



# CCHT 2007 Report Card Briefing Book

## Overview:

There are 23 Care Coordination/Home Telehealth (CCHT) programs in VISN 8 and of these 22 will be reported in this report. Our report card is issued to the executive leadership to show CCHT program's outcomes. The report card is designed to incorporate the same domains as those included in the Network's performance report card.

The impact of CCHT programs interventions is measured by changes in the four domains of healthcare values which include: access, financial – UR cost, functional status and selected quality outcomes.

The intent of this briefing book is to provide you with specific information on how the information presented was obtained, including data sources, methodology for calculations and explanations of the outcome data.

## Data Sources:

**Primary data** is collected by field programs and reported to the business office or entered into the VISN 8 CCHT Database. This data includes census, disease specific measures, medication adherence and technology device usage.

**Secondary data** is collected and processed by CCHT Business Office Program Analyst, through data extractions from DSS - this data includes UR costs, and disease-specific COPD measures for selected patient sample.

**Color Key:** Outcomes are color coded to reflect the following:

**Blue** = Exceptional Performance

**Green** = Fully Successful Performance

**Red** = Underperforming

\* Or N/A = Not Enough Data or Data not Available

If you have any questions with regards to this report card, you may contact Sarita Figueroa, VISN 8 CCHT Director Business Operations at 727-319-1288.

# Performance Measures: Domains and Data Collection Methodology

## **ACCESS:**

### **Census – Program # Patients Enrolled (Target | Actual)**

Description: Target is the enrollment goal for a program. Actual is the reported count of enrolled patients in the program as of 30 April 07.

Data Source: Information extracted from the CCCS database.

Method: Actual number (counts).

Outcome Data: Two numbers separated by a vertical bar. Left side is Target and right side is Actual.

### **Census – Program Enrollment as % of Target**

Description: The current enrollment percentage of the program target as of 30 April 07.

Data Source: Census data from CCCS database.

Method: Actual enrollment count is divided by Target and multiplied by 100.

Outcome Data: Actual enrollment as percentage of target goal.

### **Census – Facility # Patients Enrolled**

Description: Patients enrolled in all programs at the facility level as of 30 April 07.

Data Source: Census data from CCCS database.

Method: Program enrollment counts for the facility are added together.

Outcome Data: Enrollment count at facility level.

### **# of Patients on Home Telehealth Technology**

Description: Count of patients using a home Telehealth device as of 30 April 07.

Data Source: Actual count provided by programs.

Method: Count provided as reported.

Outcome Data: Number of patients using a Telehealth device.

### **% of Patients on Home Telehealth Technology**

Description: The percentage of current enrollment count (Actual) using a Telehealth device as of 30 April 07.

Data Source: Monthly report by programs.

Method: Percentage is calculated as; Patients on Telehealth technology divided by Actual enrollment and multiplied by 100.

Outcome Data: Percentage of Actual count using a Telehealth device.

## **FINANCIAL – UR COST**

Data shows a comparison 6 months pre enrollment vs. 6 months post enrollment of patient's utilization resource related to admissions and ER visits. A patient sample was obtained for each program.

### **Patient Sample Size by Program**

Description: Sample size drawn from enrolled patients meeting criteria.

Data Source: VISN 8 CCHT database.

Method: Sample patients extracted from all patients ever enrolled and who are (or were) active for a minimum of 6 months or more in the program (data cutoff date 30 April 07).

Outcome Data: Count of those patients meeting the 6 month minimum enrollment criteria.

### **# Patients with Admissions**

Description: The number of unique sample patients with 1 or more admissions during the pre and post enrollment periods.

Data Source: 1999-2003 data generated from Austin DSS NDE archive files. 2004-2007 data generated from Austin DSS.

Method: Patient had an admission during the pre or post enrollment period.

Outcome Data: Patient count.

### **% of Pre or Post-enrollment Sample Patients with an Admission**

Description: The percentage of sample patients with 1 or more admissions during the pre and post enrollment periods.

Data Source: Austin DSS 1999-2007 Data Extract from DischFy database.

Method: Patients with admissions divided by number of sample patients.

Outcome Data: Percentage of patient count.

### **# of Admissions**

Description: The total number of admissions by the sample patients during the 6 month pre and post enrollment periods.

Data Source: Austin DSS 1999-2007 Data Extract from DischFy database.

Method: Count of records extracted from data source.

Outcome Data: Admission count.

### **# Bed Days of Care (BDOC)**

Description: The number of bed days of care (BDOC) from admissions by sample patients during the pre or post enrollment periods.

Data Source: Austin DSS 1999-2007 Data Extract from DischFy database.

Method: Extracted from data source (field name: DAYS).

Outcome Data: BDOC totaled from admissions.

### **Total costs for Admissions/ BDOC**

Description: The costs associated with admissions for sample patients during the pre and post enrollment periods.

Data Source: Austin DSS 1999-2007 Data Extract from DischFy database.

Method: Extracted from data source (field name: dcst\_tot).

Outcome Data: Costs totaled from admissions.

### **# Patients with ER Encounters**

Description: The number of unique sample patients with 1 or more ER encounters during the pre and post enrollment periods.

Data Source: 1999-2003 data generated from Austin DSS NDE archive files. 2004-2007 data generated from Austin DSS.

Method: Patient had an ER encounter (defined as a walk-in, primary clinic stop code either 102 or 101) during the pre and post enrollment periods (field names: dss\_id=102101 for FY 2003-2007 and CLSTOP for FY1999-2002).

Outcome Data: Patient count.

### **# ER Encounters**

Description: The total number of ER encounters for sample patients during given pre or post periods.

Data Source: Austin DSS 1999-2007 Data Extract from OutFy database.

Method: Extracted from data source.

Outcome Data: ER encounters count.

### **Total ER Encounter Costs**

Description: The costs associated with ER encounters for sample patients during given pre or post periods.

Data Source: Austin DSS 1999-2007 Data Extract from OutFy database.

Method: Extracted from data source (field name: ocst\_tot).

Outcome Data: Totaled costs from ER encounters.

### **Total Combined Admissions and ER Encounter Costs**

Description: Summed costs associated with both admissions and ER encounters for sample patients during given pre or post period.

Data Source: Austin DSS 1999-2007 Data Extract from OutFy and DischFY databases.

Method: Costs extracted from data source and totaled.

Outcome Data: Totaled costs from admissions and ER encounters.

## **Differences for 6 months pre and 6 months post CCHT enrollment.**

### **% Change pre/post–enrollment # Sample Patients with an Admission**

Fully satisfactory = 10% decrease in pertinent utilization element

Exceptional > 10% decrease (more than 10% decrease)

Description: Percent change in number of patients with admissions for sample patients during post vs. pre periods.

Data Source: Austin DSS 1999-2007 Data Extract from DischFy database.

Method: Post enrollment # of admissions divided by pre enrollment # of admissions, subtract 1 and convert to percentage.

Outcome Data: Percentage difference between pre and post patient counts.

### **% Change Admissions pre/post Total Costs**

Fully satisfactory = 10% decrease in pertinent utilization element

Exceptional > 10% decrease (more than 10% decrease)

Description: Percent change in total costs associated with admissions/BDOC for sample patients during post vs. pre periods.

Data Source: Austin DSS 1999-2007 Data Extract from DischFy database.

Method: Post enrollment admissions costs divided by pre enrollment admission costs subtract 1 and convert to percentage.

Outcome Data: Percentage difference between pre and post patient admission costs.

### **% Change ER pre/post Total Costs**

Fully satisfactory = 10% decrease in pertinent utilization element

Exceptional > 10% decrease (more than 10% decrease)

Description: Percent change in total costs associated with ER encounters for sample patients during post vs. pre periods.

Data Source: Austin DSS 1999-2007 Data Extract from DischFy database.

Method: Post enrollment ER costs divided by pre enrollment ER costs, subtract 1 and convert to percentage.

Outcome Data: Percentage difference between pre and post patient ER costs.

### **% Change Admissions and ER pre/post combined Total Costs**

Fully satisfactory = 10% decrease in pertinent utilization element

Exceptional > 10% decrease (more than 10% decrease)

Description: Percent change in total costs associated with summed Admissions and ER encounter costs for sample patients during pre vs. post periods.

Data Source: Austin DSS 1999-2007 Data Extract from DischFy database.

Method: Post enrollment summed Admission and ER costs divided by pre enrollment summed Admission and ER costs, subtract 1 and convert to percentage.

Outcome Data: Percentage difference between pre and post summed Admissions and ER costs.

## **FUNCTIONAL STATUS**

### **Medication Adherence**

Fully satisfactory = 90% medication compliance

Exceptional => 95% medication compliance

Description: Percentage of enrolled patients considered to be compliant with their medication regimen and renewals.

Data Source: Reported by programs.

Method: Programs keep track of medication compliance locally.

Outcome Data: Percentage of current enrolled patients compliant.

## **QUALITY**

Disease specific measures for patients enrolled in CCHT.

### **HTN = Hypertension SBP < or = 140 & DBP < or = 90**

Fully satisfactory = 70% hypertensive patients meet target BP

Exceptional = > 80% hypertensive patients meet target BP

Description: The percentage of hypertensive patients most recent in-house blood pressure reading(s) indicate they have, or usually have, systolic and diastolic readings at or below the specified values.

Data Source: Reported by programs.

Method: Clinical chart reviews accomplished by care providers.

Outcome Data: Expressed as a percentage of known hypertensive enrollees.

### **DM = glycemic control HgBA1c < 9**

Fully satisfactory = 70% DM patients meet target HgBA1c

Exceptional = > 80% DM patients meet target HgBA1c

Description: For patients diagnosed with DM, the standard for control is HgBA1c score < 9.

Data Source: Reported by programs.

Method: Clinical chart reviews accomplished by care providers.

Outcome Data: Percent of DM patients meeting goal.

### **CHF = Are patients prescribed an ACEI or ARB and Beta Blockers?**

Fully satisfactory = 70% of CHF patients prescribed

Exceptional => 80% of CHF patients prescribed

Description: For patients with known CHF, what percentage is receiving recommended medications for this condition?

Data Source: Reported by programs.

Method: Clinical chart reviews accomplished by care providers.

Outcome Data: Percentage of enrollees with Dx of CHF receiving these medications.

### **# Patients with Primary or Secondary Dx of COPD**

Description: Patients with COPD listed as primary or co-morbid Dx at time of enrollment into CCHT program.

Data Source: Extracted from CCHT database.

Method: Data entered and extracted by program staff and provided to CCHT Program Analyst.

Outcome Data: Count of patients with COPD as Dx.

### **COPD = Exacerbation requiring hospitalization in recent year**

#### **(1) # of BDOC for COPD in 1 yr (May 06-April 07)**

Description: The number of BDOC during the given period where the admitting Dx for the inpatient episode of care was COPD (ICD-9 = 496).

Data Source: Austin DSS 1999-2007 Data Extract from DischFy database.

Method: All enrollee inpatient episodes of care are extracted and reviewed for specific Dx of COPD.

Outcome Data: Number of BDOC for COPD during period.

#### **(2) # Readmissions within 30 days (May 06-April 07)**

Description: The number of COPD readmissions within 30 days of a previous discharge.

Data Source: Austin DSS 1999-2007 Data Extract from DischFy database.

Method: All enrollee inpatient episodes of care are examined and reviewed for an admission due to COPD Dx which occurred 30 days or less from a previous discharge for a COPD admission.

Outcome Data: Number of possible COPD related admissions within 30 days of a previous COPD discharge.

**The following section is for Mental Health CCHT programs.**

**# Patients (sample) enrolled for 1 year in MH CCHT program**

Description: Patients with MH diagnosis enrolled for 1 year in the MH CCHT program.

Data Source: CCCS data base

Method: MH CCHT care coordinators total their active patients for 1 year based on the sample SSNs/Names provided by the CCCS Program Analyst.

Outcome Data: Count of patients with MH diagnosis actively enrolled for 1 year.

**# Psychiatric Hospital admissions 1 year pre-enrollment**

Description: The total number of admissions by sample patients during a given pre or post period.

Data Source / Method: Extracted from CPRS data source.

Outcome Data: Admission count.

**# Psychiatric Hospital admissions 1 year post-enrollment**

Description: The total number of admissions by sample patients during a given pre or post period.

Data Source / Method: Extracted from CPRS data source.

Outcome Data: Admission count.

**# Psychiatric BDOC 1 year pre-enrollment**

Description: The number of bed days of care (BDOC) from admissions by sample patients during the pre enrollment periods.

Data Source / Method: Extracted from CPRS data source.

Outcome Data: BDOC totaled from admissions.

**# Psychiatric BDOC 1 year post-enrollment**

Description: The number of BDOC from admissions by sample patients during the post enrollment periods.

Data Source / Method: Extracted from CPRS data source.

Outcome Data: BDOC totaled from admissions.

**% Change in Psychiatric admissions**

Description: Percent change in number of psychiatric admissions for sample patients during post vs. pre periods.

Data Source: CPRS

Method: Post admission count divided by pre admission count, subtract 1 and convert to percentage.

Outcome Data: Percentage difference between pre and post admission counts.

**% Change in Psychiatric BDOC**

Description: Percent change in psychiatric BDOC for sample patients during post vs. pre periods.

Data Source: CPRS

Method: Post BDOC count divided by pre BDOC count, subtract 1 and convert to percentage.

Outcome Data: Percentage difference between pre and post BDOC counts.