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**QTIP Project Director**

**South Carolina Department of Health and Human Services**  
**Jan. 27, 2022**

# STRESS

## Take care of yourself by:

- Eating a healthy diet
- Avoiding using drugs
- Avoiding alcohol
- Getting plenty of sleep
- Exercising regularly
- Maintaining a routine at home
- Focusing on things you can control
- Staying connected with loved ones



# Overview

- **News**
  - **SCDHHS**
  - **QTIP**
- **Data**
- **Current and Future Plans**



# SCDHHS Leadership Updates

## Quality Bureau:

- Jordan Desai, LMSW, was named the Chief of Quality

## Policy Bureau:

- Margaret Alewine is the Chief of Policy
- Kathy Hugg is the Director of Behavioral Health Services

## Managed Care Bureau:

- SCDHHS is seeking applicants for this position

# SCDHHS Policy Updates

## VFC Vaccine Administration and Counseling Policy

Based on CMS guidance, SCDHHS revised its policy.

- **Administration and Counseling**
  - **90460:** each vaccine administration/counseling
    - Frequency limit of 9
  - **90461:** no longer billable
  - **Effective Date:** Sept. 1, 2021



# SCDHHS Policy Updates

## COVID-19

- Over 35 COVID-19 provider alerts and Medicaid bulletins were issued since 2020
- Since Aug. 2021, policy changes focused on vaccines, specifically approval of booster vaccines administration and vaccines for children ages 5-11
- SCDHHS is working with CMS on anticipatory guidance surrounding COVID-19 vaccine counseling for pediatricians
- SCDHHS is currently reviewing all policies and considering long-range plans



# SCDHHS Policy Updates

## Coverage Groups

- Extending postpartum to 12 months
- The proviso related to extending postpartum Medicaid coverage was included in the state's final budget
- SCDHHS is currently working on an implementation plan and will provide more details as they are finalized



## HEDIS Pediatric Measures

- NCQA has updated HEDIS well-child visits (WCV) measures  
(CY2020 – reporting year CY2021)
- WCV 30
  - 6+ visits in first 15 months
  - Two visits in 15-30 months
- WCV 3 – 21
  - One visit annually

# SCDHHS Policy Updates

## BabyNet

### New enrollment process:

- All required documentation must be submitted online through the (secure) provider enrollment portal
- All enrollment documentation must be complete before submission to the portal

## Spotlight on



### Lessons learned through:

- Suicide Prevention
- Screening
- Postpartum
- Obesity



## QTIP Practices = 27

- Academic: 3
- Private: 15
- Associated w/ a hospital: 6
- Federally qualified health centers (FQHC): 3

### Size:

- Small(1-4 practitioners): 12
- Medium (5- 9): 5
- Large (10 +): 10

## Active Practices: (Classified by Year Joined QTIP)

- 2011 practices: 11
  - 2015 practices: 5
  - 2016 practices: 3
  - 2017 practices: 4
  - 2019 practices: 2
  - 2020 practices: 1
  - 2021 practices: 1
- 
- 2022: Two applications received; will join Aug. 2022

# What We Did in 2021

## Focal Topics

- Concluded work on:
  - Adolescent Health (Reproductive, mental and substance use)
  - Asthma
- Aug. 2021:
  - SDOH (3- to 6-year-olds)
  - Obesity (7- to 10-year-olds)

## Satisfaction Survey

- QTIP practices
- Stakeholders

## Lifestyle Medicine's Approach to Obesity Workshop

## QTIP Staff said:

- Good-bye to Laura Brandon



**...and hello to  
Marlo Koger!**

What do  
people say  
about QTIP?



## Satisfaction Survey

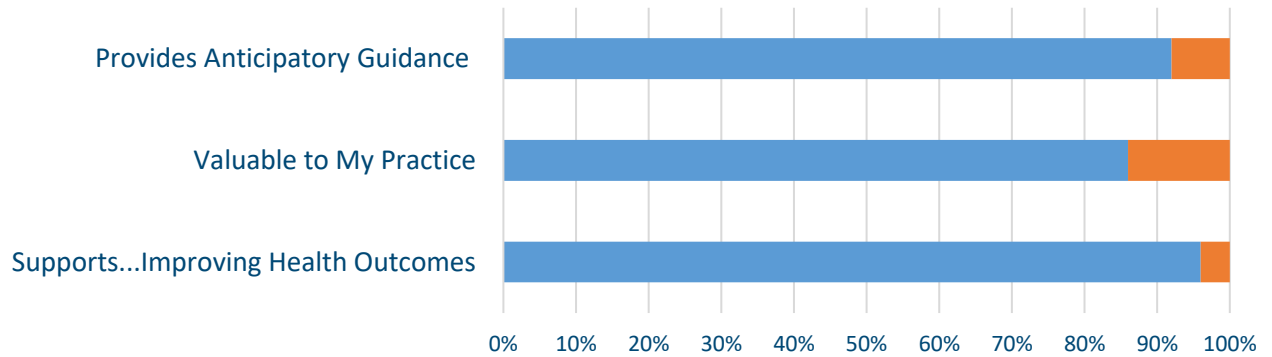
- QTIP practices
- External stakeholders

# Stakeholder Survey

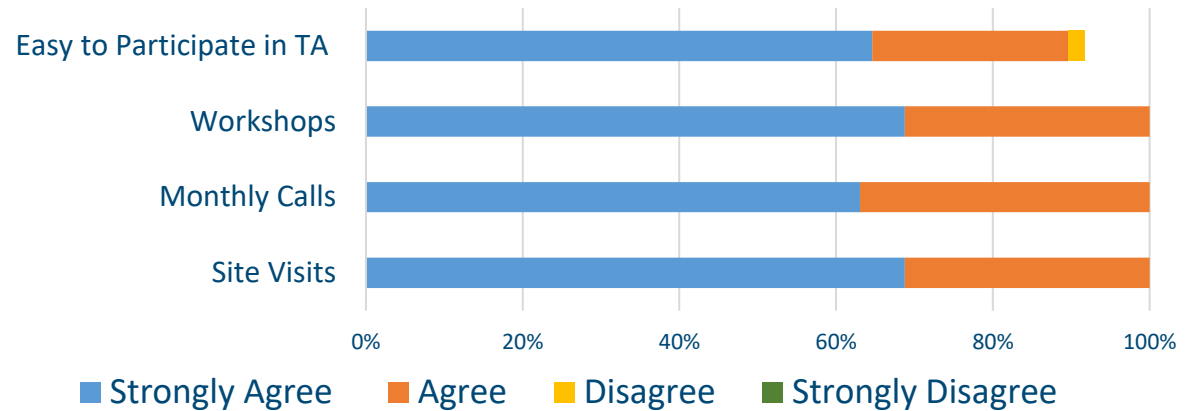
## QTIP Practices

*"...Always look forward to these [LC]. They keep me current and renew my spirit."*

### Learning Collaborative



### Technical Assistance

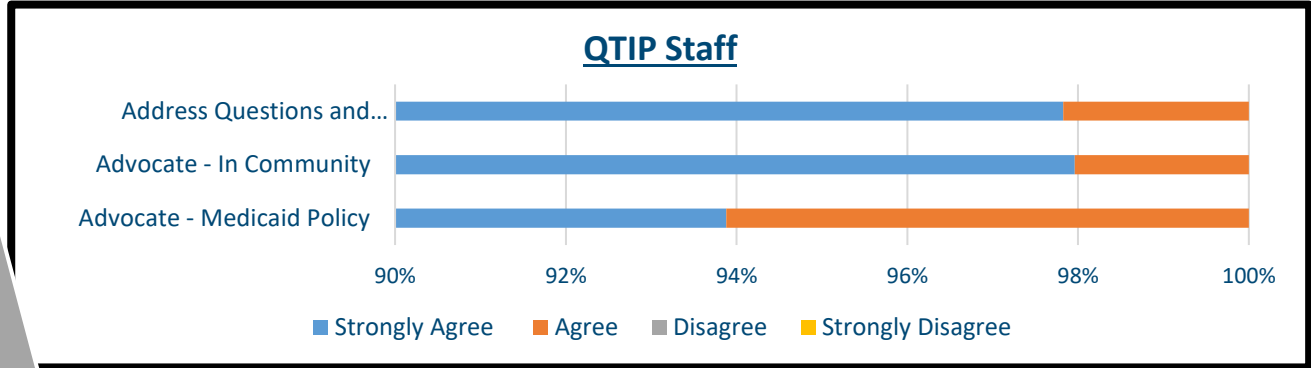
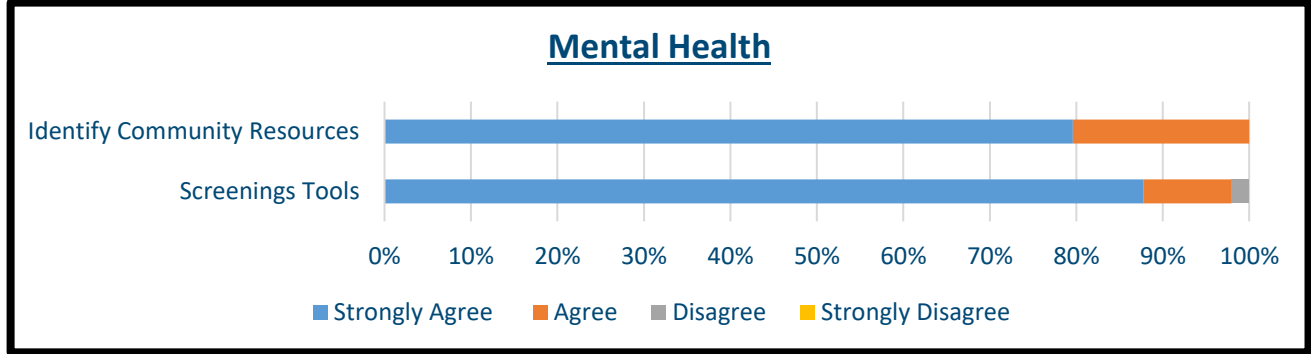
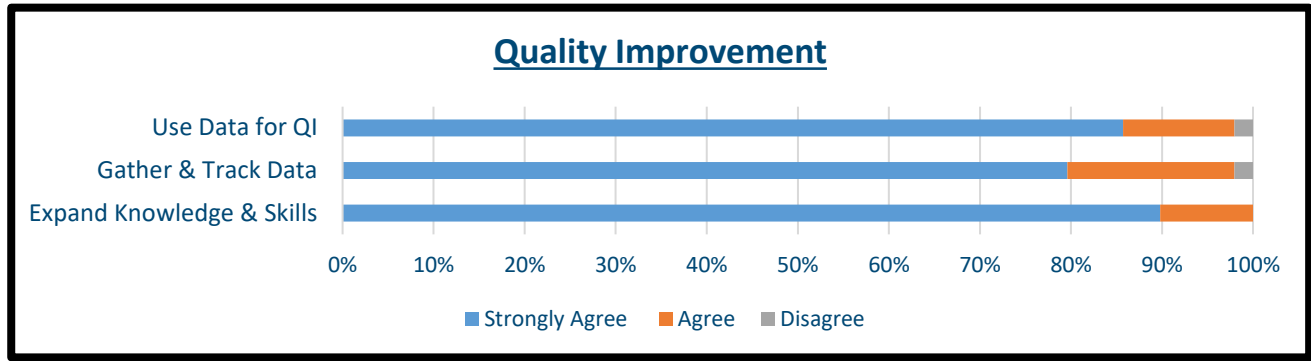


Overall, comments were very positive. The main concern was lack of time to participate in TA opportunities.



# Stakeholder Survey - QTIP Practices

*"The QI data we receive is always helpful & gives great ideas & strategies on how to use the data to improve care."*



Again, comments were very positive.

*"...have learned so much thru QTIP Mental Health; this has changed my practice."*

# Stakeholder Survey

-

## QTIP Practices

S.W.O.T. Analysis



# What Do We Do With This Information ....

- Technical assistance is meaningful; however, timing of visits and the variety of activities can be issues for a busy practice
- QTIP needs to emphasize and assist helping practices use, gather and track their data
- Continue offering an intense focus on specific topics
- A focus on mental health continues to be needed; especially complemented with linking the practices with community resources
- Continue to foster partnerships and relationships; encourage networking
- Keep practices aware of how their work is used to help inform and provide input into Medicaid policy
- Be mindful of “over-screening”



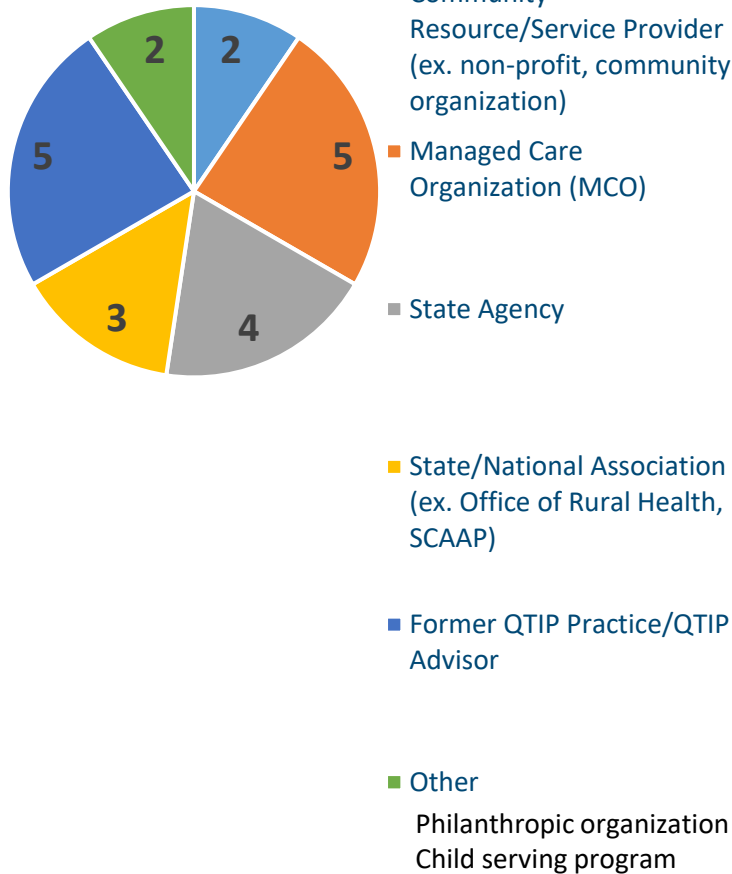


# Stakeholder Survey - External

- Surveys developed in Lime and emailed by the SCDHHS Office of Communications and Public Relations to 58 external stakeholders:
  - State agencies
  - MCO quality staff
  - National/state/community partners
  - Resource providers
  - Former QTIP practices and QTIP advisory council members
- 21 responses received (34%); however, one response was discarded since only one question was completed

# External Stakeholder Survey - All

## Stakeholder Type



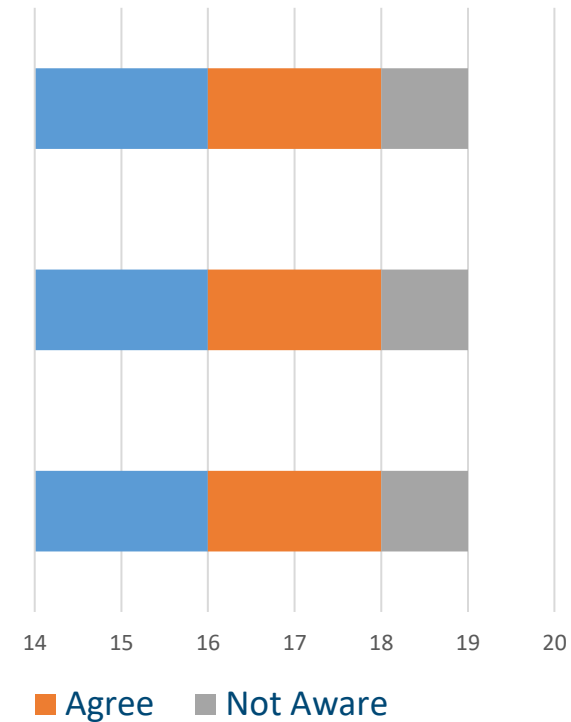
19 of the 21 respondents were aware of the QTIP initiative

## Purpose and Focus

Focuses on projects that are relevant to children's health in SC

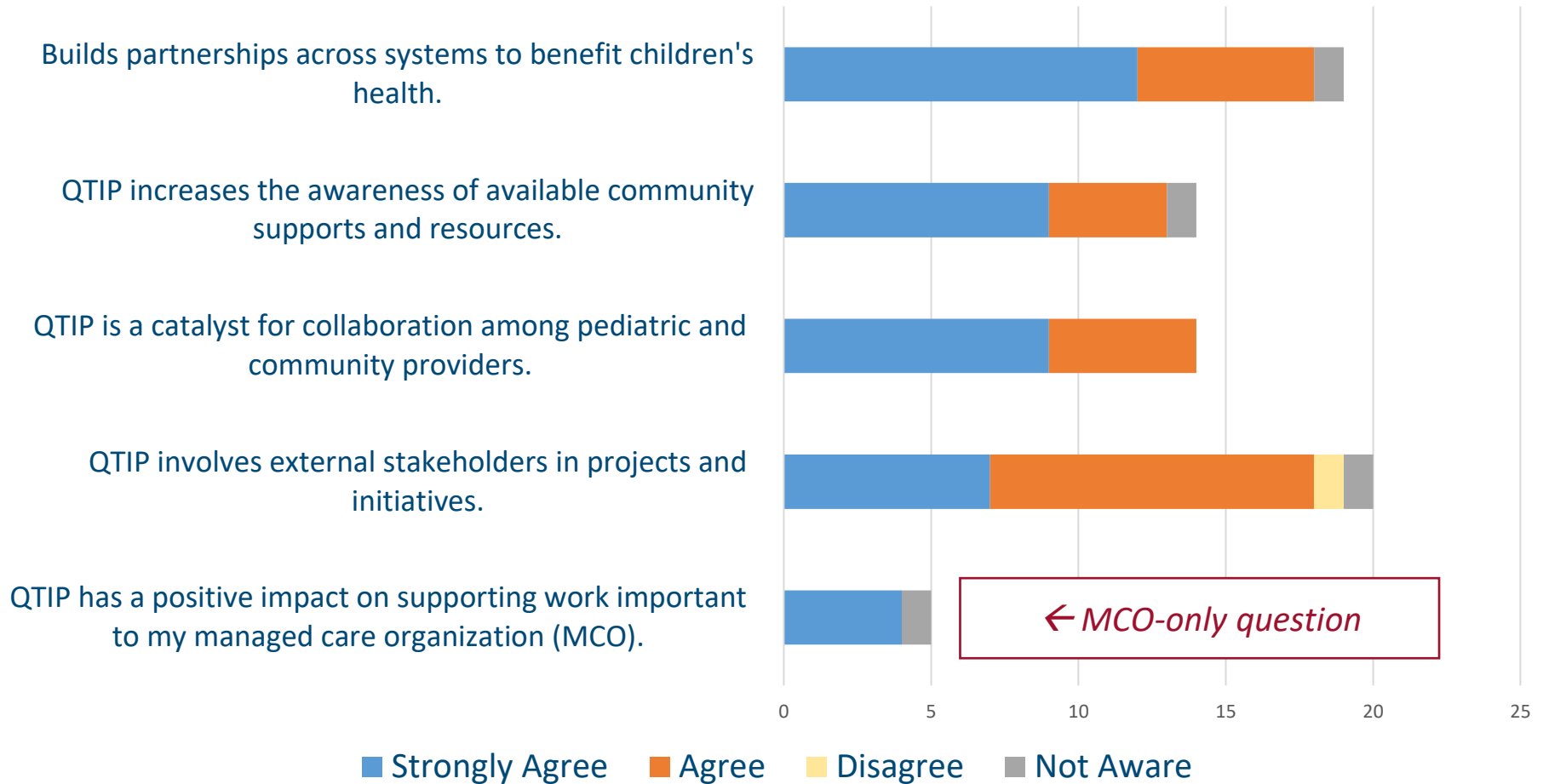
Adds value to projects that support the mission of my agency/organization

Provides clinical guidance to pediatric practices using the AAP Policy and Clinical Guidelines



# External Stakeholder Survey – All

## Collaboration and Support Chart

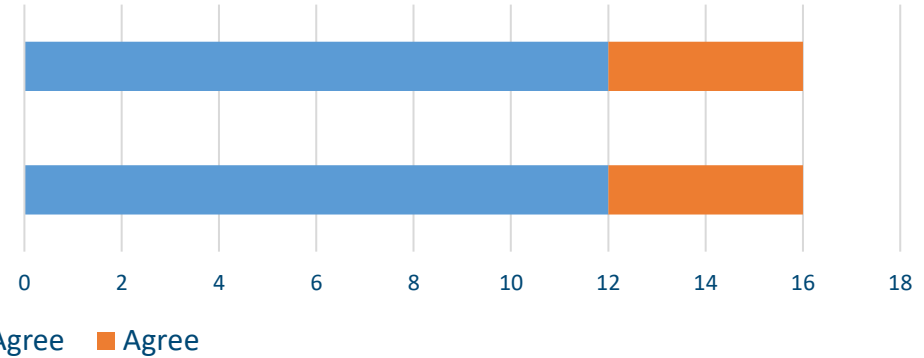


# External Stakeholder Survey – All

## 16 of 19 respondents were aware of the QTIP Learning Collaborative

The topics covered at QTIP's Learning Collaboratives are relevant to current children's healthcare needs.

Clinical guidance and best practices are communicated at QTIP's Learning Collaboratives.



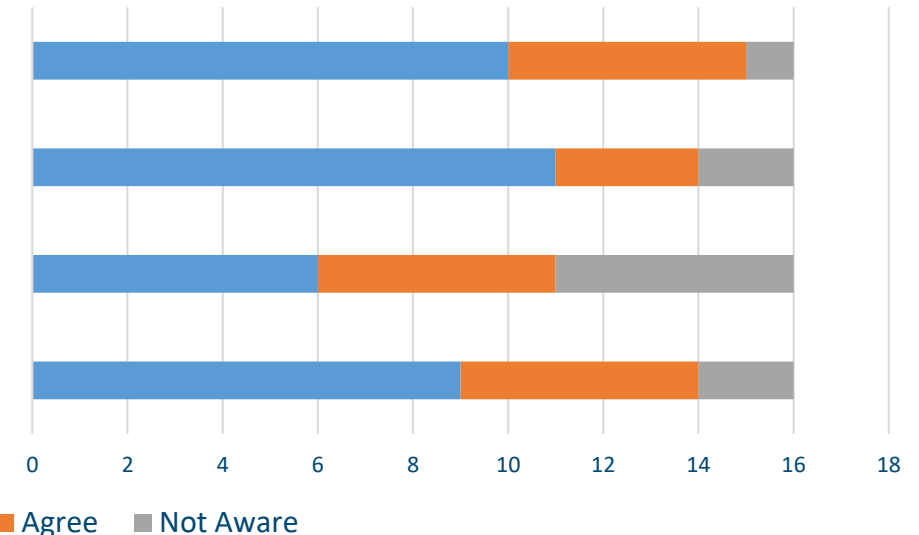
## 16 of 19 respondents were familiar with QTIP's work with incorporating mental health into pediatric offices

QTIP increases pediatric practices' awareness of mental health issues.

QTIP increases pediatric practices' use of screening tools to help identify children's and adolescents' needs.

QTIP improves the feedback loop between mental health and physical health providers.

QTIP helps increase the awareness and/or availability of community resources.



# Stakeholder Survey

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# QTIP Stakeholders

## Most Helpful Things QTIP Does to Support Your Organization:

*"..integrated approach... collaboration..."*

*"...helps us connect with medical providers..."*

*"provides education... that (is) evidenced-based...thereby enhancing the quality of care our members receive..."*

*"...focus on quality initiative... collaboration...quality improvement achieved through PCMH..."*

*"Collaboration and a network..."*

# How Could QTIP More Effectively Support Your Organization?

## Partnerships and Joint Projects

- To help (stakeholders) engage with more practices
- Work closely with MCOs to identify challenges – particularly with behavioral health and SDOH
- Look for innovative projects
- Work with MCOs to enhance quality of service delivery

## Continue What We Are Doing

- Continue partnership opportunities
- Keep up current level of support

## Communication/Participation

- Attend LC
- More communication would help continuity and consistent connection
- Keep others informed about projects and what is/is not working
- Expand QTIP and practices

# What Do We Do With This Information....?



## **Awareness/Communication:**

- Need to keep stakeholders aware of QTIP
- Consider publishing an annual report
- Increase involvement/partnerships with MCOs on QTIP topics

## **Focus:**

- Continue QTIP's mental health work
- Explore joint projects and partnerships

**WHAT IS LIFESTYLE MEDICINE:** Lifestyle Medicine uses evidence-based lifestyle therapeutic intervention – including a whole-food plant predominant eating pattern, regular physical activity, restorative sleep, stress management, avoidance of risky substances, and positive social connection – to prevent, treat and often reverse chronic disease. Lifestyle Medicine emphasizes positive psychology and motivational interviewing to support behavior change.

- 11-week quality improvement workshop (Sept. 22 – Dec. 8)
- Informational session presented by Erin Brackbill, MD
- Support from Blakely Amati, MD, and QTIP team
- Sponsorship from Healthy Blue SC





# Our Process



10-week QI project (Sept. 22-Dec 8). 13 practices attended the informational session, and 8 practices completed the 10-week project



One virtual learning session (90 minutes)



Week 2: Follow-up call with individual practices (20 min each) to help practices formulate a plan



Week 4: Collaborative call with all participating practices where practices present their plan



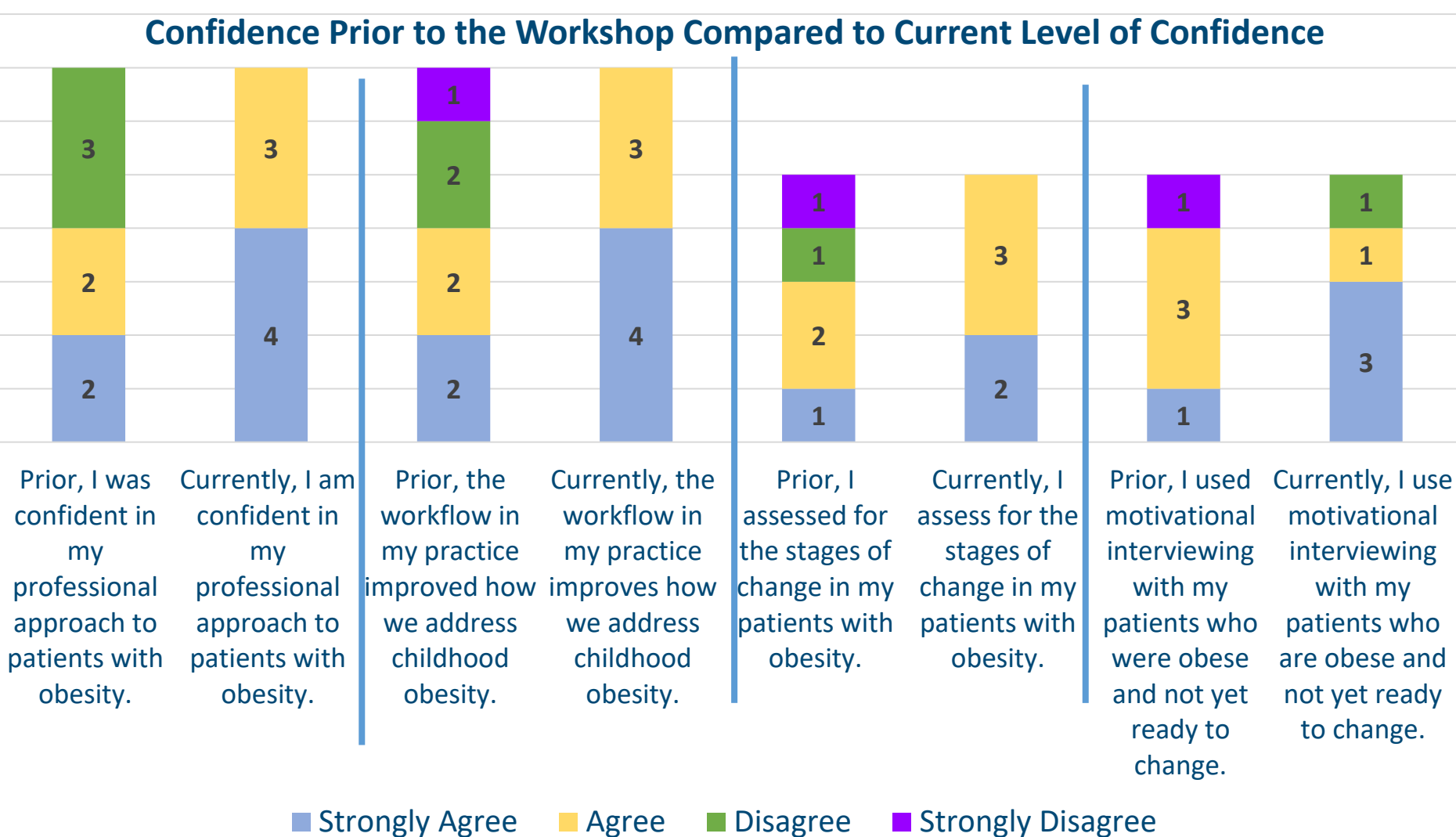
Week 10: Wrap-up call with practices presenting their results



ABP Part 4 credit for participants

# Evaluation Results

## Confidence Prior to the Workshop Compared to Current Level of Confidence





Quality through  
Technology and Innovation in Pediatrics

# “Fruits of Your Labor” AWARD

Coastal  
Pediatrics

# Overview

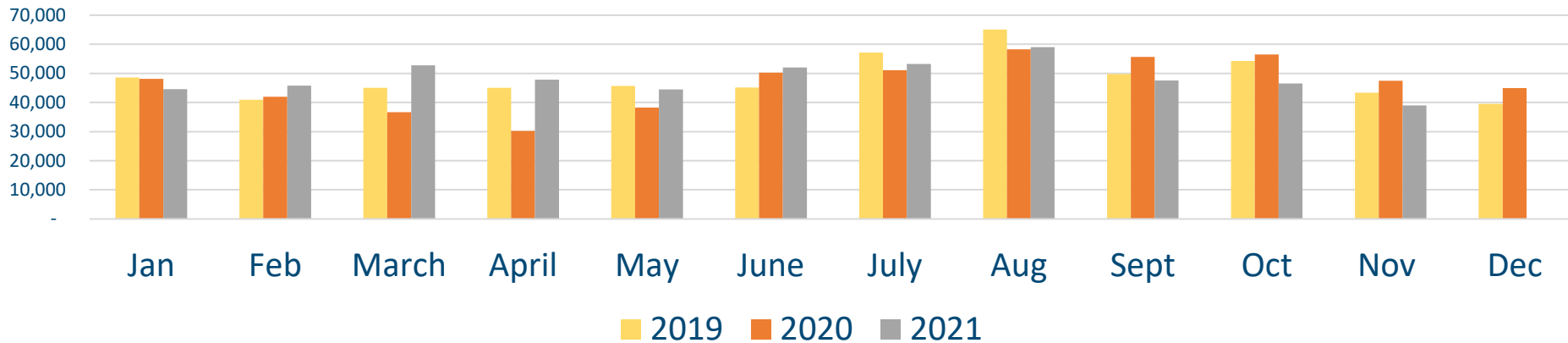
- News
  - SCDHHS
  - QTIP
- **Data**
- Current and Future Plans



# Engagement in Health Care

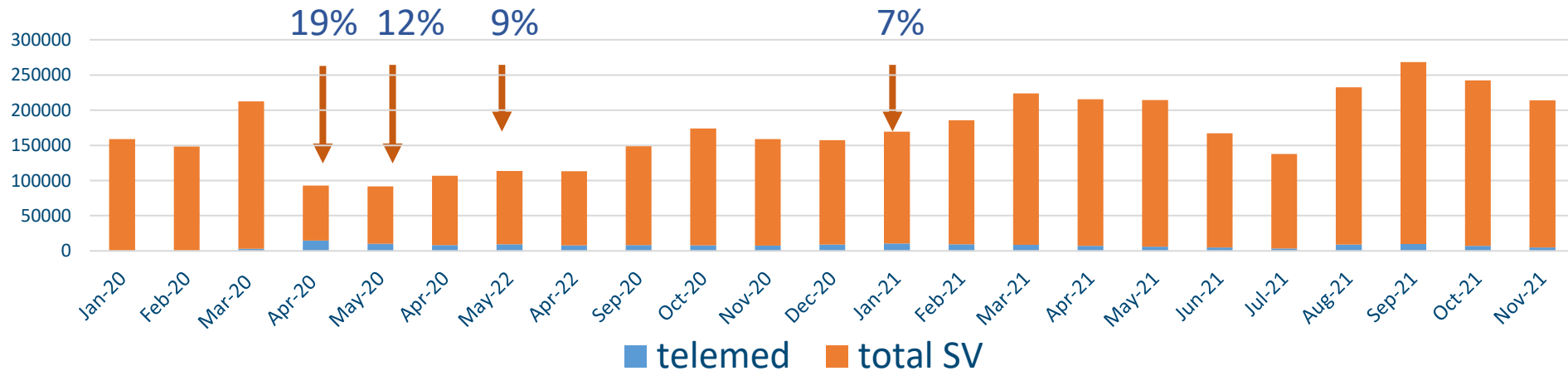
NOTE:  
 Oct. 2021 is ~82% complete  
 Nov. 2021 ~ 58%

## Well-child Visits



## Sick Visits

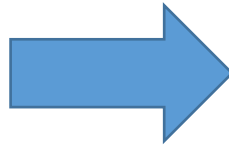
2020 Telemedicine visits:



# QIDA

## Quality Improvement Data Aggregator

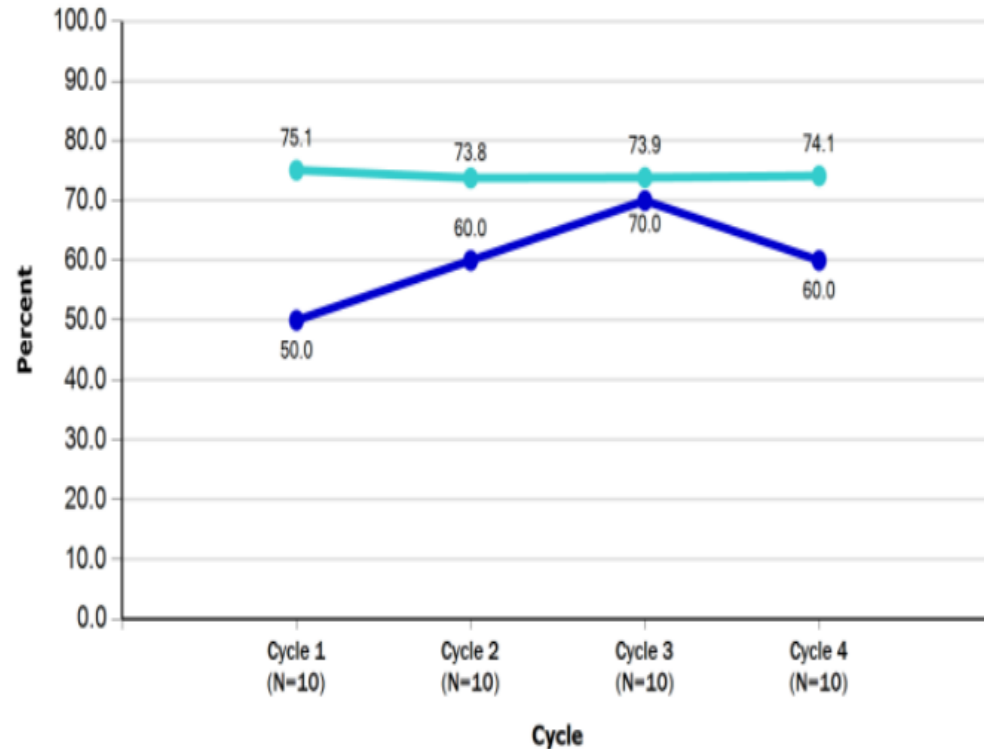
- Standardized data
- Freedom to select what to work on
- Develop run charts, examine data and develop quality projects
- “Real time” data pulled by you (10 charts/topic)



### REMEMBER....

QIDA and HEDIS data are different

Rate of patients who have had at least one HPV shot



QIDA can show you where you have the **most** room for the **most** improvement, where you could benefit to take a deeper dive and initiate a QI project



# QIDA Highlights

Over the past 4 months, QTIP practices' self-audits for social determinants of health (SDOH) (ages 3-6) and obesity (ages 7-10) have reflected:

- **Well Child Care**
  - Consistently (over 90%) for both groups
- **Vaccines**
  - Consistently (90%+) for both groups
- **SHOH screening:**
  - 3-6-year-olds showed a 22% increase in screenings
  - 7-10-year-olds (obesity) showed a 27% increase

# QIDA Highlights

Over the past 4 months, QTIP practices' self-audits for SDOH (ages 3-6) and obesity (ages 7-10) have reflected:

## **Obesity:**

Primary work centers around:

- documenting Z codes
- discussing sleep hygiene
- documenting SMART goals

## **SDOH**

Primary work centers around:

- documenting protective factors/family strengths
- documenting Z codes
- trauma screenings



- **Review**

- SCDHHS News
- QTIP Updates

- **Data**

- **Current and Future Plans**

# 2021-2022 Components

## Learning Collaborative

## Technical Assistance

- Site visits
- ABP MOC Part 4

## Quality Improvement

- Monthly calls
  - (2nd Wed. @ 12:30 p.m.)
- Obesity Workshop

## Mental Health

- Wellness Wednesday
  - (1st Wed. @ 12:30 p.m.)
- Consultation with Dr. Anita Khetpal

## Areas of Focus/Measures

- Obesity (7-10 yr. olds)
- Social Determinants of Health (3-6 yr. olds)
  - Protective factors
  - Screening
  - Trauma Informed Care

## Data Collection

- QIDA
- QI and PDSA documentation

## Communication

- Blog
- Website

# Maintenance of Certification (MOC)

- Portfolio renewed March 2020–Feb. 2022
- Located on QTIP website
- 140 MOC Part 4 credits issued

## Topics

- Access
- ADHD
- Adolescent Health
- Asthma
- Behavioral Health
- Breastfeeding
- Developmental Screening
- Emergency Department Usage
- Obesity
- Oral Health Disease
- Smoke Exposure
- Well-child Visits
- Pandemic Response (*new*)
- Suicide Prevention (*new*)

# Upcoming Events

- Site visits
  - In-person, WebEx or hybrid
  - Peer reviewers
- Monthly calls via WebEx
  - Wellness Wednesdays
  - QI
- Special – in-depth workshops
  - Obesity (repeat) is being planned for April
  - Support AAP on MH emergency

## Remember:

- Verify your site visit
- Sign up as a peer reviewer
- Next Steps form submit to Marlo at [marlo.thomas-koger@scdhhs.gov](mailto:marlo.thomas-koger@scdhhs.gov) by Feb 14<sup>th</sup>



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