



# Impact Report





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# Letter From Leadership

More than 1.8 million Louisianans count on Medicaid for the health coverage they need to stay healthy and well – almost 40% of the state’s population. The Quality & Outcome Improvement Network (QIN) is a coalition of health systems working together **to enhance healthcare access, quality and outcomes** for these friends and neighbors across the state.

QIN participates in **Louisiana’s Managed Care Incentive Payment (MCIP) program**, which provides payments from Managed Care Organizations to Network members for achieving specific healthcare quality results, like helping diabetic patients achieve blood sugar control and improving kids’ access to annual visits with a pediatrician. The MCIP program is designed to support healthcare providers as they focus on keeping the Medicaid population healthy and well, which ultimately improves community health and reduces the state’s costs.

## **At QIN, the focus of our work includes:**

- Providing personalized care navigation services to frequent Emergency Department (ED) users to improve health and reduce their hospital and unnecessary ER visits
- Improving proactive patient outreach and education, like follow-up calls and educational materials, to support stronger patient-provider relationships and improve health outcomes by ensuring treatment plans are followed
- Increasing access to preventative care and screenings so patients can maintain a healthy lifestyle and address issues before they become serious
- Supporting patients with effective management of chronic conditions like hypertension and diabetes through digital remote patient monitoring programs, reducing the likelihood of serious health complications
- Educating providers to promote maternal health and birth safety information to improve Louisiana’s infant and maternal mortality rates
- Improving access for all children to high-quality pediatric care to address our state’s poor health outcomes for children and pave the way for healthy habits early in life
- Connecting patients with social services that improve their health, such as housing and transportation, to address the social determinants of health

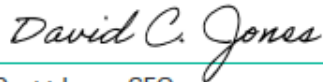
In the report that follows, you’ll find the **key results and metrics** that demonstrate the tremendous impact QIN has had on the people we serve. You’ll also find the **real stories** of people in Louisiana whose lives have been changed through access to enhanced healthcare services enabled by our Network and the state’s support.



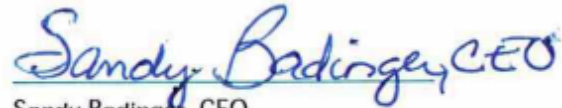
We are proud to work together to make a difference in the lives of so many Louisiana patients and their families, and we look forward to building on this success to impact even more people in the years to come.



Michael Bertrand, CEO  
Abbeville General Hospital



David Jones, CEO  
North Caddo Medical Center



Sandy Badinger, CEO  
Slidell Memorial Hospital



Rock Bordelon, President & CEO  
Acadian Medical Center  
Avoyelles Hospital  
Bienville Medical Center  
Byrd Regional Hospital  
DeQuincy Memorial Hospital  
Mercy Regional Medical Center  
Minden Medical Center  
Northern Louisiana Medical Center  
Oakdale Community Hospital  
Sabine Medical Center  
Winn Parish Medical Center



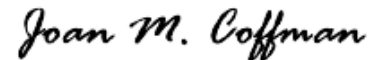
Lance Armentor, CEO  
Opelousas General Health System



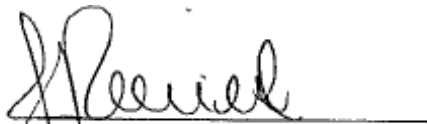
Phyllis Peoples, CEO  
Terrebonne General Medical Center  
Southern Regional Medical Corporation  
Quality and Outcome Improvement Network



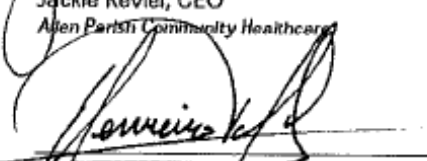
Chad Olinde, CEO  
Pointe Coupee General Hospital



Joan Coffman, CEO  
St. Tammany Health System



Jackie Revie, CEO  
Allen Parish Community Healthcare



Edgardo Tenreiro, President & CEO  
Baton Rouge General Medical Center  
The General Hospital



Alanna Fast, CEO  
St. Bernard Parish Hospital



David Callecod, CEO  
Ochsner LSU Health System  
of North Louisiana



Pete November, CEO  
Ochsner Health which includes:  
Ochsner Abrom Kaplan Memorial Hospital  
Ochsner Acadia General Hospital  
Ochsner American Legion Hospital  
Ochsner Lafayette General  
Ochsner Medical Center  
Ochsner Medical Center - Baton Rouge  
Ochsner Medical Center - Kenner  
Ochsner St. Anne General Hospital  
Ochsner St. Martin Hospital  
Ochsner St. Mary  
Ochsner University Hospital and Clinics



Keith Dacus, CEO  
St. Charles Parish Hospital



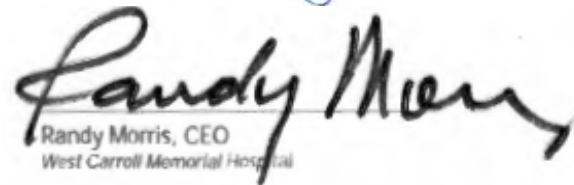
Chris Karam, SVP  
CHRISTUS Coushatta Health Care Center  
CHRISTUS Health Shreveport-Bossier  
CHRISTUS Ochsner Lake Area Hospital  
CHRISTUS Ochsner St. Patrick Hospital  
CHRISTUS St. Frances Cabrini Hospital



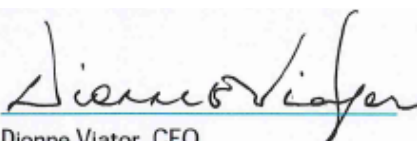
M.L. Lagarde, III, COO  
University Healthcare System, LC



Vernon Jones II, CEO  
Rapides Regional Medical Center



Randy Morris, CEO  
West Carroll Memorial Hospital



Dionne Viator, CEO  
Iberia Medical Center



Brian Denton, CEO  
Savoy Medical Center

# By the Numbers

Already, we are profoundly improving the health of Louisiana's Medicaid population and helping address treatment gaps and control healthcare costs.

**909,000** Louisiana lives cared for by QIN

**47** health systems participate in QIN

**70%** of diabetic participants have a controlled A1c (2023)

**28%** improvement in diabetic blood sugar management, 2020-2023





**83%**

of hypertensive patients aged 60-85 have controlled blood pressure in 2023, up from 77.21% in 2020

**43%**

improvement in well-child visits

**137%**

improvement in number of participants who over-utilize the ED receiving one-on-one care navigation support services

**23,000**

high-ED utilizers chose to join the ED navigation program by end of 2023

# Stories of Impact

QIN's achievements are more than just numbers. They represent thousands of Louisiana residents living longer, healthier lives thanks to the support of the MCIP program. Here are some of their stories.

## IMPROVING HEALTH THROUGH CONNECTIONS TO SERVICES

Janet\* in Acadiana was paralyzed in the lower half of her body after a car accident, requiring significant medical support. But for three years, she didn't show up to her doctor's appointments because she didn't have transportation. Failing to see a primary care provider meant Janet lost access to her homebound health assistance, too.

**Without transportation to be able to access the preventative healthcare she needed, Janet showed up to the Emergency Department 99 times during those three years. She was admitted to the hospital 22 times.**

Everything changed when Janet was enrolled in the Managed Care Incentive Payment program's ED Navigator resource. Her Navigator quickly learned that Janet was missing her doctor's appointments because her family members worked during the day and were unable to drive her, and that her condition meant car rides made her ill.

With the help of the ED Navigator, Janet was able to connect with a new primary care provider who helped her access home health services as well as mental health care for her PTSD. With the support of MCIP, Janet was able to access the preventative care she needed to stay well and avoid recurring visits to the ED.

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## STRENGTHENING OUTCOMES FOR PATIENTS WITH DIABETES

When Maria\* showed up in clinic, she wasn't sure what was wrong. The 59-year-old was soon diagnosed with Type II diabetes, with a dangerously high A1c of 10% and blood sugar of 356 mg/dL.

Maria was connected with a health coach specializing in diabetes. Her coach provided personalized advice to help Maria set goals and take manageable steps toward managing her chronic condition and embracing a healthier lifestyle – from sharing diabetes-friendly recipes to modify her diet to assisting Maria in managing her medication.

**In just 10 months, Maria had significantly reduced her A1c level to 5.5 – a normal level indicating strong blood sugar control. With the help of her coach, she had also reached a healthier weight by losing more than 25 pounds.**

Like thousands of Louisianans, the resources and support Maria accessed through the MCIP program empowered her to improve her health and her life.





## Voices of QIN Caregivers

Louisiana nurses, doctors and caregivers have seen firsthand the impact of QIN's programs and initiatives on patients' lives and health outcomes.

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Traditionally, we measured a patient's blood pressure 1-4 times a year, but through patient engagement and at-home monitoring, we are now seeing 1-5 blood pressure readings per week. – Physician

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“

Helping high Emergency Department utilizers establish medical homes improved health outcomes. As one provider phrased it, MCIP teaches a person to fish, rather than handing them fish. – Community Health Worker

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“

The MCIP program has facilitated life-changing interactions between providers and patients. The program couples strategic interventions with routine patient education in a way that connects patients with much-needed primary and preventative care while simultaneously providing patients with the necessary tools to positively impact their health. – Nurse Manager

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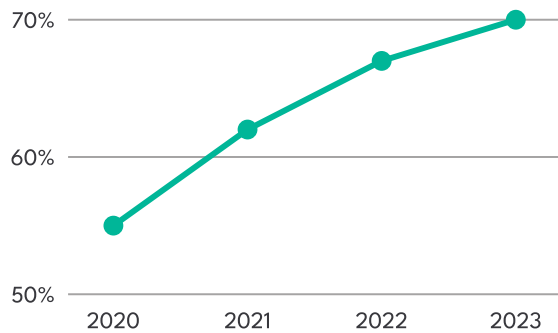
“

Patients are receiving better care through MCIP, since Emergency Departments are often not able to address nonemergent pregnancy issues. In just one year, MCIP resulted in 38% of expectant mothers presenting at an ED to be successfully referred to outside OBGYNs. – Community Health Worker

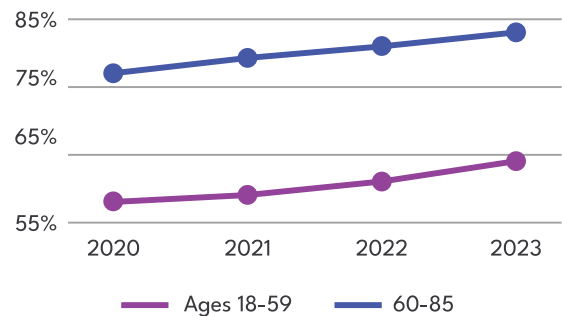
# Deep Dive: Our Impact

Together, QIN's health systems have collaborated to research, identify, implement and scale meaningful, measurable healthcare quality improvements that are making a difference in patients' lives. QIN's programs have demonstrated strong results in the first five years, with significant improvements reaching many Medicaid patient populations across Louisiana.

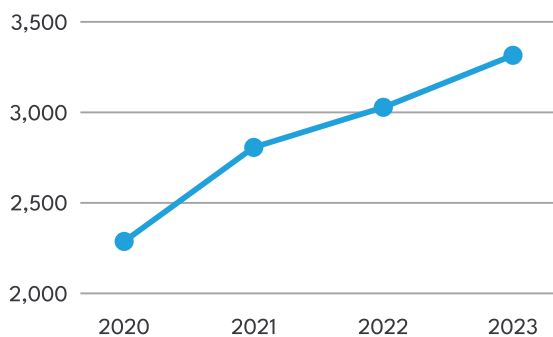
**Increase in Percentage of Diabetic Members with HbA1c Control (<8%)**



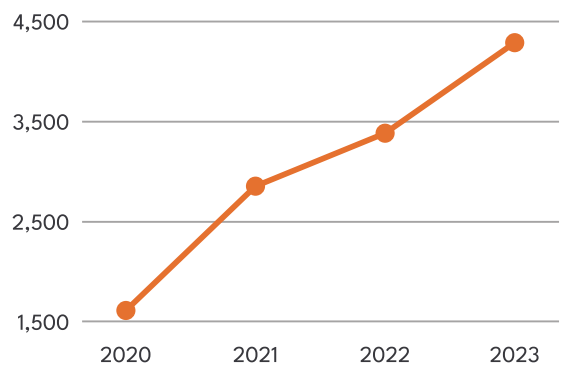
**Increase in Percentage of Hypertensive Members with Controlled Blood Pressure**



**Increase in Members who Turned 15 Months Old During Measurement Year Who Had 6 or More Well-Child Visits Within the First 15 Months of Life**



**Increase in ED Navigation Members Receiving a Scheduled Appointment and/or Referral**





QUALITY METRICS	2020 BASELINE	2023 PERFORMANCE	% CHANGE
<b>Diabetes Management</b> <i>Measured by blood sugar levels</i> *62% is the 95th percentile for the NCQA national Medicaid payer performance.	54.80%	70.20%	<b>+28.10%</b>
<b>Hypertension Management (Ages 18-59)</b> <i>Measured by blood pressure levels</i> *70% is the 75th percentile and 75% is the 90th percentile for the NCQA national Medicaid payer performance.	56.60%	64.10%	<b>+13.30%</b>
<b>Hypertension Management (Ages 60-85)</b> <i>Measured by blood pressure levels</i> *70% is the 75th percentile and 75% is the 90th percentile for the NCQA national Medicaid payer performance.	77.20%	83.30%	<b>+7.90%</b>
<b>Enrollment in Emergency Department Navigation Programs Receiving Appointment Reminders 24-48 Hours in Advance</b>	58.80%	88.00%	<b>+49.70%</b>
<b>15-Month-Olds with 6+ Well-Child Visits</b>	2,288	3,313	<b>+44.8%</b>
<b>Kids Ages 3-6 with 1+ Annual Well-Child Visits</b>	8,809	12,616	<b>+43.2%</b>

# Deep Dive: Our Impact

## SPOTLIGHT: DIGITAL MEDICINE

About 4 in 10 Louisiana adults have high blood pressure, and more than 14% are diabetic. Without effective treatment, hypertension and diabetes can lead to serious consequences like heart attack, stroke or amputations. Consistent management is essential to keeping patients healthy and avoiding dangerous, costly hospital stays. The majority of QIN's participating health systems have already successfully implemented digital medicine programs for the Medicaid population.

By enrolling Medicaid patients with these conditions in digital medicine programs, patients are proven to follow treatment plans more effectively – driving better health outcomes. Patients are given free glucometers and blood pressure cuffs that allow their care team to remotely monitor them, leading to more adherence to treatment plans and faster health intervention than requiring an in-person doctor's visit. Digital medicine is a valuable element of QIN's approach to improving health for patients with Medicaid.

**92%** of Medicaid patients enrolled in digital medicine achieved A1c control (compared to 79% not enrolled)

**85%** of Medicaid patients enrolled in digital medicine achieved blood pressure control (compared to 63% not enrolled)





## SPOTLIGHT: CHILDREN'S WELLNESS

Regular well-child visits are an essential tool to keeping Louisiana babies and kids healthy by allowing pediatricians to provide required vaccinations, monitor growth and development and promote child health. These visits are vital to establishing a solid foundation for health outcomes over a child's lifetime.

Supported by MCIP, our network of providers has led significant community education efforts promoting pediatric wellness, such as immunization and back-to-school check-up campaigns. This work has directly resulted in an increase in the rate of annual well-child visits, which makes a difference in keeping kids well.

We also work to address the childhood obesity epidemic by educating pediatric providers about the importance of taking Body Mass Index at each sick pediatric visit and providing education resources for families.

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## SPOTLIGHT: ED NAVIGATION

Some patients covered by Medicaid over-utilize the Emergency Department, often because they encounter barriers to accessing preventative care until their health issues are severe. This is not the best model for keeping patients healthy, and leads to more expensive care delivery.

Enabled by MCIP, we have successfully implemented an ED Navigation program that has managed 23,000+ patients. Team members across QIN's health systems were educated in best practices for patient outreach and support to reduce unnecessary ED usage, such as sending 24 and 48-hour appointment reminders for preventative care appointments.

This work also includes connecting patients to social services from community partners – such as food banks, housing and transportation – that are key drivers of health outcomes. These interventions have had a dramatic impact on reducing ED utilization and making Medicaid patients healthier.

**137%** improvement in ED over-utilizers receiving one-on-one navigation services

# Our Future: Goals and Commitments Moving Forward

We are committed to building on our initial success and making a difference in even more Louisianans' lives. Without vital MCIP funding, patients covered by Medicaid would lose access to life-saving preventative healthcare services.

Moving ahead, we will continue collaborating with the Louisiana Department of Health and our network of Managed Care Organizations with a focus on:



Tobacco  
Cessation



Lung Cancer  
Screening



Maternal  
Health



Behavioral  
Health



We look forward to continuing our strong partnership to maximize the impact of our work together on these important initiatives and other priorities identified by the state.







# **Quality and Outcome Improvement Network**

For more information, please visit: [lamcip.org](http://lamcip.org)