OKLAHOMA ABCD III: CONNECTING THE DOCS
Project Impact: Evaluation and Care Coordination
June 24, 2013
NASHP Webinar
OUTLINE

- Measures in OK
- Results
- Lessons Learned
- Remaining Challenges
MEASURES
WHAT/HOW WE MEASURED

Oklahoma’s Common Measure

# of children ≤ 34 months old referred for EI services whose PCP knows of the services received within 80 days

# of children ≤ 34 months old whose PCP referred for EI services more than 80 days ago

- Used a web portal to electronically collect referral and feedback data
Referral Communication “Loop”

Entering
- PCMH enters child in web portal
- PCMH identifies child for referral
- PCMH reviews disposition in portal

Pending
- County team(s) process child
  - SoonerStart EI
  - Child Guidance
  - Sooner SUCCESS Care Coordination
  - Oklahoma Family Network

Responded

Completed
- Parent schedules appointment (Scheduled)

Processing
RESULTS
## Results of Referral Feedback

<table>
<thead>
<tr>
<th>Practices</th>
<th>Rate of Receipt of Referral Feedback (PCP Knowledge of Referral Results)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Baseline</td>
</tr>
<tr>
<td>8 (22 PCPs) in 4 counties</td>
<td>Missing</td>
</tr>
</tbody>
</table>
**RESULTS: TIMELINESS OF FEEDBACK**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Baseline</th>
<th>Follow-up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average # of days for the Feedback Loop to be completed</td>
<td>85 days</td>
<td>51 days</td>
</tr>
<tr>
<td>Feedback Loop completed in 80 days or less</td>
<td>43% of the time</td>
<td>73% of the time</td>
</tr>
<tr>
<td>Feedback Loop completed in 160 days or less</td>
<td>79% of the time</td>
<td>98% of the time</td>
</tr>
</tbody>
</table>
LESSONS LEARNED
What can other states take away from OK’s experience?
LESSONS LEARNED RE: MEASUREMENT

- Unable to collect baseline data on referral feedback from EI to PCPs

- Had to create new county-level teams and web-based system for tracking referrals
  - New system also allowed us to track info on:
    - Missing/unknown referrals
    - Timeliness of referrals

- Partnering with an existing system (PSRS*) avoided cost of creating an entirely new one

PSRS - Preventive Services Reminder System-web based decision support tool developed by OUHSC Department of Family Medicine
LESSONS LEARNED RE: PROJECT DESIGN

- Having state and county project teams made sense for a rural state
  - Each community team retained ownership of the project in their county, with support from the state team
  - Allowed County to decide for itself who initial triage entity is and to change it if needed
  - State Team and County Core Team Members (EI, CG, CC, OFN)* in each of the 4 counties continue meeting monthly after funding ended

*EI-SoonerStart Early Intervention, CG-Child Guidance, CC-Sooner SUCCESS Care Coordination, OFN-OK Family Network
LESSONS LEARNED RE: PROJECT DESIGN

- Look to University partners as a strong resource
- Use CMS/State Medicaid QI dollars and match to fund some of the effort
  - In OK, funds used for:
    - Practice facilitators who support recruitment, training, problem solving, technical assistance, and retention of office and county team participants
    - Web-Portal support-Portal design, maintenance, and modifications
    - Project coordinators/Evaluators
Remaining Challenges
CHALLENGES

- Communication across programs and subsystems
  - Multiple systems to coordinate
  - Multiple processes for referral
  - Multiple levels of decision making

- Data and Information Sharing
  - Diverse and non-integrated data systems
    - EHRs, individual agency databases
  - Consent/Privacy (HIPAA/FERPA)

- Community Team Challenges
  - Allocation of responsibility during referral loop process

- Funding/Statewide Spread/Sustainability
EXTRA SLIDES

Acronyms, visual layout of state and county teams, web-portal screen shots
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Name</th>
<th>Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>EI</td>
<td>SoonerStart</td>
<td>IDEA Part C Early Intervention</td>
</tr>
<tr>
<td>OHCA</td>
<td>OK Health Care Authority</td>
<td>Medicaid/SCHIP State Administrative Agency</td>
</tr>
<tr>
<td></td>
<td>SoonerCare Choice</td>
<td>Medicaid/SCHIP Medical Home</td>
</tr>
<tr>
<td>OFN</td>
<td>Oklahoma Family Network</td>
<td>Family-to-Family health information network</td>
</tr>
<tr>
<td>OSDH</td>
<td>Oklahoma State Health Dept</td>
<td></td>
</tr>
<tr>
<td>CG</td>
<td>OSDH Child Guidance Program</td>
<td></td>
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<tr>
<td>OUHSC</td>
<td>University of OK Health Sciences Center</td>
<td>Dept of Pediatrics Section on Developmental Behavioral Pediatrics (SODBP) (Evaluation Team) Dept of Family and Preventative Medicine (Technical support)</td>
</tr>
<tr>
<td>CSC</td>
<td>Child Study Center</td>
<td>Evaluation Team’s clinical setting on OUHSC campus</td>
</tr>
<tr>
<td>CC</td>
<td>Sooner SUCCESS</td>
<td>Care Coordination Program</td>
</tr>
<tr>
<td>PEAs</td>
<td>Practice Enhancement Assistants</td>
<td>OUHSC Research assistants who work longitudinally with practices in each of the counties to facilitate change</td>
</tr>
</tbody>
</table>
COMMUNITY TEAM ACTIVITIES
LOCAL CORE TEAMS MIRROR CORE STATE TEAMS

STATE TEAM

LOCAL TEAMS (x 4)

*OHCA-Medicaid, EI-SoonerStart Early Intervention, CG-Child Guidance, CC-Sooner SUCCESS Care Coordination, OFN-OK Family Network, PEA-Practice Enhancement Asst
WebPortal Screen Shots
PRACTICE: PATIENT CHART SEARCH

Preventive Services Reminder System
Department of Family and Preventive Medicine
at the University of Oklahoma Health Sciences Center

PSRS Main Menu

- Patient List
  - Display patient demographics

- Search By Appointment
  - Search by patient appointment

- Search By Patient
  - Search by patient name, DOB or clinic

- Add New Patient
  - Add a new patient record

- Forms & Handouts
  - Print EPSDT forms and patient education handouts

- Management
  - Physician list, vaccine inventory, and patient recalls

Log Off

Contact Us
Department of Family and Preventive Medicine
The University of Oklahoma Health Sciences Center
P.O. Box 26901 Oklahoma City, OK 73190

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DOE, JOHN 1/2/2008 Male  Age: 5y 2m 24d
Recommendations for today: 03/26/2013
- Flu shot; VZV1; HepA1; MMR1; OPV/IPV1;
- Dental caries prophylaxis; EPSDT visit; Hearing Testing; Seatbelt use;

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name &amp; MI</th>
<th>DOB</th>
<th>Gender</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>DOE</td>
<td>JOHN</td>
<td>1/2/2008</td>
<td>Male</td>
<td>(405) 271-8000</td>
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Demographics Vaccine Service Allergy/Risk Appmnts Prevention Plan PDF Report Handouts
Patient Report Patient Entries Documents Med Profile Dx Profile

Early Childhood Referral
PRACTICE: STARTS NEW REFERRAL OR REVIEWS EXISTING REFERRAL IN PROGRESS

DOE, JOHN 1/2/2008 Male  Age: 5y 2m 24d

Early Childhood Services Options

Send New Referral Request

View Referral History

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P.O. Box 26901 Oklahoma City, OK 73190
Practice: completes and sends new referral notification alert to county team.
## County Team: Reviews Referral Dashboard

### Early Childhood Referral List:

<table>
<thead>
<tr>
<th>Ref. ID</th>
<th>Status</th>
<th>Patient Name</th>
<th>Patient DOB</th>
<th>Referring Organization</th>
<th>Ref. County</th>
<th>Action Date</th>
<th>Days</th>
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<tr>
<td>57</td>
<td>Processing</td>
<td>Doe, John</td>
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<td>University of Oklahoma HSC Fam Med</td>
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<td>1/28/2013</td>
<td>57</td>
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<tr>
<td>56</td>
<td>Responded</td>
<td></td>
<td></td>
<td>OU Family Medicine Residency, Enid</td>
<td></td>
<td>7/10/2012</td>
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<tr>
<td>52</td>
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<td></td>
<td>Dr. Vladimir Holy</td>
<td></td>
<td>3/21/2012</td>
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<tr>
<td>51</td>
<td>Withdrew</td>
<td></td>
<td></td>
<td>Dr. Vladimir Holy</td>
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<td>3/21/2012</td>
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<tr>
<td>49</td>
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<td></td>
<td>OU Family Medicine Residency, Enid</td>
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<td>468</td>
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<tr>
<td>46</td>
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<td></td>
<td>University of Oklahoma HSC Fam Med</td>
<td></td>
<td>11/4/2011</td>
<td>508</td>
</tr>
<tr>
<td>37</td>
<td>Responded</td>
<td></td>
<td></td>
<td>Flores Pediatrics</td>
<td>Canadian</td>
<td>7/6/2011</td>
<td>629</td>
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<tr>
<td>32</td>
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<td></td>
<td>Flores Pediatrics</td>
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<td>663</td>
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<tr>
<td>31</td>
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<td>OU Tulsa Pediatrics</td>
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<td>13</td>
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<td>12/13/2010</td>
<td>834</td>
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<td>12</td>
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<td>Flores Pediatrics</td>
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<td>11</td>
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<td>1/2/2008</td>
<td>OU Family Medicine Residency, Enid</td>
<td>Garfield</td>
<td>12/13/2010</td>
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</tbody>
</table>
COUNTY TEAM: UPDATES & TRIAGES REFERRAL

Notification alert to practice
Practice: Reviews & closes the referral loop

Set to “Completed”

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