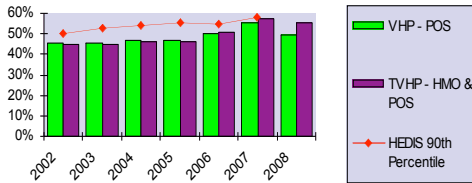
VCHIP Youth Collaborative

- Designed model of three learning sessions.
- Developed training materials.
 - Materials based on accepted best-practices for each subject area.
 - Focused on adolescent communication and engagement strategies, strength-based approaches and practice with standardized patients.
 - Suggested improvements to office systems based on office staff feedback and chart audits (e.g., pre-visit questionnaires, checklists, forms, outreach calls, privacy, etc.).
 - Provided training on the use of screening tools (including the CRAFFT screening tool for substance abuse and the VCHIP-developed screening tool).
- Documented improved screening rates.
 - Audited charts before and after training to document whether the provider conducted a screening and the type of screening conducted.
 - Noted improvements in the quality and frequency of screenings.
 - Noted reinforcement of the relationships between patients, providers and families after training was provided.

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**Plan QI Initiative:
Improve Adolescent Well-Care Visit HEDIS Rates**

The Plan saw improvement in the HEDIS AWC 2004 to 2007 rates:
VHP (POS): increased 8.51 percentage points (46.96% to 55.47%); and
TVHP (HMO & POS): increased 10.95 percentage points (46.23% to 57.18%).



* VHP 2008 - Rate admin only
** HEDIS 2003 and 2005 - Measure rotated

**Plan QI Initiative:
Improve Adolescent Health**

The Plan disseminated information to educate members and providers to improve the HEDIS child and adolescent immunization rates.

- Purchased and promoted an informational DVD for parents regarding childhood and adolescent immunizations from Children's Hospital of Philadelphia. **Vaccines: Separating Facts From Fear** and **Vaccines and Your Baby** provides fact-based, compelling information and true stories from families across the country impacted by vaccine-preventable diseases. The Plan offers it free to members and providers.
- Developed and distributed a provider toolkit which contained the following.
 - A CPT and ICD-9 Coding Tool.
 - A description and access page for two educational DVDs produced by the Children's Hospital of Philadelphia (C.H.O.P.).
 - A "Refusal to Vaccinate" form and documentation guide (American Academy of Pediatrics).
 - Information promoting and updating progress from the Vermont Department of Health Immunizations Registry.
 - List of immunization-related websites.

VCHIP Project Strategy 2005 -2009

Move to delivering one-hour training sessions to over 55 practices.

- Provide an office-based education model to improve the delivery of adolescent preventive services in primary care offices.
 - Practitioners are committed to prevention, health promotion and continuous quality improvement.
 - Practitioners and their office staff want to know what's likely to work in helping youth to choose healthy behaviors.
- Offer office-based training modules on strength based approaches.
 - Substance abuse
 - Proper nutrition and exercise
 - Risky sexual behavior
 - Safe teen driving
 - Mental health

VCHIP Practice Support

- Continuum of Services
 - Helps practices enhance their community networks so that adolescents can receive a continuum of needed services in the office and/or community setting (e.g., mental health and substance abuse services).
- The "READY" brochure
 - A tool to assist health care professionals and parents to enter into a dialogue with youth about their strengths, interests and development.
 - Developed by the Vermont Child Health Improvement Program, Vermont Department of Health and Vermont Families Talk.



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Final Comments

- Practices are willing and capable of improving adolescent preventive services with support.
- Public health, Medicaid, health plans, academic medicine, practitioner organizations and practitioners working collaboratively at the statewide level can be important drivers of improvement.

Plan's Next Steps

- Continue monthly birthday reminder member and provider mailings.
- Implement initiatives to increase adolescent immunization rates.
- Expand Pay for Quality criteria to include HEDIS rates for well-care visits and immunizations.

VCHIP's Next Steps

- Continue to spread and improve the VCHIP office-based education training and support to "high-volume adolescent" primary care practices using an office based education approach.
- Incorporate more case-based learning.
- Ensure that all participants and stakeholders are aware that this project provides a mechanism to implement the new 2007 AAP Bright Futures Guidelines for preventive services.
- Hold an Adolescent Health Summit in 2009 targeting the growing adolescent health network and provide education regarding the latest adolescent health topics in primary care.

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