



Comprehensive Quality Strategy Update

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Presentation for DHCS Stakeholder Advisory
Committee
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Background

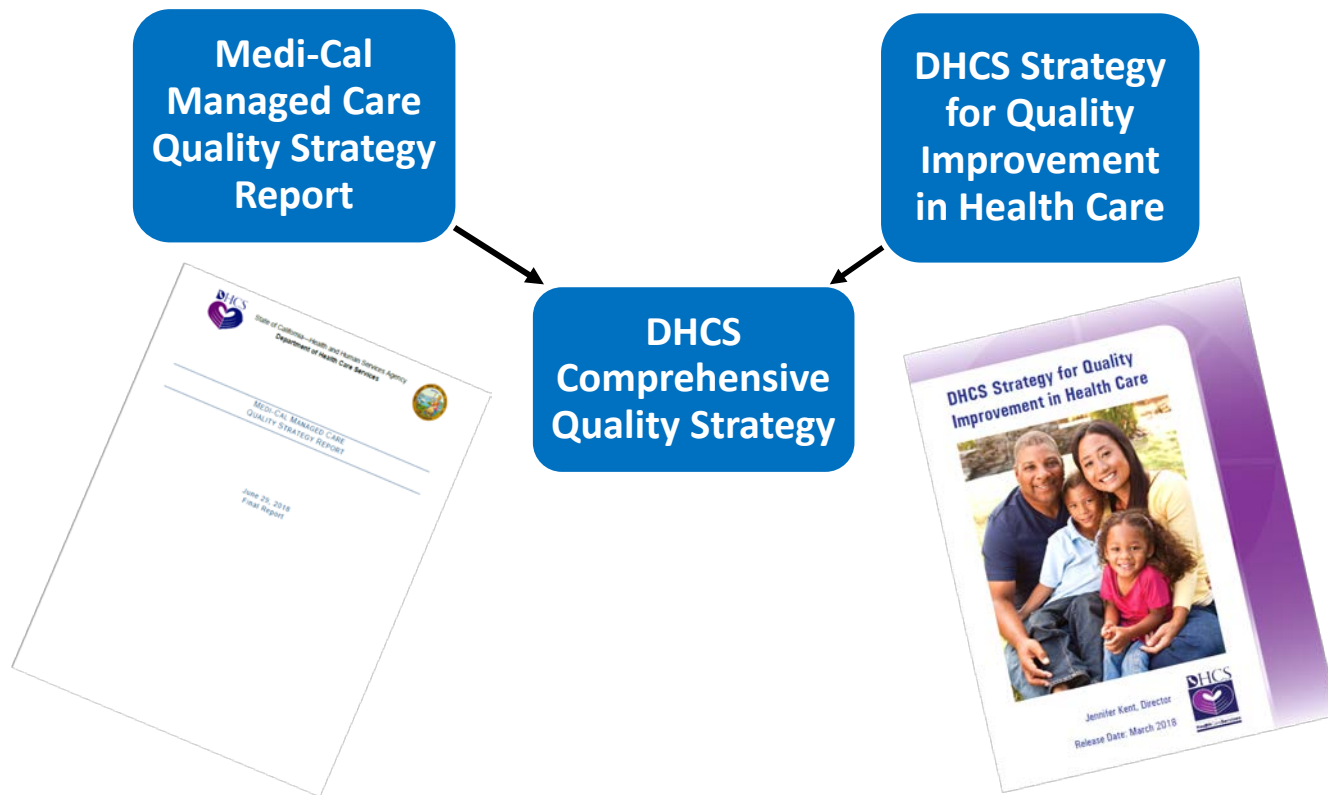
Managed Care Quality Strategy Report

- Released June 2018
- All Managed Care Delivery Systems: Managed Care Plans, Mental Health Plans, Drug Medi-Cal Organized Delivery System, and Dental Managed Care Plans
- Complies with CFR 438.340, which requires each state Medicaid agency to implement a written quality strategy to assess and improve the quality of health care and services furnished by *all Medicaid managed care entities* in that state

DHCS Strategy for Quality Improvement in Health Care

- Released annually since 2012, last released March 2018
- Managed Care & Fee for Service
- Describes the goals, priorities, guiding principles, and specific DHCS program activities related to quality improvement
- Supports the DHCS Strategic Plan commitments and aligns with national efforts, such as the National Quality Strategy

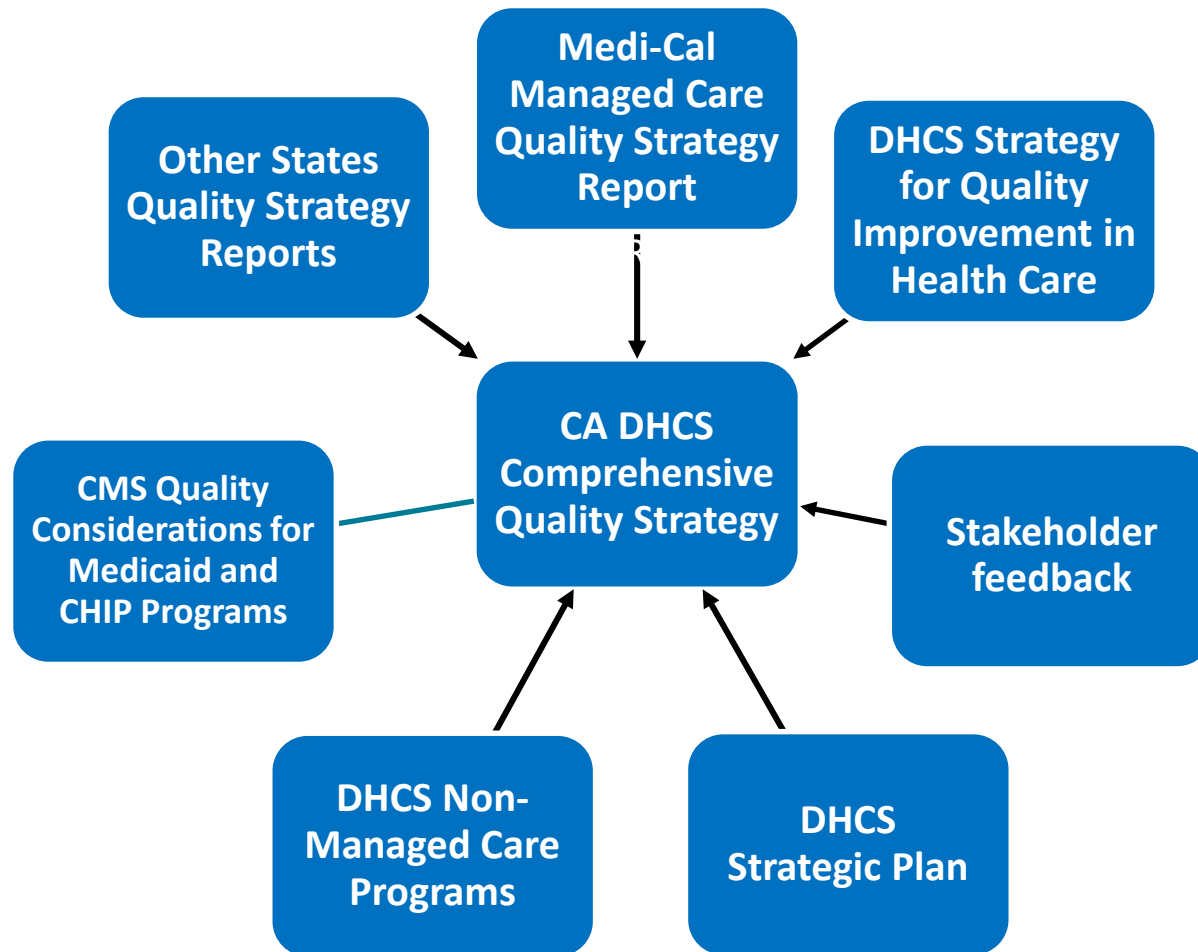
Comprehensive Quality Strategy



Quality Strategy Evolution



Sources Taken Under Consideration



Development of Quality Improvement Infrastructure

- Office of the Medical Director
- DHCS Clinical QI Learning Collaborative
- CMS Core Set Measure Workgroups
- Program Quality Improvements Efforts
- External Stakeholder Engagement
- Workforce Development
- Monitoring and Reporting Data on QI:
Data and Performance Dashboards

Department of Health Care Services

DHCS Mission

Provide Californians with access to affordable, integrated, high-quality care including medical, dental, mental health, substance use treatment services, and long term care.

DHCS Vision

Preserve and improve the overall health and well-being of all Californians.

DHCS Three Linked Goals:

- Improve health outcomes and reduce disparities
- Enhance quality, including the patient experience
- Reduce per capita health costs

DHCS Comprehensive Quality Strategy

Goals

- Improve Health Outcomes
- Improve Health Equity
- Address Social Determinants of Health
- Improve Data Quality and Reporting

Tools

- Coordinate Care
- Financial Incentives
- Evidence Based Clinical Guidelines
- Local Partnerships

Program

Objectives

- Managed Care Plans
- County Mental Health Plans
- Drug Medi-Cal-Organized Delivery System
- Dental Managed Care
- Other DHCS Programs

Executive Summary

1. Overview
2. Mission and Vision
3. Goals and Tools



Introduction

1. Managed Care Delivery System
2. Fee-For-Service Delivery System
3. Other DHCS Programs
4. Strategic Partnerships

Quality Improvement Infrastructure
Overview

Comprehensive Quality Strategy Process

1. Development Process
2. External Stakeholder Feedback
3. Reducing Health Disparities
4. Review and Evaluation of the Effectiveness of the Quality Strategy
5. Revisions to the Comprehensive Quality Strategy

Managed Care Standards, Assessment, and Evaluation

1. Assurance of Network Adequacy and Availability of Services
2. Evidence-Based Clinical Guidelines
3. Coordination and Continuity of Care
4. Transition of Care
5. Intermediate Sanctions
6. Long-Term Services and Supports and Special Health Care Needs
7. External Independent Reviews

Continuous Quality Improvement Interventions

1. Program Objectives
2. Metrics and Performance Targets
3. Performance Improvement Projects
4. External Independent Reviews
5. Program Evaluation
6. Program Actions Based on Evaluation Recommendations

Comprehensive Quality Strategy

Other DHCS Programs

- Fee-for Service, grants

Delivery System Reforms

- Medi-Cal 2020 Waiver
- Directed Payment Programs (QIP)
- Care Coordination
- Value-based Payment Program

Opportunities

- Alignment of Cross-Program Metrics
- Future Waivers

Timeline

- Fall 2019: Draft posted for stakeholder feedback
- Early 2020: Release of final Comprehensive Quality Strategy

Acknowledgments

- Joanne Peschko, Health Program Specialist, Office of the Medical Director
- All involved DHCS programs