

# Your Healthcare **Plus**™

*Extra help for better health*

BRM Lunch and Learn  
February 23, 2016

Administered by A free benefit of  
**McKESSON**  
*Empowering Healthcare*

**iHFS** ILLINOIS DEPARTMENT OF  
Healthcare and  
Family Services

## Who is Eligible to Participate in YHP?

Four Distinct FFS Medicaid Populations

Non-Dual  
Aged Blind Disabled Family Health (~TANF)

Institutionalized (10,385)

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CHRONIC  
CONDITIONS  
(N = 109,207)

PERSISTENT  
ASTHMA (PA)

(N = 128,748)

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FREQUEN  
T ER  
USERS  
(N = 24,550)

4

PD WAIVER 65+ WAIVER  
(N = 6,767) (N = 1,462) (N = 1,462)

**Total about  
281,119  
Enrollees**  
(as of 12/31/10)

*Participation is voluntary. Individuals can "opt out."*  
Confidential and Proprietary

# Your Healthcare Plus (YHP)

## • Goal

- Improve health outcomes & reduce avoidable costs

## • Program Design Concepts

- Reduce inappropriate and unnecessary ED utilization
- Reduce avoidable medical hospital admissions and re-admissions through better community-based care
- Support consistent use of a medical home to minimize fragmented care and improve continuity of care
- Improve coordination of care among all providers
- Increase member understanding of and adherence to their treatment plan and improve self-management skills
- Support / improve provider adherence to national, evidence-based clinical practice guidelines
- Use data and IT tools to better monitor, report and improve clinical outcomes

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# Care Management Programs

## • The YHP program includes interventions for:

- “Big 5”: Asthma, Diabetes, Heart Failure (CHF), Coronary Artery Disease (CAD), Chronic Obstructive Pulmonary Disease (COPD)
- Schizophrenia
- Depression
- Chronic Pain (Migraine HA, Back Pain, Osteoarthritis)
- Complex case management, including conditions such as hemophilia, HIV, cancers, severe trauma, etc
- Frequent ED utilizers

## • There are no medical exclusions – “all comers, come”

## • Approximately 25% of the community population have behavioral health problems; a full 50% of residents in LTC have schizophrenia

## • Applications used: Legacy PCM, CCMS (customized older version) and PCS (for documenting contacts with providers)

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## Why Provider Recognition?

- a Positive YHP name recognition
- a Establish new and enhance existing relationships with providers
  - Entry point for staff to collaborate with providers
  - Entry point for full presentation of the program
- a Demonstrate to non-awardees that others are overcoming barriers to improvement
- a An improvement driver for both awardees and non-awardees
- a Free press
- a Build engaged provider database

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## YHP Provider Recognition Basics

- ⦿ Data tracked for:
  - Diabetes
  - Heart failure
  - COPD
  - Asthma – disabled population and family health population
  - Coronary artery disease
- ⦿ Thresholds of excellence established for each measure within each condition
- ⦿ Recognition and Blue Ribbon Recognition performance criteria established for each
- ⦿ Eligible providers must have at least 16 YHP patients with in a given condition

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# Recognition Criteria

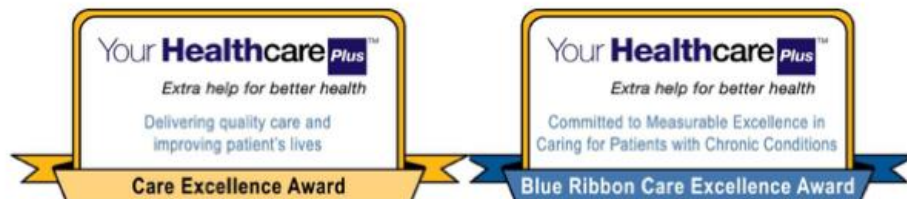
Provider Recognition Award Targets and Timeline

	Condition Thresholds by Metric #	
	of Metrics at Target to Achieve	
	Recognition	
Proprietary & Confidential	Retinal Exams 55%	HAIC 85% Recognition 3
	Diabetes ASA 70% Blue Ribbon 4 to 7	
	Sept -Oct Microalbumin testing 75%	
	Cholesterol testing 85%	
	ACE/ARE 75%	
	Cholesterol lowering therapy 80%	
		ACE/ARC 80% Recognition 2
	CHF7B-blocker 80% Blue Ribbon 3	
	Nov — Jan Diuretics 80%	
		ACE/ARC 75% Recognition 3
CAD	B-blocker 75%	
	Nov — Jan ASA 75% Blue Ribbon 4 to 5	
	Cholesterol lowering therapy 75%	
	Cholesterol testing 80%	
	70%	
Proprietary & Confidential	Asthma Blue Ribbon — reaches 80% both measures	ICS w/in 30d Recognition — reaches 70% in 80% both measures
Proprietary & Confidential	Feb — April Controller both measures 70%	
		80% Two separate awards: ABD

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## What Do Awardees Receive?

- Award certificate
- Recognition by name on the YHP website
- Mention in other newsletter publications
- YHP Recognition insignia for placement on the awardee's website and print publications
- Window decal
- A press release template for distribution to the awardees' local media channels and internal publications



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## Notification Process

- Medical Director calls lead provider to notify and explain award, obtain email address
- Email copying staff sent with attachments
  - Notification letter
  - Press release template
  - YHP Recognition jpg file
  - Award description and criteria
- Staff schedules delivery

**From:** Nelson, Carrie (<mailto:Carrie.Nelson@McKesson.com>)  
**Sent:** Monday, February 14, 2011 5:00 PM  
**To:** Martinez, Enrique  
**Cc:** Stephen Stabile; Young, Sandra  
**Subject:** Your Healthcare Plus Provider Recognition Award

Hello to you both. One of your clinics, Near South, is the recipient of the Your Healthcare Plus Provider Recognition for care excellence in the treatment of heart failure. We're delighted to be able to recognize one of the Cook County clinics in this way. I've attached some of the award materials and we'd like to set up a time to present the award certificate to the providers and staff. Is there someone other than the two of you that has direct accountability for that site whom we should contact? We'd like to extend our congratulations and present the award certificate in person. The award materials include:

- The press release template – can be customized to send to your local media channels
- The jpeg file for placement of the award symbol on your print or electronic materials
- A copy of the letter advising you of the award in case you would like to have an electronic version to forward for internal or external press
- A general description of the Provider Recognition Award program
- A general description of the Your Healthcare Plus program

In the near future the clinic site will be recognized on the Your Healthcare Plus website, linked below. Best wishes on all your quality improvement efforts!

[www.yourhealthcareplusdr.com](http://www.yourhealthcareplusdr.com)

Carrie E. Nelson, MD, MS, FAAFP  
Medical Director, Your Healthcare Plus  
Business: 630-681-0290  
Cell: 224-542-8071

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## Results

- Diabetes – 62 Awardees
  - 25 Blue Ribbon
  - 37 Regular Recognition
- Heart Failure – 27 Awardees
  - 8 Blue Ribbon
  - 19 Regular Recognition
- Coronary Artery Disease – 9 Awardees
  - 4 Blue Ribbon
  - 5 Regular Recognition

- Asthma -
  - 33 ABD Asthma
    - 8 Blue Ribbon
    - 25 Regular Recognition
  - 118 Persistent Asthma
    - 27 Blue Ribbon
    - 91 Regular Recognition



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**Recognition: Provider Newsletter**



4570is Healthcaregr  
HEALTH & for 31 was Mac  
CONNECT

**Your Healthcare Plus Physician Recognition Program** eicanewi<sub>new</sub>

# Recognition: Press Initiated by Awardees

SIU School of Medicine

NEWS RELEASE

Office of Public Affairs 1 P.O. Box 196211 Springfield, IL 62794-9621  
217-545-2151 Fax 217-545-0580 [publicaffairs@siu.edu](mailto:publicaffairs@siu.edu) [www.siu.edu](http://www.siu.edu)

Contact Nancy Zimmers, 217-545-3854 (Sill Springfield)  
Jan Farmer, 618-536-0258 (FMC Carbondale)

January 18, 2011

## SIU's Family Medicine Center Receives Excellence Award

The Southern Illinois Family Medicine Center has received an Award for Excellence from the Your Healthcare Plus program for providing quality medical care in diabetes. The awards are given to medical providers in Illinois who achieve high marks in recognized measures of quality for chronic conditions. The Carbondale center, part of Southern Illinois University School of Medicine, is among the first groups in the state to be recognized.

*Note to news media: The award presentation will be held at 1:30 p.m. Wednesday, January 19, at the SIU Carbondale Family Practice Center, 301 West Jackson St., Professional Carbondale Suite 200 (second floor), Carbondale.*

Your Healthcare Plus (YHP) is a Medicaid program that promotes and coordinates care for many Illinoisans with chronic conditions. The YHP recognition is awarded to medical practices that achieve outstanding patient care at above standard performance levels according to specifications detailed for specific disease states.

"We're delighted to recognize the outstanding care that the people at SIU Carbondale deliver to their patients. Such excellence does not happen by accident. Instead it's a result of the concerted efforts of an entire health care team along with a strong partnership with their patients. It is clear that good leadership is in place within SIU's family medicine department to enable these results," explains Dr. Carrie E. Nelson, YHP medical director.

"I am pleased to accept this recognition of behalf of our physicians, resident physicians and support staff. It is only with the dedication of this team that we have been able to improve the quality of care for our patients with diabetes. The patients, as an integral part of our team, also have made a commitment and should be commended for their participation in the management of their chronic disease," said Dr. Penny Tippy, professor of family and community medicine.

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## Publicizing and Celebrating: [www.yourhealthcareplusdr.com](http://www.yourhealthcareplusdr.com)



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## Provider Feedback

- ⦿ *Good morning Dr. Nelson. Thank you again for coming out on Monday afternoon. The staff truly appreciated the award!*
- ⦿ *"You should have seen the staff when they learned of the award. It made them want to work that much harder to achieve our quality goals!"*
- ⦿ *Thank you so much Dr. Nelson! We're excited to let our entire Erie network know about this wonderful recognition.*
- ⦿ *This is a great achievement and we need to be sure that we do our best to celebrate it. Our goal is to become regular recipients of your program's recognition awards at all of our sites!*

*Terry Mason MD, FRCS  
Chief Medical Officer, Cook County Health System*