

Chief Quality Officers Panel

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23rd Population Health Colloquium



Agenda

- **Introduction**
- **Child Health Facts and Challenges to Improvement**
- **Quality and Safety Considerations**
- **Conclusion**

Overview of Nemours Enterprise



- A leading multistate, multisite children's health system
- Commitment to all aspects of children's health
- Academic pediatric system fully committed to the tripartite mission of clinical care, research and education
- Both hospitals ranked in USNWR

2022 By the Numbers

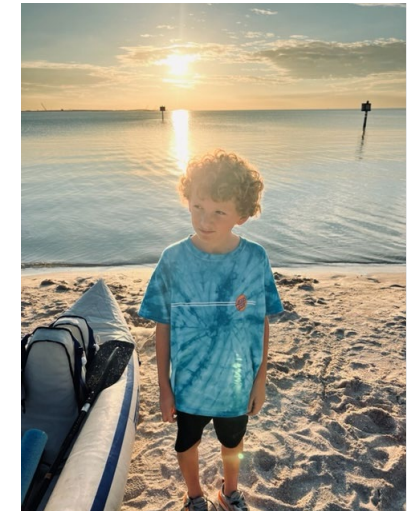
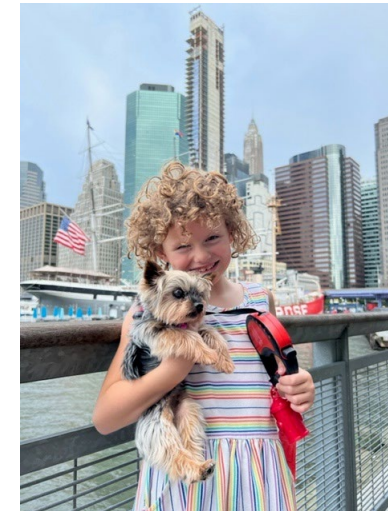
1.8 million	Patients encounters
900	Employed physicians
8,700	Employees
3,800	Trainees
\$1.9 billion	Annual Revenue
98	Locations in 4 states



Our Florida Operations



- Who am I?
 - Father, Husband, Hospitalist Pediatrician and Child Health Improving Enthusiast
 - Worked as a quality leader in Washington, Arkansas and now Florida



What is Child Health?

Definition

Child health is a state of physical, mental, intellectual, social and emotional well-being and not merely the absence of disease or infirmity.

(World Health Organization)

Fast Facts

- Children comprise 70 million of the 331 million people in the US
- Account for:
 - 9.6% of health care costs
 - ~\$4000 per year (average)
 - \$324 Billion vs. \$3 Trillion
- 218/5139 Hospitals in the US serve only children
- 33K Pediatricians in US

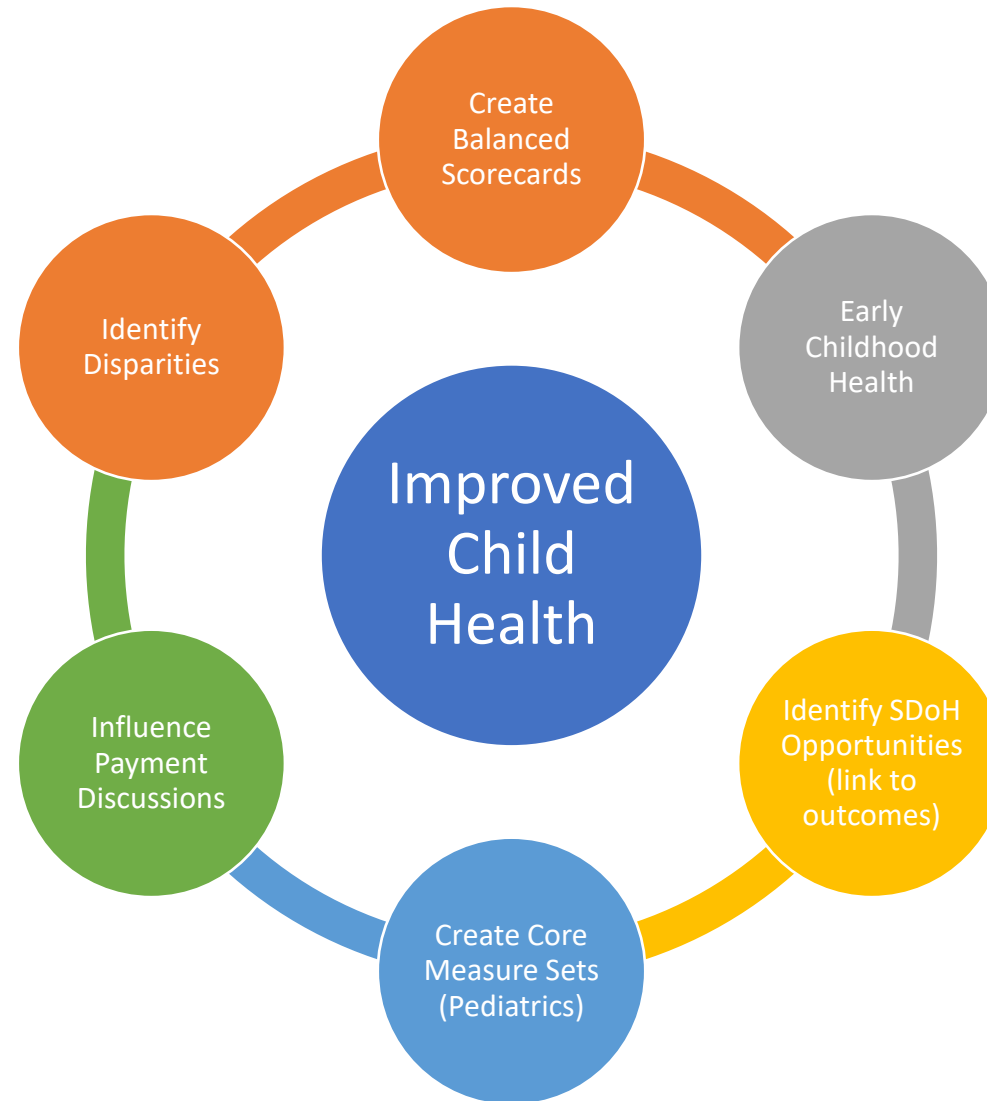
What are the challenges we face creating healthy adults in FL?

- In FL children are 20% of the population
 - 4.5 million
 - 1 pediatrician per 1200
- 7% uninsured (>300K)
- 18% live in poverty
- 69% food sufficiency
- 12% experience 2 or more Adverse Childhood Experiences
- Ranked 34th in Childhood immunizations
- Our health care system in FL
 - 74% Medicaid
- Payment incentives designed around:
 - Increasing Well Child-Care Visit rates
 - Risk with ED utilization and coding (Commercial)
- ***Florida has a limited strategy to embrace value-based payment in the state Medicaid Program***

americashealthrankings.org

Statevbrstudy.com

How can quality and safety leaders help accelerate improvement in child health?



Early Childhood Health (0-3): HealthySteps Demonstration in AR



Child Developmental,
Social-Emotional &
Behavioral Screenings



Care Coordination &
Systems Navigation



Screenings
for Family Needs
e.g., PPD, other risk factors, SDOH



Positive Parenting
Guidance &
Information



Child Development
Support Line
e.g., phone, text, email,
online portal



Early Learning
Resources



Child Development
& Behavior
Consults



Ongoing, Preventive
Team-Based
Well-Child Visits



Early Results of \$1.5 Million Investment

- Maternal Depression Screening
 - 0-60% (100% connection to resource)
- Medicaid ROI=218%
 - Birth Spacing
 - Flu vaccine
 - Tobacco Cessation
 - Breastfeeding support
 - Maternal Depression
 - Oral Health
- Act 513 Early Childhood Health

Balanced Scorecard Creation

- **Balance through:**

- STEEEP domains
- Ambulatory & Acute care
- Episodic and chronic/complex populations
- Health care and patient/family centric outcomes

Domain	Measure	Baseline	Target
Safety	Preventable Harm Index (patient and staff harm indicators)	N/A	183 events or 1.48 events per 1K adjusted patient days
Timeliness/Access	Same Day Availability	22% of appointments	30% of appointments
Effectiveness	Vaccine Coverage at 5 years of life	5 years: 70%	5 years: 80%
	Sepsis Time to Abx	125	120 mins
	Sepsis Time to Fluids Bolus	61	40 mins
Efficiency	ED Admit Length of Stay (minutes)	368	325
Equitable	REaL Data collection rate	TBD	> /= 80%
	Vaccine Coverage first 5 years of life (Language)	English: 71% Spanish: 79% Vietnamese: 60%	English: 75% Spanish: 80% Vietnamese: 70%
Patient Centered	Patient Experience	53 rd ile	58 th ile
Well-Being	Symptoms of Burnout	38%	<20%

*Balanced across
safety/timely/effective/efficient/equitable/patient centered
and across care delivery locations*

Common/Core Measure Sets to Influence Payment Discussions

WA State

Washington State Common Measure Set on Health Care Quality and Cost 2016


Measure	Measure Steward	Age Range	
Appropriate Testing for Children with Pharyngitis	NCQA HEDIS	2 - 18 yrs	
Child and Adolescents' Access to Primary Care Practitioners - Ages 12 - 24 months	NCQA HEDIS	12 - 24 mo	
Child and Adolescents' Access to Primary Care Practitioners - Ages 25 months - 6 years	NCQA HEDIS	25 mo - 6 yrs	
Child and Adolescents' Access to Primary Care Practitioners - Ages 7-11 years	NCQA HEDIS	7 - 11 yrs	
Child and Adolescents' Access to Primary Care Practitioners - Ages 12- 19 years	NCQA HEDIS	12 - 19 yrs	

<https://www.hca.wa.gov/assets/program/washington-state-common-measures.pdf>

AR statewide pediatric clinically integrated network

Measure Name	Measure Description	Steward
Adolescent Well-Care Visits (AWC)	Assesses adolescents and young adults 12-21 years of age who had at least one comprehensive well-care visit with a primary care practitioner or an OB/GYN practitioner during the measurement year. Components of a well-care visit must include ALL of the following: a health history, a physical development history, a mental development history, a physical exam, and health education/anticipatory guidance. Services specific to the assessment or treatment of an acute or chronic condition do not count toward this measure.	NCQA/HEDIS
Asthma Flu Vaccination	Percentage of persistent asthmatics who have had a flu vaccination within the CDC-defined flu season.	ACCN Pathway
Asthma - 2 visits	Percentage of persistent asthmatics who have had 2 or more office visits with a diagnosis of asthma within the calendar year.	ACCN Pathway
ADHD - 2 office visits within a calendar year	Percentage of beneficiaries who have had 2 office visits with a diagnosis of ADHD within the calendar year.	ACCN Pathway
Bronchiolitis - ED/IP Encounters	Percentage of beneficiaries with an ED/IP encounter with a diagnosis of Bronchiolitis. The number includes patients who have a follow up office visit within 7 days of their ED/IP encounter.	ACCN Pathway
Diabetes - 2 visits	Percentage of Type 1 Diabetics who have had 2 or more office visits with a diagnosis of Diabetes within the calendar year.	NCQA/HEDIS
Diabetes - HbA1c	Percentage of Type 1 Diabetics who have had an HbA1c test performed within the calendar year.	NCQA/HEDIS
Access to PCP 25mo-6yrs	Children 25 months-6 years who had a visit with a PCP during the measure year	NCQA/HEDIS

Social Determinants of Health



Patient's Name: _____ Date of Birth: _____ Today's Date: _____

Here at Nemours, we want to provide the best possible care for your child and your family. Many things in your life can impact your child's health, like what you eat, how difficult it may be to get here, your job, and whether you are able to pay for medicine or medical treatment. With these questions, we are learning how we can better serve children and families. These questions may be personal, but like all your medical records, anything you share will be kept private and confidential. We are required by law to report any abuse.

Would you like to complete the form?
☐ Yes ☐ No

1. In the past 12 months, were there times the food you bought didn't last and you didn't have the money to buy more?
☐ Yes ☐ No

2. In the past 12 months, have you ever had trouble paying for a doctor, dentist, or medicine for you or your child?
☐ Yes ☐ No

3. In the past 12 months, did your child ever go without medicine or miss a medical appointment because you didn't have a way to get to the pharmacy or doctor?
☐ Yes ☐ No

4. In the past 12 months, has your utility company ever shut off your service because you were unable to pay your bill (electric, gas, water, heat, or phone)?
☐ Yes ☐ No

5. Is reliable internet a concern?
☐ Yes ☐ No

6. In the past 12 months, have you or your child ever had to stay in a shelter, stay with others, in a hotel, live outside on the street, on a beach, in a car, or in a park, even for 1 night?
☐ Yes ☐ No

7. Currently, do you have any problems in the place where you live like mold, bugs, ants or mice, lead paint or pipes, lack of heat or air conditioning, not working or lack of smoke detectors, oven or stove, water leaks or other repair issues?
☐ Yes ☐ No

8. Are you concerned about losing your housing?
☐ Yes ☐ No

9. Do you have any concerns about your fostering/kinship or custody arrangement or your family's immigration status?
☐ Yes ☐ No

10. In the past 12 months, have you or any other family member been hit, threatened, abused, or bullied?
☐ Yes ☐ No


11. Do you have any concerns about your neighborhood with safety, gun violence, cleanliness or crime?
☐ Yes ☐ No

12. Do you sometimes have a hard time understanding what your doctor or nurse is telling about your child's health or medications?
☐ Yes ☐ No

13. Do you sometimes have a hard time understanding doctor instructions and medical paperwork?
☐ Yes ☐ No

14. In the past 12 months, has there been a time when you or your child needed help and you had no one to call on (such as with transportation or childcare)?
☐ Yes ☐ No If "yes", could you explain? _____

Are you interested in receiving information to address these needs?
☐ Yes ☐ No



Tiered Approach

1. Flyer with resources
2. Connect family with resource

3. Coordination of Community Services

- Utilize existing resources and understand needs influences on outcomes



Evolution of Focus to Improve Child Health

- Invest in early childhood intervention
- Evolve from a focus on acute care to a more balanced approach
- Prioritize outcomes that matter to both healthcare and to families and children
- Apply population health-based strategies to both episodic and chronic populations
- Understand challenges to good outcomes and creating health well into adulthood
- **If you want to lower the 3 trillion dollar spend on adult care, and in turn create better outcomes and healthy adults.....place a focus on how the 324 billion is being spent on children (and families)**