
MCIP AGENDA
2022 HYPERTENSION CQI WORKSHOP
APRIL 20, 2022
(VIA ZOOM: 2:00-4:00PM)

TIME	PRESENTER
1:45 – 2:00	<ul style="list-style-type: none"> • <i>Login (including technical troubleshooting)</i>
2:00 – 2:05	<ul style="list-style-type: none"> • <i>Quality and Outcome Improvement Network, Inc.</i> <ul style="list-style-type: none"> ○ Welcome and Introductions
PART I: HYPERTENSION CQI PROJECT UPDATES	
2:05 – 2:20	<ul style="list-style-type: none"> • <i>Lillian Spuria, Gjerset & Lorenz, LLP</i> <ul style="list-style-type: none"> ○ 2021 Performance & 2022 Activities
PART II: EVALUATION AND REVIEW OF 2021 PERFORMANCE	
2:20 – 2:25	<ul style="list-style-type: none"> • <i>Kandace Fontenot, Director of Clinical Informatics and Information Systems</i> Allen Parish Community Healthcare
2:25 – 2:30	<ul style="list-style-type: none"> • <i>Tina Faulk, BSN, RN, CDCES, Diabetes Education Program Coordinator</i> Abbeville General Hospital
2:30 – 2:50	<ul style="list-style-type: none"> • <i>Candi Meridith, MPH, Director Value Based Performance and ACO Operations MCIP Program</i> Ochsner Medical Center Ochsner Medical Center – Kenner Ochsner Medical Center – Baton Rouge Ochsner Medical Center – North Shore Ochsner LSU Health Monroe Ochsner LSU Health Shreveport Slidell Memorial Hospital Southern Regional Medical Corporation St. Bernard Parish Hospital St. Charles Parish Hospital Ochsner St. Anne General Hospital Ochsner St. Mary
2:50 – 2:55	<ul style="list-style-type: none"> • <i>Tabitha Brown, Clinical Navigator and Data Analyst, Quality and Patient Safety</i> Terrebonne General Medical Center
2:55 – 3:00	BREAK
PART III: PATIENT TREATMENT GAPS	
3:00 – 3:05	<ul style="list-style-type: none"> • <i>Penny Hutson, CFO, HCA MidAmerica Division</i> Rapides Regional Medical Center Tulane University Hospital and Clinic

TIME	PRESENTER
3:05 – 3:10	<ul style="list-style-type: none"> • <i>Tena Turnage, RN, Manager - Clinic Operations, Population Health</i> Ochsner Abrom Kaplan Memorial Hospital Ochsner Acadia General Hospital Ochsner Lafayette General Ochsner St. Martin Hospital Ochsner University Hospital and Clinics
3:10 – 3:15	<ul style="list-style-type: none"> • <i>Marsha Gauthier, RN, Population Health</i> Opelousas General
PART IV: 2022 IMPROVEMENT ACTIVITIES	
3:15 – 3:20	<ul style="list-style-type: none"> • <i>Shelly Martinez, RN, Administrative Director - Clinical Quality</i> Baton Rouge General The General Hospital
3:20 – 3:25	<ul style="list-style-type: none"> • <i>Michele Heflin, Clinical Integration Specialist</i> North Caddo Medical Center
3:25 – 3:30	<ul style="list-style-type: none"> • <i>Tonya Corley, Office Manager, Group Operations</i> CHRISTUS Coushatta Health Care Center CHRISTUS Health Shreveport-Bossier CHRISTUS Ochsner Lake Area Hospital CHRISTUS Ochsner St. Patrick Hospital CHRISTUS St. Frances Cabrini Hospital Savoy Medical Center
3:30 – 3:35	<ul style="list-style-type: none"> • <i>Cameron Jenkins, Clinical Quality Coordinator</i> St. Tammany Parish Hospital
PART V: LESSONS LEARNED	
3:35 – 3:40	<ul style="list-style-type: none"> • <i>Meagan Trahan, RN, Care Manager</i> Iberia Medical Center
3:40 – 3:45	<ul style="list-style-type: none"> • <i>Jeanine Thibodeaux, RN, Administrator</i> Pointe Coupee General Hospital
PART VI: CONCLUSION	
3:45 – 3:55	<ul style="list-style-type: none"> • <i>Group Discussion/Questions & Answer Session</i> All Network Providers
3:55 – 4:00	<ul style="list-style-type: none"> • <i>Closing Remarks</i> Lillian Spuria, Gjerset & Lorenz, LLP

LOUISIANA MCIP HYPERTENSION PROJECT

CONTINUOUS QUALITY IMPROVEMENT (“CQI”) WORKSHOP

April 20, 2022

GOALS FOR TODAY'S HYPERTENSION CQI WORKSHOP

Goals for Today's CQI Workshop:

CQI Project Update

- CQI Overview
- CY2021 Performance
- 2021 Data Analyses
- 2022 Activities
- Network Providers to discuss the following components of the CQI plan:
 - 2021 Performance
 - Patient Treatment Gaps
 - 2022 Improvement Activities
 - Lessons Learned
- Collaborative discussions for all attendees regarding any hypertension project questions.

PART I: HYPERTENSION CQI PROJECT UPDATES

LILLIAN SPURIA,
GJERSET & LORENZ, LLP

CQI OVERVIEW

HYPERTENSION CQI PLAN

To ensure the Hypertension Project success, the Network researched and developed a continuous quality improvement (“CQI”) plan. The CQI plan will help the Network to identify:

- Project impacts
- Lessons learned
- Plans for future activities
- Key challenges with ongoing and future program projects
- Barriers and areas of improvement

HYPERTENSION CQI ACTIVITIES

In 2020, Network Providers:

- Enrolled Members into the Hypertension Registry
- Measured baselines
- Conducted ongoing training and education for providers
- Created action items to address treatment gaps and root causes for uncontrolled blood pressure
- Created a continuous quality improvement plan

2020

In 2021, Network Providers:

- Continued to enroll Members into the Hypertension Registry
- Measured performance
- Conducted ongoing training and education for providers
- Selected and implemented activities designed to address treatment gaps and root causes for uncontrolled blood pressure
- Conducted continuous quality improvement activities

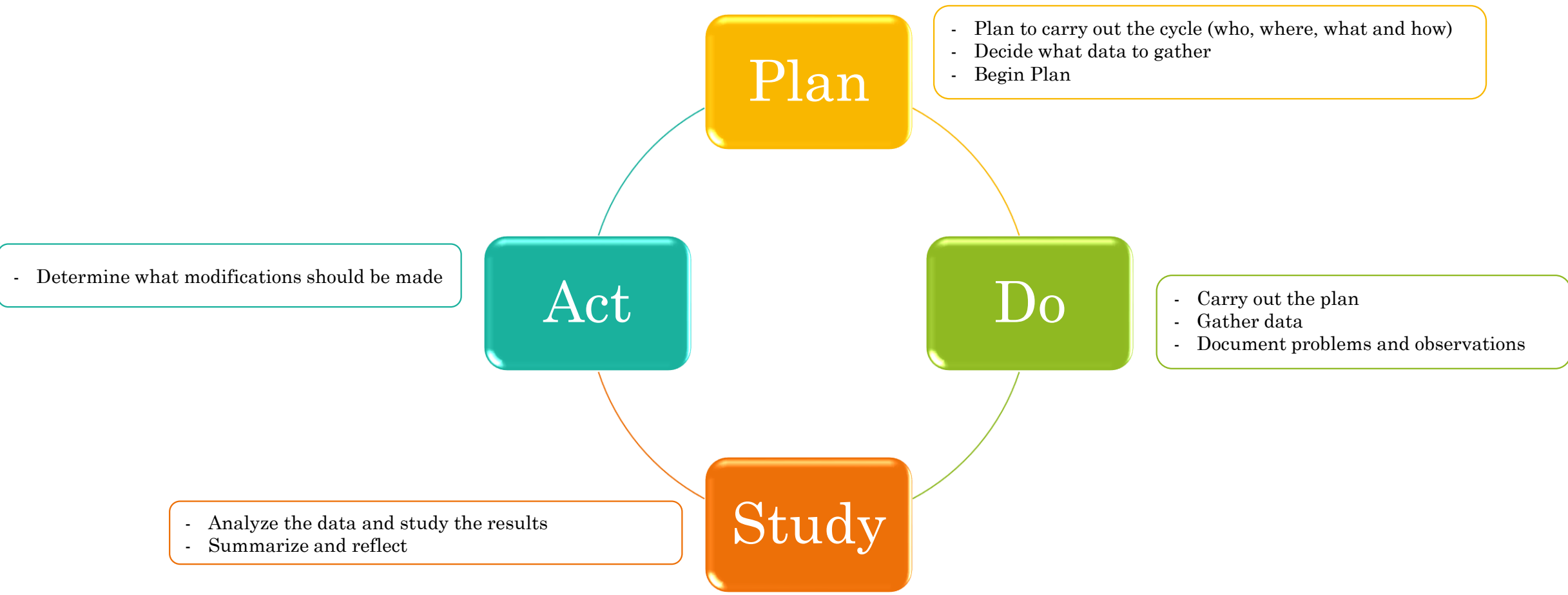
2021

In 2022, Network Providers will:

- Continue to enroll Members into the Hypertension Registry
- Measure performance
- Conduct ongoing training and education for providers
- Continue activities designed to improve blood pressure control for Registry Members
- Conduct continuous quality improvement activities

2022

HYPERTENSION CQI PLAN: PLAN – DO – STUDY – ACT (“PDSA”) MODEL



PROJECT GOALS

- **Goal #1:** Increase number of members ages 18-85 with hypertension enrolled in a registry
- **Goal #2:** Increase members ages 18-59 who had a diagnosis of hypertension and whose blood pressure (BP) was adequately controlled (<140/90)
- **Goal #3:** Increase members ages 60-85 who had a diagnosis of hypertension and whose BP was adequately controlled (<150/90)

HYPERTENSION PROJECT: MEASURE CALCULATIONS

Process to Calculate Milestone Performance

- Network Provider Data Submission
- Work individually with each Network Provider to correct errors and finalize the data submitted
- Consolidate data for each Network Provider and use milestone specifications to calculate rates for each milestone
- The rates are calculated for the entire Network in order to report to LDH. However, the Network also provided each of the Network Providers with individual performance calculations in order for the Network Providers to evaluate individual performance.

CY2021 PERFORMANCE

CY2021 MILESTONE RESULTS

Members enrolled in the Hypertension Registry: **100% Achievement**

- CY2020 Network Baseline: 83,218
- CY2021 Network Goal: 87,379
- CY2021 Network Performance: 92,619

CY2021 MILESTONE RESULTS

Percentage of Members enrolled in the registry whose BP was adequately controlled (<140/90 ages 18-59):

89.05% Achievement

- CY2020 Network Baseline: 56.64%
- CY2021 Network Goal: 59.47%
- CY2021 Network Performance: 59.16%

CY2021 MILESTONE RESULTS

Percentage of Members enrolled in the registry whose BP was adequately controlled (<150/90 ages 60-85):

58.81% Achievement

- CY2020 Network Baseline: 77.21%
- CY2021 Network Goal: 81.07%
- CY2021 Network Performance: 79.48%

CY2021 MEMBER PARTICIPATION BASELINES

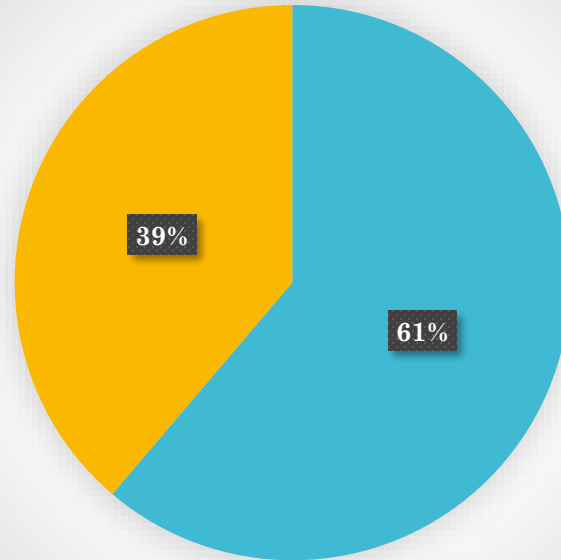
Member participation in activities designed to increase number of registry members with adequate BP control

- Providers chose the following activities:
 - Ask members about their tobacco use at each visit and track data in the member's medical record.
 - Educate providers on transportation services within the community to refer to members with transportation issues.
 - Incorporate flexible scheduling (i.e., same day appointments, walk-ins, evening or weekend appointments).
 - CY2021 Baseline: 37,570

DATA ANALYSES

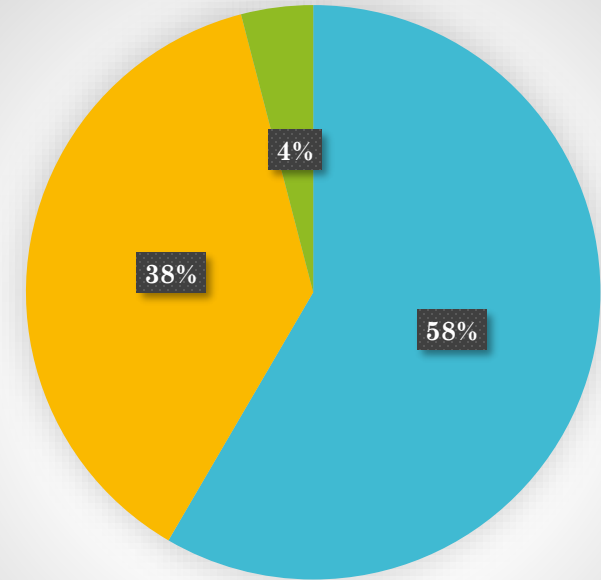
Profile of Hypertension Registry Members

Hypertension Registry Members, by Age



- Members Aged 18-59
- Members Aged 60-85

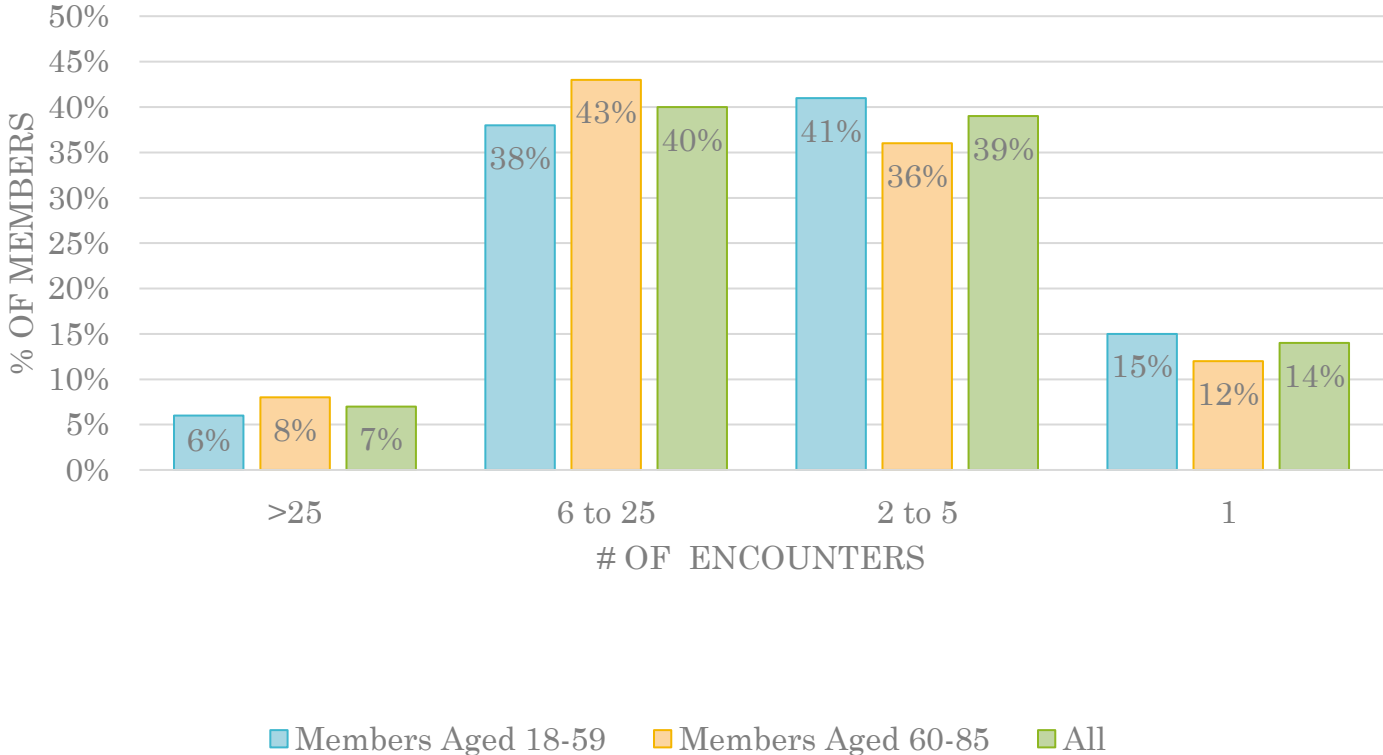
Hypertension Registry Members, by Race



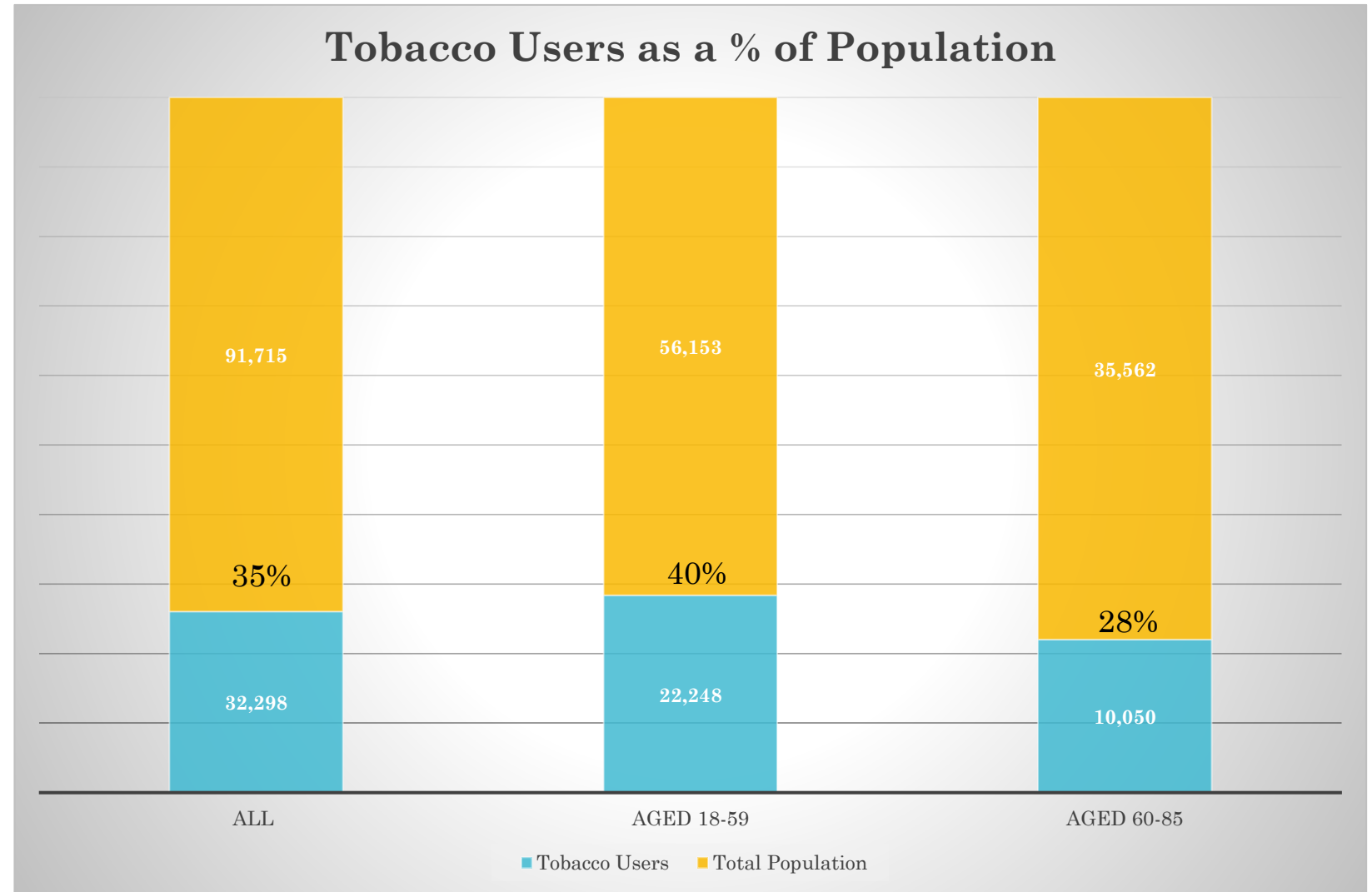
- African American/Black
- Caucasian/ White
- Other or Unknown

2021 Encounters

Number of Visits per Year by Hypertension Registry Members



Tobacco Use Among Hypertension Registry Members



CONTROLLED BLOOD PRESSURE

Members enrolled in the registry whose BP was adequately controlled, by race

Age	All Registry Members	African American/ Black	Caucasian/ White	Other*
18-59	59%	55%	66%	63%
Total Members (Aged 18-59)	56,163	33,758	20,281	2,114
60-85	79%	76%	83%	82%
Total Members (Aged 60-85)	35,562	19,811	14,153	1,598

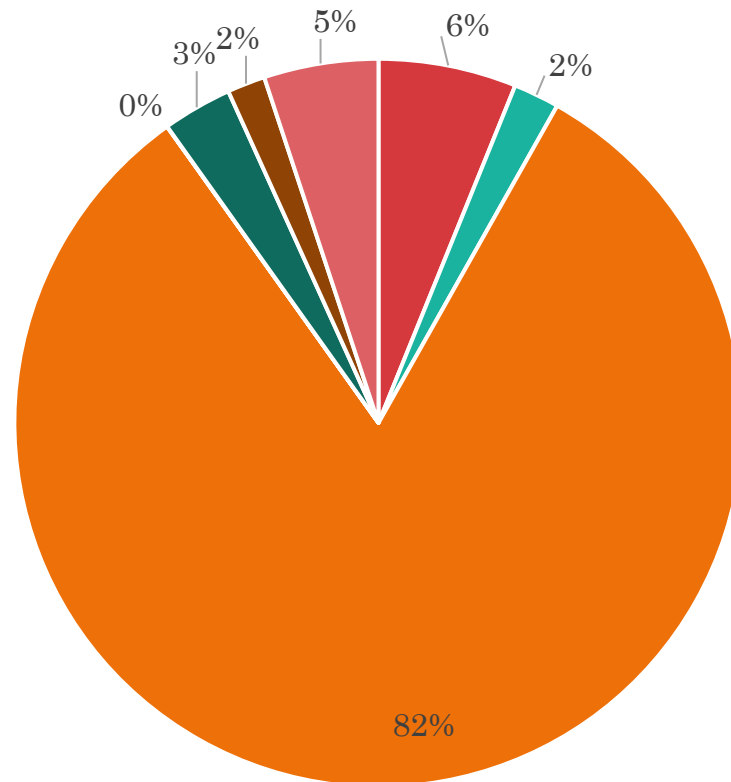
*Other includes Asians, American Indians/Native Alaskans, and Other Individuals.

CONTROLLED BLOOD PRESSURE

Members enrolled in the registry whose BP was adequately controlled, by tobacco use and activity participation

Age	All Registry Members	Tobacco Users	Participate in Activities
18-59	59%	58%	59%
Total Members (Aged 18-59)	56,163	22,248	23,970
60-85	79%	78%	74%
Total Members (Aged 60-85)	35,562	10,050	13,312

2021 Hypertension Root Causes



- Behavioral factors (e.g. Diet, Exercise, Alcohol, Tobacco, or Drug use)
- Communication
- Co-morbidity (e.g. Obesity, Diabetes, etc.)
- Lack of Transportation
- Linkages to Care Management
- Low Levels Health Literacy
- Lower Socioeconomic Status

Behavioral factors (e.g., Diet, Exercise, Alcohol, Tobacco, or Drug use)	5,672
Communication	1,884
Co-morbidity (e.g. Obesity, Diabetes, etc.)	75,828
Lack of Transportation	9
Linkages to Care Management	2,858
Low Levels Health Literacy	1,559
Lower Socioeconomic Status	4,703
Grand Total	92,513

2022 ACTIVITIES

2022 Performance Milestones

- 4.1 Increase in percentage of registry members that are participating in activities designed to increase adequate BP control.
- 4.2 Additional increase in number of members ages 18-85 with hypertension enrolled in the registry.
- 4.3 Additional increase in percentage of members enrolled in the registry whose BP was adequately controlled (<140/90 ages 18-59).
- 4.4 Additional increase in percentage of members enrolled in the registry whose BP was adequately controlled (<150/90 ages 60-85).

Continue Activity in 2022

2021 Activities designed to increase registry members with hypertension whose BP was adequately controlled	2021 Number of Network Providers
Ask members about their tobacco use at each visit and track data in the member's medical record.	32
Educate providers on transportation services within the community to refer to members with transportation issues.	1
Incorporate flexible scheduling (i.e., same day appointments, walk-ins, evening or weekend appointments).	2
Total:	35
Activity Documentation is due 8/15/22	

CY2022 REGISTRY MODIFICATIONS

➤ Race Drop Down

- The drop-down menu in the “Race” data field has been removed to make the template more user-friendly. Network providers must still complete this field.

➤ Table Format & Primary Root Cause

- The registry will now be a standard Excel worksheet. The table format has been removed.
- The “Primary Root Cause” data field has also been removed from the registry.

➤ ‘Short Date’ Format

- All data fields containing dates will be placed in ‘Short Date’ format (ex. MM/DD/YYYY).

2022 Continuation of Current CQI Activities

- Continued collaboration with MCOs
- Monthly group discussions
- Improvements/revisions to the Network Provider timeline
- CQI workshops
- QIN website
- Solicitation of Network Provider feedback
- Network Provider training and education (submissions due May 16)

PART II: EVALUATION AND REVIEW OF 2021 PERFORMANCE

EVALUATION &
REVIEW OF
2021
PERFORMANCE

Allen Parish: 2021 performance in improving blood pressure control for registry members and findings for each age cohort 18-59 years old and 60-85 years old

Kandace Fontenot, MHA, Director of Clinical Informatics and Information Systems

On behalf of

Allen Parish Hospital

EVALUATION &
REVIEW OF
2021
PERFORMANCE

Abbeville: 2021 performance in improving blood pressure control for registry members and findings for each age cohort 18-59 years old and 60-85 years old

Tina Faulk, BSN, RN, CDCES, Diabetes Education Program Coordinator

On behalf of

Abbeville General Hospital

EVALUATION &
REVIEW OF
2021
PERFORMANCE

Ochsner: 2021 performance in improving blood pressure control for registry members and findings for each age cohort 18-59 years old and aged 60-85 years old

Candi Meridith, MPH, Director Value Based Performance and ACO Operations MCIP Program

On behalf of

Ochsner LSU Health Monroe
Ochsner LSU Health Shreveport
Ochsner Medical Center
Ochsner Medical Center – Baton Rouge
Ochsner Medical Center – Kenner
Ochsner Medical Center – North Shore
Ochsner St. Anne General Hospital
Ochsner St. Mary
Slidell Memorial Hospital
Southern Regional Medical Corporation
St. Bernard Parish Hospital
St. Charles Parish Hospital

EVALUATION &
REVIEW OF
2021
PERFORMANCE

Terrebonne: 2021 performance in improving blood pressure control for registry members and findings for each age cohort 18-59 years old and aged 60-85 years old

**Tabitha Brown, Clinical Navigator and Data Analyst,
Quality and Patient Safety**

On behalf of

Terrebonne General Medical Center

BREAK

PART III: PATIENT TREATMENT GAPS

PATIENT
TREATMENT
GAPS

HCA: Addressing patient treatment gaps

Penny Hutson, CFO, HCA MidAmerica Division

On behalf of

Rapides Regional Medical Center

Tulane University Hospital and Clinic

PATIENT
TREATMENT
GAPS

*Ochsner Lafayette General: Addressing patient treatment
gaps*

**Tena Turnage, RN, Manager – Clinic Operations, Population
Health**

On behalf of

Ochsner Abrom Kaplan Memorial Hospital
Ochsner Acadia General Hospital
Ochsner Lafayette General
Ochsner St. Martin Hospital
Ochsner University Hospital and Clinics

PATIENT
TREATMENT
GAPS

Opelousas: Addressing patient treatment gaps

Marsha Gauthier, RN, Population Health

On behalf of

Opelousas General

PART IV: 2022 IMPROVEMENT ACTIVITIES

2022
IMPROVEMENT
ACTIVITIES

Baton Rouge General: Challenges and Approaches to increase participation in 2022 improvement activities

Shelly Martinez, RN, Administrative Director –
Clinical Quality

On behalf of

Baton Rouge General Medical Center
The General Hospital

2022
IMPROVEMENT
ACTIVITIES

North Caddo: Challenges and approaches to increase participation in 2022 improvement activities

Michele Heflin, LPN, Clinical Integration Specialist

On behalf of

North Caddo Medical Center

2022
IMPROVEMENT
ACTIVITIES

CHRISTUS Health: Challenges and approaches to increase participation in 2022 improvement activities

Tonya Corley, Office Manager, Group Operations

On behalf of

CHRISTUS Coushatta Health Care Center
CHRISTUS Health Shreveport-Bossier
CHRISTUS Ochsner Lake Area Hospital
CHRISTUS Ochsner St. Patrick Hospital
CHRISTUS St. Frances Cabrini Hospital
Savoy Medical Center

2022
IMPROVEMENT
ACTIVITIES

St. Tammany: 2021 Hypertension registry enrollment performance: challenges and areas of improvement

Cameron Jenkins, MBA, Clinical Quality Coordinator

On behalf of

St. Tammany Parish Hospital

PART V: LESSONS LEARNED

LESSONS
LEARNED

*Iberia: Incorporating lessons learned through the CQI
workshops to improve the hypertension project*

Meagan Trahan, RN, Care Manager

On behalf of

Iberia Medical Center

LESSONS
LEARNED

*Pointe Coupee: Incorporating lessons learned through the
CQI workshops to improve the hypertension project*

Jeanine Thibodeaux, RN, Administrator

On behalf of

Pointe Coupee General Hospital

PART VI: CONCLUSION

CONCLUSION

Group Discussion / Q & A Session

All Network Providers

CONCLUSION

Lillian Spuria, Gjerset & Lorenz, LLP

Closing Remarks

QUESTIONS?

Please direct any additional questions to QIN at
reporting@lamcip.org