



TCPI Exemplary Practice Performance Summary, January 2019

Horizon Health and Wellness (HHW)

Fred Karst, Chief Operating Officer

Exceptional Federally Qualified Health Center offering an array of integrated health services to improve access to care for rural and at-risk populations.

Horizon Health and Wellness (HHW) successfully targeted and achieved results stemming from evidence-based protocol adoption and interventions intended to affect performance on HEDIS clinical measures, reduce hospitalizations and unnecessary testing.

Horizon Health and Wellness is a non-profit 501(c)(3) integrated health care agency licensed by the State of Arizona to provide an array of inpatient, outpatient and residential services in Pinal, Gila, and Yuma Counties as well as habilitation services in the counties of Cochise, La Paz, Maricopa, and Santa Cruz. We offer a full range of mental health services for all ages and stages of life. In addition to behavioral health, we also provide primary care and preventative health services. Our mission is to provide Integrated Health Care that addresses the whole person and promotes wellness using best practices to enhance the quality of life of the individuals, families and communities it serves.

Horizon Health and Wellness has thirteen locations and eighteen TCPI enrolled clinicians. We completed and graduated the five phases of transformation on April 26, 2018. We serve a predominantly white, population, with a payer mix trending toward Medicaid as primary for most of its 4500+ UDS eligible reported members. English is the reported primary language for the majority of our membership.

Horizon Health and Wellness aggressively targeted improvements on Aims 3, 4 and 5 through adoption of evidence-based protocols for HEDIS and clinical quality measures, interventions that focused on reducing emergency department and inpatient hospital encounters, and processes to reduce duplicate or unnecessary testing. In the table below, we show improvement over the baseline period in the listed eight measures.

Measure Name	Year 1 Change	Year 2 Change	Most Recent 12 Months Change
Adult CT Scans	-29.4%	-52.9%	-47.1%
Adult Smoking Cessation	142.1%	204.3%	151.0%
Adolescent Well Child	113.5%	46.7%	41.7%
Breast Cancer Screening	50.0%	36.4%	166.7%
Cervical Cancer Screening	0.4%	8.3%	14.0%
Comprehensive Diabetes Care - HbA1c Control	90.9%	75.0%	36.4%

Our practice implemented changes to workflows and processes to achieve these improvements, and the interventions are detailed in the ***Hospitalization Prevention Initiative*** and the ***Unnecessary Testing Prevention Initiative***.

The ***Hospitalization Prevention Initiative*** was implemented starting in August of 2017, with some adjustments in the following months. This initiative targeted all clients in the first 30 days following a hospital discharge. A team of care managers were assigned to provide specific engagement services following a client's discharge to support the client in ensuring they meet with a medical provider within seven days of discharge and provide additional information, resources and supports to the client that may help the client refrain from readmission and obtain better preventative care. Data demonstrate a downward trend in readmissions and inpatient stays (see Figure 1).

The ***Unnecessary Testing Prevention Initiative*** was implemented starting in October of 2017 to reconcile all data and more accurately identify clients in need of an A1C test, prior to the data being given to the care manager for follow up with the client and their PCP. At that time our Primary Care Physicians were utilizing the electronic health record E-Clinical Works, and our psychiatrists were utilizing Claimtrak. To collect evidence of all A1C tests for clients diagnosed with diabetes collected by prescribers outside of our agency, our care managers received a daily report from Claimtrak that identified missing test results. The care manager would then review the report, review data from Health Current (Arizona's health information exchange) and collected the results from the provider's assigned PCP and enter the data into Claimtrak. If there was no known A1C test in the past 365 days, the care manager would notify the client that they should visit their PCP to have the test ordered and performed. While this process did consider labs ordered by our psychiatrists, and did attempt to collect reports from other prescribers, it was labor intensive and did not use the reporting capabilities of E-Clinical Works and missed much of the test results that were present in E-Clinical Works. As a result, our dataset was incomplete, and several clients were asked to have an A1C test completed unnecessarily. A new report was developed which compared data from Claimtrak, ECW, and Health Current and combined the reports to more accurately reflect if the client needed an A1C test. Because of the new combined report, we identified many more A1C test results and are now able to focus on a much smaller group of clients who have not likely received the test.

Example: (clients who are diagnosed with a serious mental illness and diabetes) When we looked only at Claimtrak we found that 48 of our 121 clients needed an A1C test. When we considered only ECW and Health Current we found 35 of the 121 clients needed an A1C test. (See Table 1). However, with the combined reports we determined that only 17 total clients still needed the test. Looking at the reports separately would have resulted in care managers asking 49 of the 121 clients to get an A1C test unnecessarily (see Table 1 and Figure 2).

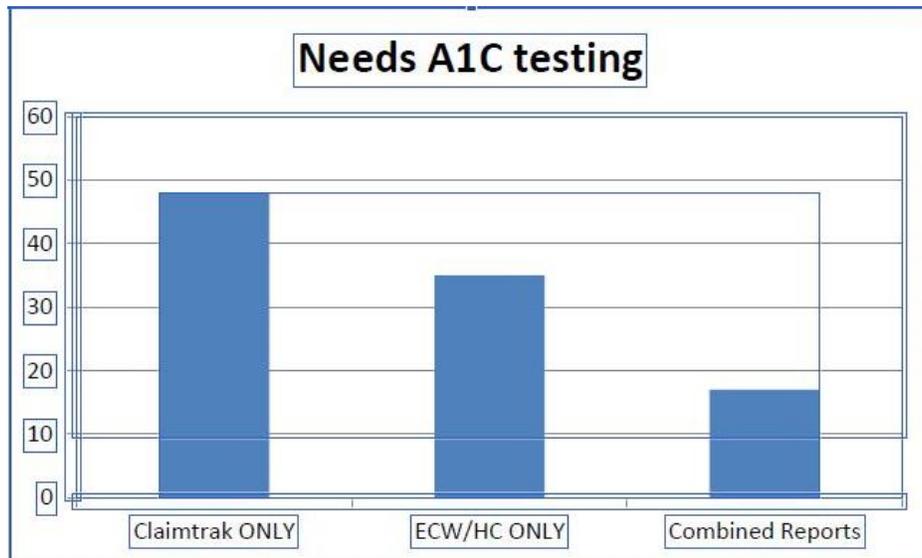
Figure 1. Readmissions and Inpatient Stays by Month



Table 1. Clients with Diabetes and a Serious Mental Illness – HbA1c Test Needed and Complete by Source

Clients diagnosed with Diabetes and a Serious Mental Illness A1C test in previous 365 days			
	Claimtrak ONLY	ECW/HC ONLY	Combined Reports
Clients Needing A1C test	48	35	17
Clients with Complete A1C test	73	86	104
Percent Compliant	60%	71%	86%
Total Clients in Sample	121	121	121
Number marked as complete on only 1 report	31	18	49

Exhibit 2 Clients with Diabetes and a Serious Mental Illness – HbA1c Test Needed by Source



Our aggressive adoption of evidence-based protocols has resulted in improvements in clinical outcomes, reduction of unnecessary tests and procedures, and has led healthcare cost savings. We are an exceptional FQHC servicing the needs of our clients by continually improving access to care for rural and at-risk populations.

Horizon Health and Wellness is an active participant of the Practice Innovation Institute (Pii), Arizona's Practice Transformation Network.

As of April 26, 2018, Horizon Health and Wellness has completed the 5 Phases of Transformation and graduated. Horizon Health and Wellness was the recipient of the 2018 Health Summit and Trade Show Organization IT Innovation Award.



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