

2019 Health Services Work Plan
Utilization Management, Care Management,
Disease Management & Health Education/Cultural Linguistics

Goal #1: Collect, Monitor, Analyze, Evaluate, and Report Utilization of Services			Objective Met:		
Supports Strategic Plan Goal: Health Care Leader Committed to Access and Quality by monitoring over-and-under utilization of services					
Objectives	Activities	Responsible Party	Timeframe to Assess Progress	Start Date	End Date
<p>UM data variances will be researched, explained, and opportunities for improvement identified and acted on. UM data include:</p> <p>*Utilization Management Turn Around Times</p> <p>*Utilization Management Inpatient & Service *Requests Trends</p> <p>*Utilization Reports</p> <ul style="list-style-type: none"> • Denial Rate • Readmission rates • Bed days per 1000 • Average length of stay • ER Utilization • Acute Inpatient admissions <p>*CM Work load</p> <ul style="list-style-type: none"> • HIF/MET <ul style="list-style-type: none"> ○ Volume of responses ○ Volume of referrals ○ Volume of open CM Case (Non-Complex/ Complex) ○ Participation in HE programs (number of referrals by topic) • Volume of Open CM case excluding HIF/MET (Non-Complex/Complex) <p>*Beacon BH Data</p> <ul style="list-style-type: none"> • Referrals • Utilization • BH Care Management Utilization 	Review of services requiring prior authorization	Exec. HS Director and Managers	Annually		
	Measure and monitor TAT to ensure compliance to regulatory time frames.	Exec. HS Director and Managers	Quarterly		
	Annual review of evidence based guidelines list	CMO, Exec. HS Director and Managers	Annually		
	Review of identified services for over/under-utilization	CMO, Exec. HS Director and Managers	Annually and as needed		
Evaluation/Analysis of Intervention(s):					

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Goal #2: Ensure quality of HS programs			Objective Met:		
Supports Strategic Plan Goal: Health Care Leader Committed to Access and Quality					
Objectives	Activities	Responsible Party	Timeframe to Assess Progress	Start Date	End Date
1. Ensure competency of HS staff 2. New employees receive competency based orientation and training	Orientation and training is competency based and new staff is audited 100% until standard is met.	Exec. HS Director and Managers	Annual and as needed		
	UM/CM Medical Reviewers, RN's, LCSW's, CMC's, and COA's must pass annual IRR (at least 90%)	Exec. HS Director and Managers	Annual		
	Staff are trained on new processes and guidelines in a timely manner as evidenced by quarterly audits. Deficiencies are addressed through individualized education and training and re-audited to standard.	Exec. HS Director and Managers	Annual and as needed		
	Audit tools reviewed annually	Exec. HS Director and Managers	Annual		
	Work flows and desk top procedures are written, reviewed and revised as needed to provide accurate and clear guidance to staff.	Exec. HS Director and Managers	Annual and as needed		
	Conduct trainings on identified knowledge gaps	Exec. HS Director and Managers	As Needed		
Evaluation/Analysis of Intervention(s):					

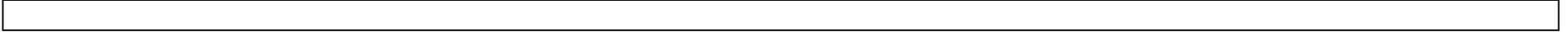
Goal #3: Decrease readmission rates		Objective Met:			
Supports Strategic Plan Goal: Health Care Leader Committed to Access and Quality by monitoring over-and-under utilization of services					
Objectives	Activities	Responsible Party	Timeframe to Assess Progress	Start Date	End Date
3. Evaluate causes of readmission in calendar year 2018	Collect, validate, and analyze data	UM Manager	Annual		
	Identify strategies based on analysis of data	UM Manager	Annual		
	Identify metrics to monitor for improvement	Exec. HS Director and Managers	Annual		
Evaluation/Analysis of Intervention(s):					

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Goal #4: Administrative days are used appropriately for hard to place members			Objective Met:		
Supports Strategic Plan Goal: Health Care Leader Committed to Access and Quality by monitoring over-and-under utilization of services					
Objectives	Activities	Responsible Party	Timeframe to Assess Progress	Start Date	End Date
Timely identification and escalation of long LOS.	Develop tracking mechanism	Exec. HS Director and Managers	Quarterly		
	Implement strategies to improve access to resources for SDH and BH/ drug & alcohol concerns	Exec. HS Director and Managers	Quarterly		
	Monitor results	Exec. HS Director and Managers	Quarterly		
Evaluation/Analysis of Intervention(s):					

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Goal #5: Continuously improve coordination of care between community/ Public Health agencies and health plan		Objective Met:			
Supports Strategic Plan Goal: Health Care Leader Committed to Access and Quality					
Objectives	Activities	Responsible Party	Timeframe to Assess Progress	Start Date	End Date
Member receives appropriate, timely and seamless care from the health care team.	Quarterly meetings with CCS to review opportunities to improve collaboration, reduce barriers, and implement process improvement activities.	Exec. HS Director, HE Director, and Managers	Annual		
	Quarterly meetings with CHDP to review opportunities to improve collaboration, reduce barriers, and implement process improvement activities.	Exec. HS Director, HE Director, and Managers	Quarterly		
	Quarterly meetings with TCRC to review opportunities to improve collaboration, reduce barriers, and implement process improvement activities.	Exec. HS Director, HE Director, and Managers	Quarterly		
	Regular meetings with VCOE.	Exec. HS Director, HE Director, and Managers	Quarterly or as needed		
	Regular meetings with WPC	Exec. HS Director and Managers	Quarterly or as needed		
Evaluation/Analysis of Intervention(s):					



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Goal #6: Continuously improve coordination of care between the medical home and health plan		Objective Met:			
Supports Strategic Plan Goal: Health Care Leader Committed to Access and Quality					
Objectives	Activities	Responsible Party	Timeframe to Assess Progress	Start Date	End Date
Member receives appropriate, timely and seamless care from the health care team.	Monitor referrals to specialists and provide feedback to medical homes, UM Committee, Provider Operations. Audit PCP referrals to specialists for timeliness to scheduled appointment	Exec. HS Director, Pop. Health Director and Managers	Annual		
	Explore strategies to improve access to specialty care	Exec. HS Director, Pop. Health Director and Managers	Quarterly		
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Goal #7: Educate providers about the programs and services provided by UM/CM/HE			Objective Met:		
Supports Strategic Plan Goal: Health Care Leader Committed to Access and Quality by monitoring over-and-under utilization of services					
Objectives	Activities	Responsible Party	Timeframe to Assess Progress	Start Date	End Date
Providers will understand how GCHP UM/CM/HE processes assist in the timely access to care and services for GCHP members.	Actively participate in provider JOM's	Exec. HS Director and Managers, HE Director	Quarterly or as needed		
	Identify areas where mutual collaboration will improve member care	Exec. HS Director and Managers, HE Director	Quarterly or as needed		
	Address knowledge deficits with information and training	Exec. HS Director and Managers, HE Director	Quarterly or as needed		
Evaluation/Analysis of Intervention(s):					

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Goal #8: Identify and engage members with population health strategies.		Objective Met:			
Supports Strategic Plan Goal: Collaborative Community Partner Health Care Leader Committed to Access & Quality					
Objectives	Activities	Responsible Party	Timeframe to Assess Progress	Start Date	End Date
a. Develop and implement framework of population health management.	Analyze HIF/MET data to determine prevalent population health trends.	Exec. HS Director and CM Managers, HE Director, Pop. Health Director	Quarterly		
	Implement and assess Diabetes Prevention Program	Exec. HS Director and CM Managers, HE Director, Pop. Health Director	Quarterly		
	Development and implementation of Chronic Disease Self-management Program.	HE Director, Exec. HS Director and CM Managers, Pop. Health Director	Quarterly		
	Identify strategies for patient engagement.	Exec. HS Director and CM Managers, HE Director, Pop. Health Director	Quarterly		
	Analyze ED data and implement strategies to address frequent utilizers.	HE Director, Exec. HS	Monthly		

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		Director and CM Managers, Pop. Health Director			
Evaluation/Analysis of Intervention(s):					