

Quality improvement and utilization management performance indicators: Does individualized feedback affect provider behavior?

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California's Family PACT (Planning, Access, Care and Treatment) Program

- Low-income, uninsured women and men at risk of unintended pregnancy
 - On-site enrollment
 - 1.65 million clients served (FY 06/07)
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- Ensure access to high-quality, no cost services
 - All FDA-approved contraceptive methods
 - Reproductive health services, including STI diagnosis and treatment, cancer screening
 - Education & Counseling



Family PACT Program

- 2,121 Active providers (FY 06/07)
 - 38% Public (governmental and non-profit)
 - 62% Private (solo and group practices)
 - Urban and rural
- All CA Title X providers participate
- State and Federal funding
- Providers paid fee-for-service



Objective of Provider Profiles

To ensure high-quality services

- Utilize claims data to offer feedback to providers and practice managers
- Quality improvement/utilization management measures
- Reinforced by consistent delivery every six months
- Evaluate trends in QI/UM over time
- Less time consuming and labor intensive than medical record reviews

Intent of Provider Profiles

- Opportunity for providers to compare individual performance relative to peers
- Strong incentive for behavior change
- Feedback loop encourages provider communication with OFP
- Program offers provider education and technical assistance
- Analytic information useful for development of program policy
- Satisfies expectations of funders regarding QI/UM activities



Project Development

- Two year process reviewing claims, enrollment and administrative data
- Selected indicators that are:
 - Clinically relevant
 - Objectively measured
 - Directly influenced by provider behavior
 - Linked to improved outcome



Family PACT QI/UM Indicators

Quality Indicators

- Chlamydia screening rates < 26 years old
- Chlamydia screening rates \geq 26 years old
- Pregnancy tests per 100 encounters

Utilization Indicators

- Annual reimbursement per client for all services
- Annual encounters (office visits) per client
- Percent of office visits coded 99214 and 99204
- Percent of E&C visits coded at highest level

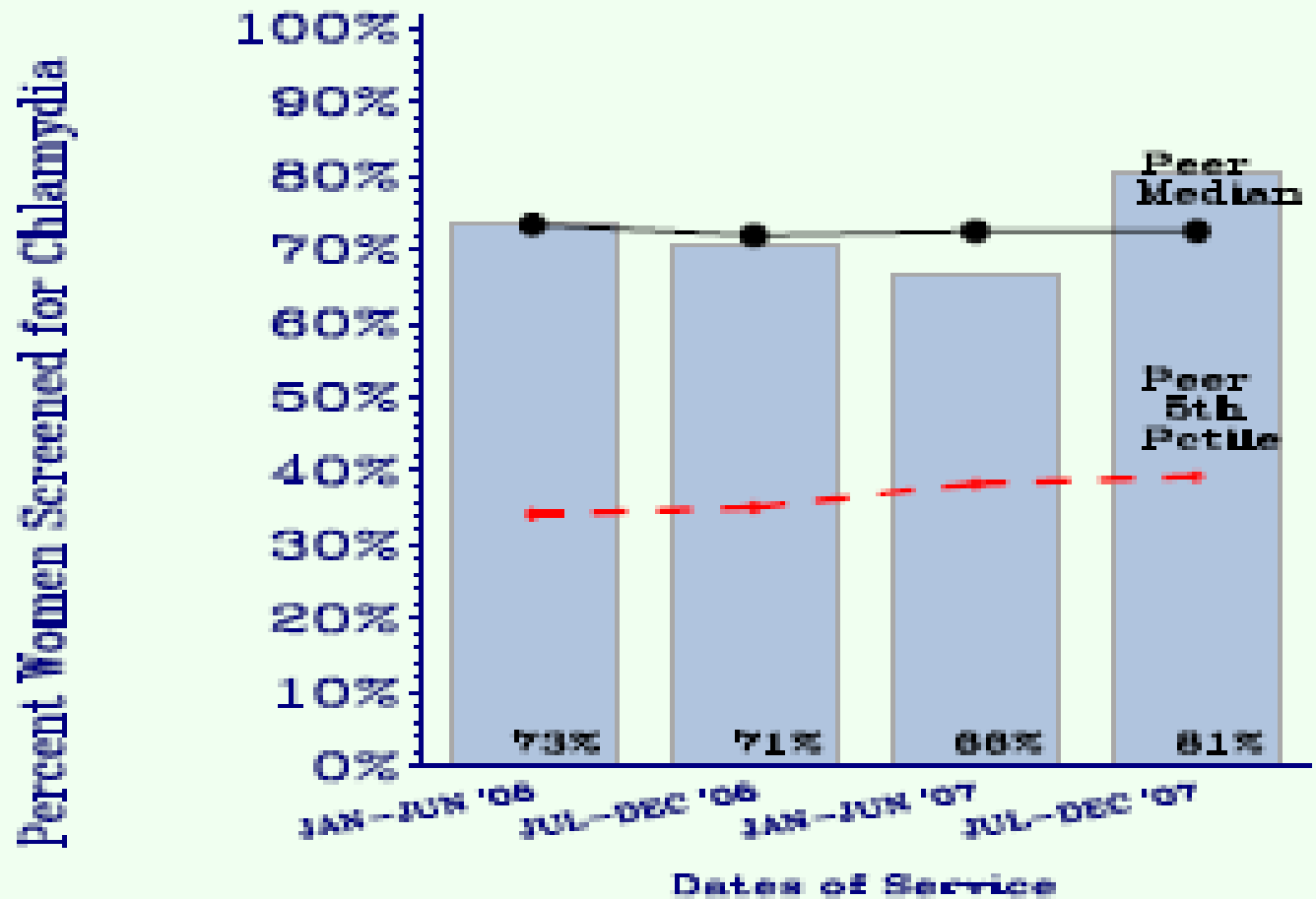
Administrative Indicator

- Collection of Social Security Numbers

Added after first release

Individual Profile for One Indicator

Chlamydia Screening Rate
Family PACT Women, Under 26



Reflects only IP claims submitted by labs. *N=66 Women



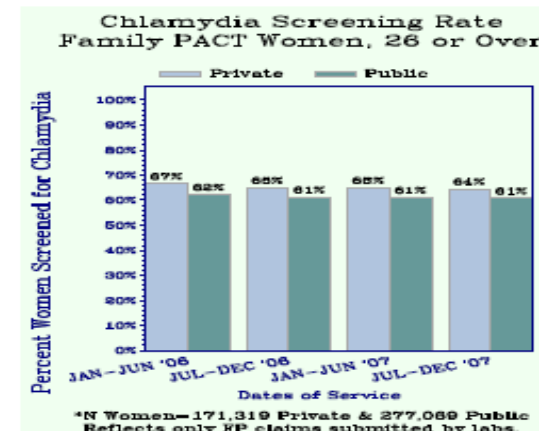
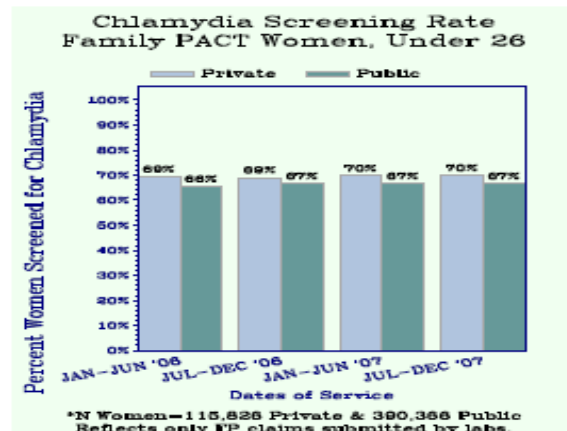
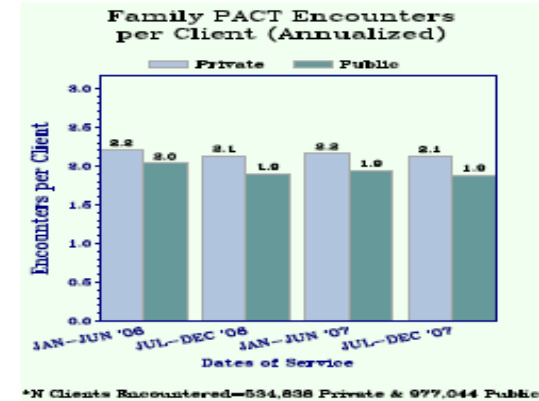
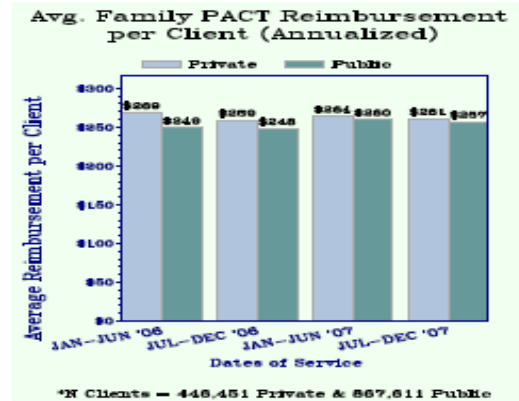
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Statewide Provider Profiles

Family PACT Provider Profile on Selected Measures
Private vs. Public Sector Providers
By Six Month Time Intervals



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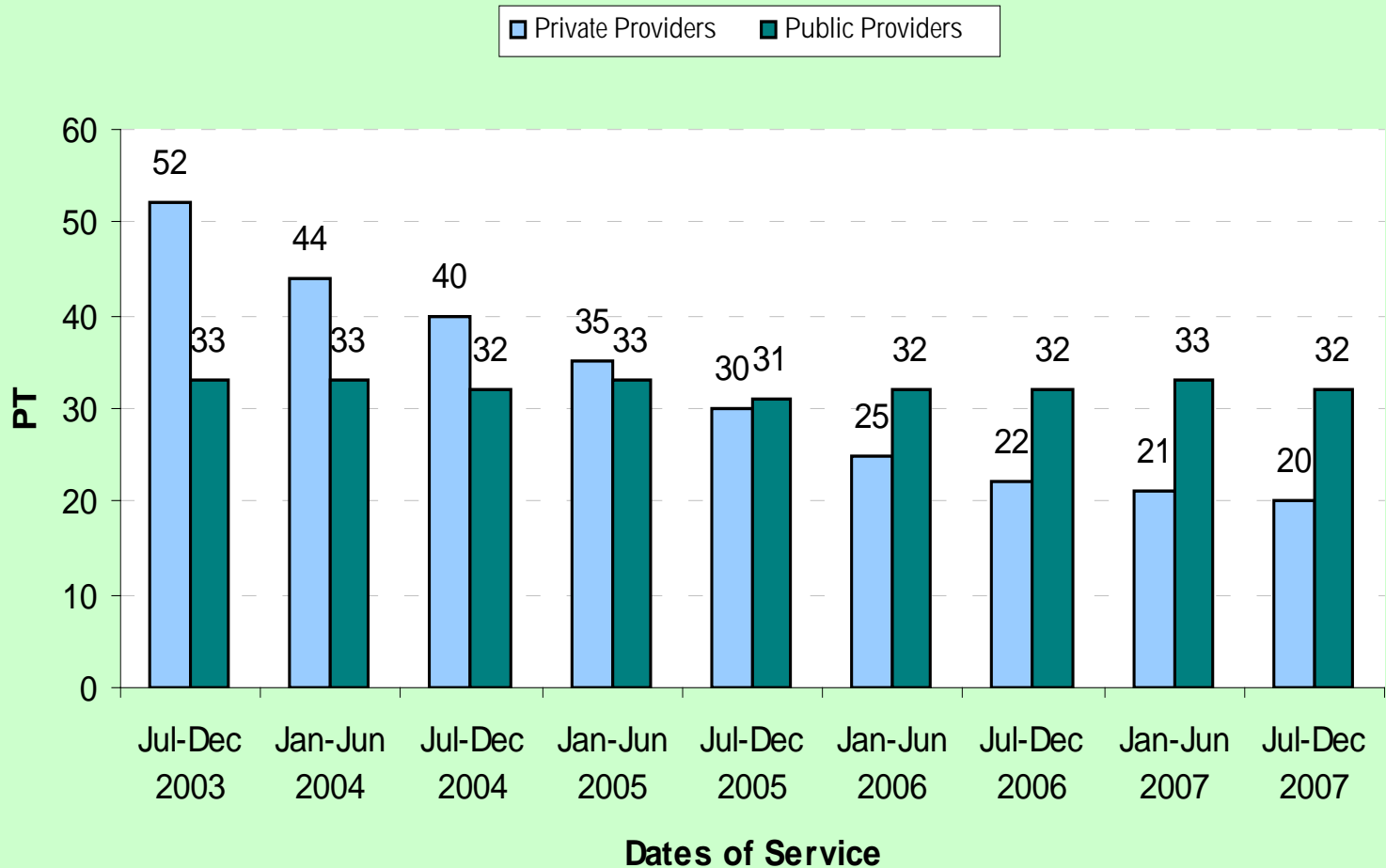
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Source: Family PACT paid claims and enrollment data current as of 03/31/08.

* N=Number of clients or encounters included in a measure during the most recent time period. See methodology for explanations.

Statewide Provider Profiles

Pregnancy Tests Per 100 Family PACT Encounters



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Comparison Over Time: 2005 to 2007

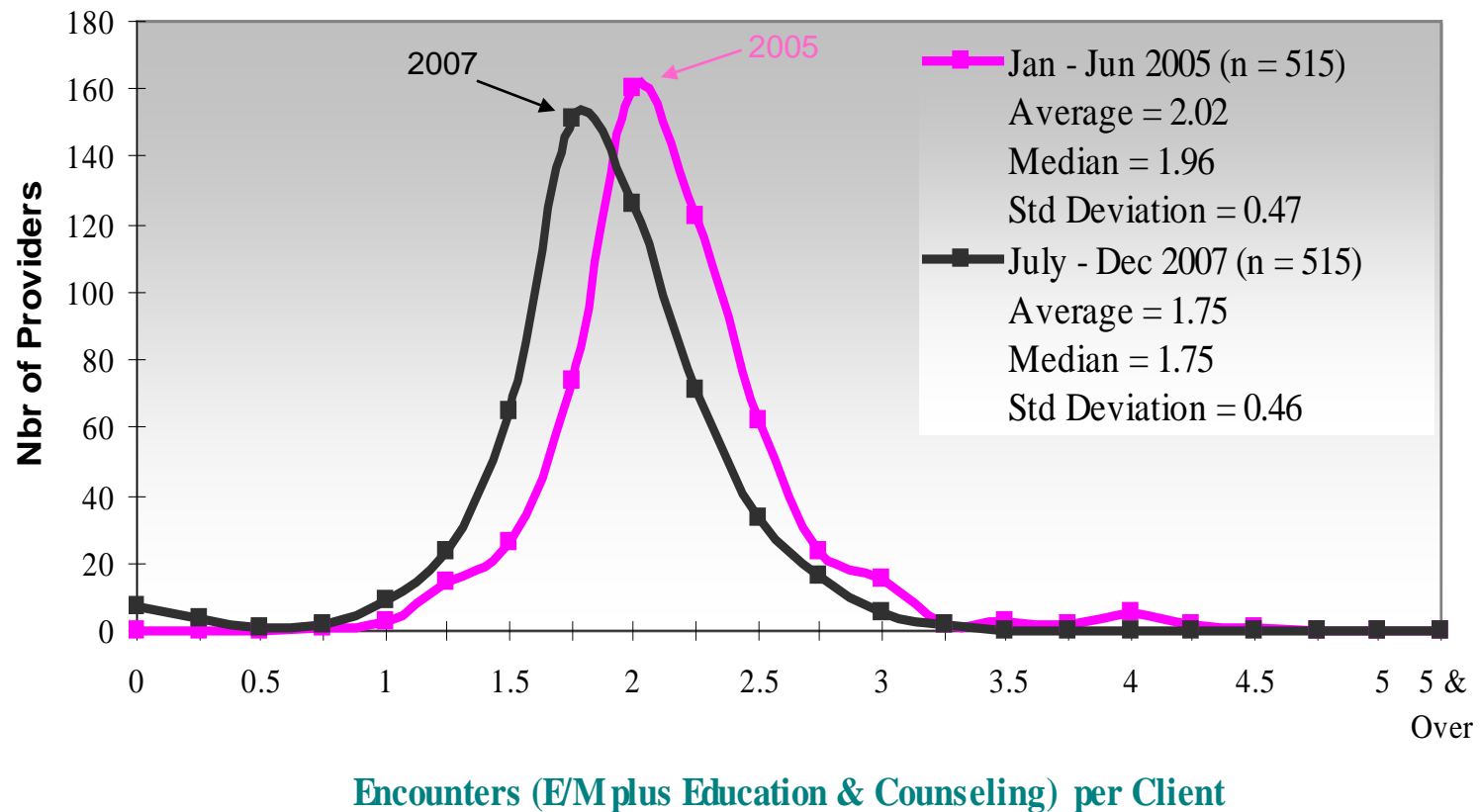
Methodology

- Included only providers who received the first (Jan/Jun 2005) and last profiles (July/Dec 2007) $n = 1,131$
- Not all providers met threshold in each indicator
 - 50 clients in six month period of measure
- Conducted significance tests (t-test of the average difference between periods)
- Plotted data on bell-shaped curves to see if providers move toward the center



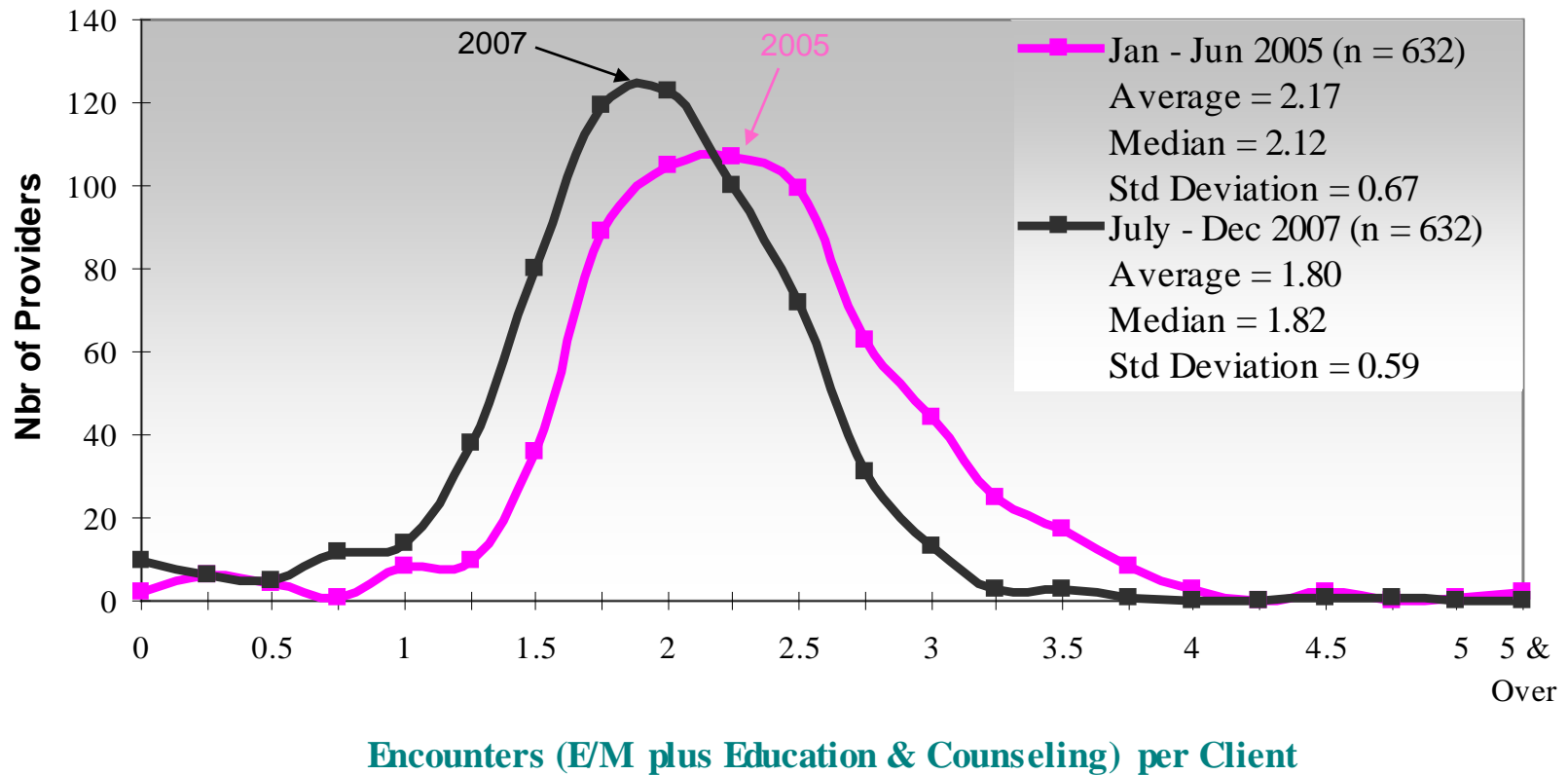
Results/Findings

Distribution of Public Family PACT Providers by Number of Encounters per Client



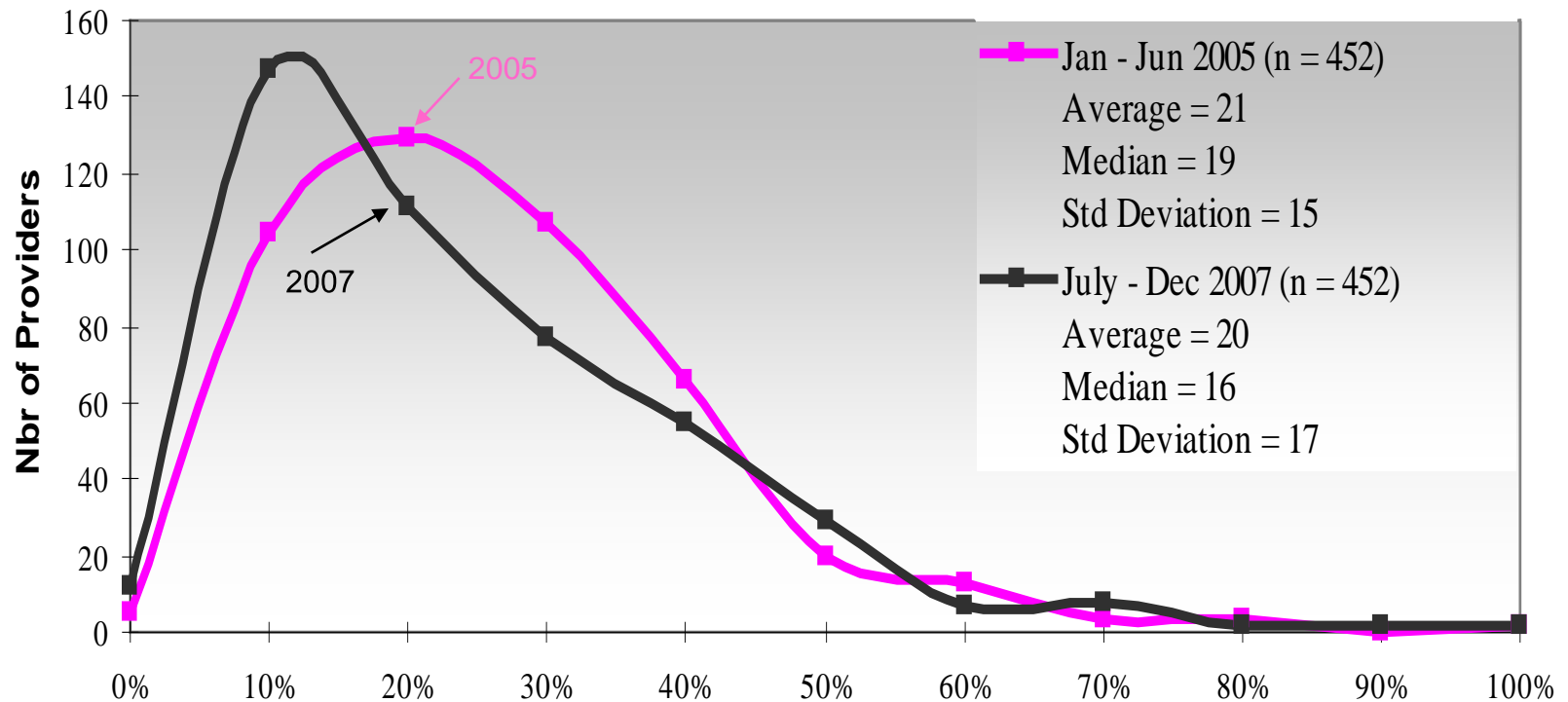
Results/Findings

Distribution of Private Family PACT Providers by Number of Encounters per Client



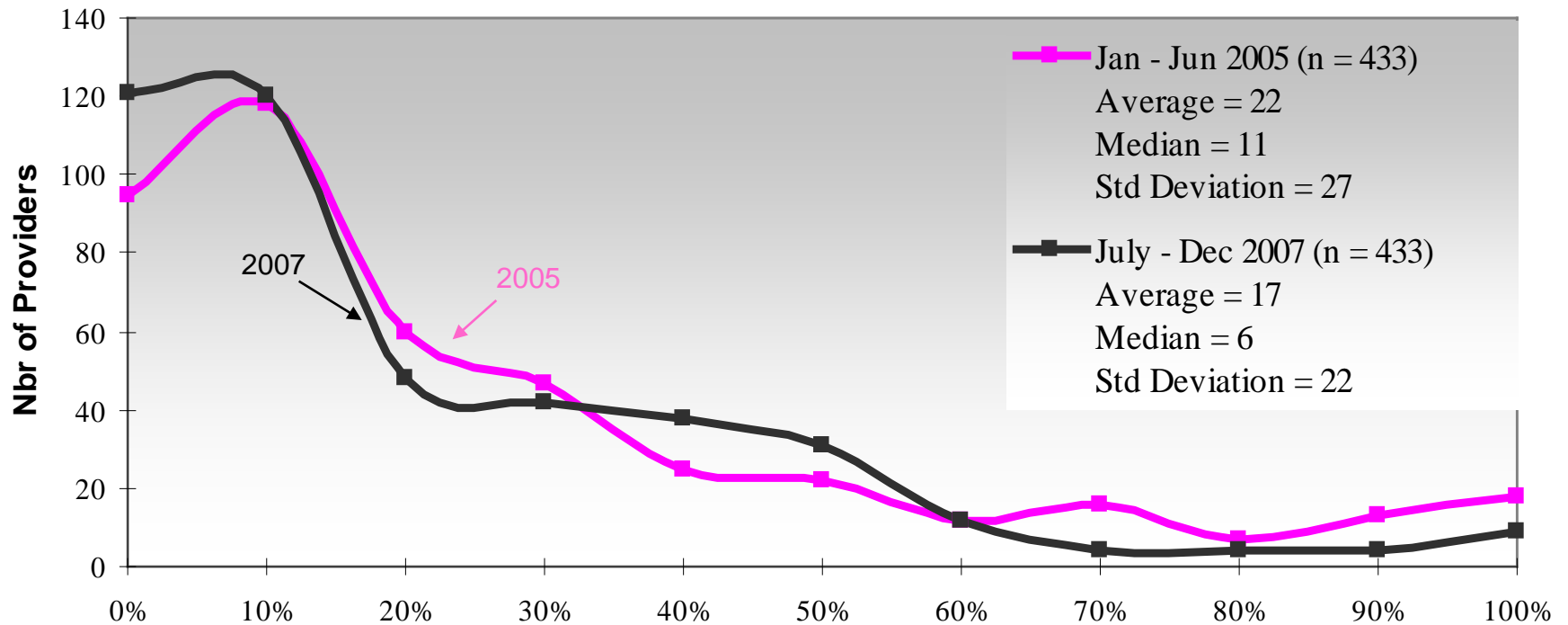
Results/Findings

Distribution of Public Family PACT Providers by Percent of E/M Visits Coded 99214



Results/Findings

Distribution of Private Family PACT Providers by Percent of E/M Visits Coded 99214



Change in Average Values for QI/UM Performance Over Time by Provider Type

Difference in values between the Jan - Jun 2005 Value and the Jul - Dec 2007 Value

Profile Indicator	Private Providers			Public Providers		
	Jan – June 2005 Avg	Jul – Dec 2007 Avg	<i>p</i>	Jan – June 2005 Avg	Jul – Dec 2007 Avg	<i>p</i>
Encounters per Client	2.17	1.80	<.0001	2.02	1.75	<.0001
Percent of Visits Coded 99214	22%	17%	<.0001	21%	20%	<0.05
Average Reimbursement per Client	\$283	\$259	<.0001	\$247	\$242	<0.05
Pregnancy Tests per 100 Encounters	30	23	<.0001	33	31	0.0552
Chlamydia Screening Rate for Women <26	69%	70%	0.1923	65%	66%	0.1634

Note: To be included in the analysis a provider must have had a measure value in both periods.

Results

- In 4 of 5 indicators, there is a statistically significant change between time periods
- Little change on one indicator:
 - Chlamydia screening women < 26 years old
 - Family PACT consistently performs well in comparison to other programs but there is room for improvement
- Feedback to providers makes a difference in performance in relation to peers
- Impact is more pronounced among private providers than public providers
- Ongoing, consistent delivery of profiles is influencing behavior change

Provider Profiles: Next Steps

- Seek external validation of these and other claims-based QI/UM indicators for family planning programs nationwide
- Conduct Provider training
 - Topical education to broad audience
 - Targeted technical assistance for low-performing providers
- Enhance profiles
 - Introduce additional indicators over time and removed indicators once sustained performance goals are met
- Continue to solicit provider feedback





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