

State of Colorado

Department of Health Care Policy and Financing



2003–2004 Quality Strategy Work Plan

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Colorado 2003-2004 Quality Improvement Strategy Work Plan

I. Work Plan Purpose

The purpose of the Quality Improvement Strategy Work Plan is to serve as a working tool to support the Quality Strategy goals and objectives and describe an organized schedule of quality improvement (QI) activities during 2003–2004.

II. Work Plan Scope

The Department currently contracts with two MCOs/ASOs and administers a Primary Care Physician's Program (PCPP), also known as a Primary Care Case Management (PCCM) program with a targeted geographical service area comprising 63 counties; 11 of which are considered urban, 29 of which are considered rural, and 23 of which are considered frontier (less than 6 people per square mile). The two MCOs/ASOs, along with the providers in the PCCM program, manage and coordinate care for more than 286,600 Medicaid members.

The scope of the Work Plan includes MCO/ASO, PCCM, and Department activities related to the services covered by the current contract, as follows:

- ◆ Inpatient hospital services
- ◆ Outpatient hospital services
- ◆ Rural Health Clinic (RHC) services
- ◆ Federally Qualified Health Clinic (FQHC) Services
- ◆ Other laboratory and x-ray services
- ◆ Skilled nursing facility (SNF) services
- ◆ Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services
- ◆ Family planning services
- ◆ Maternal support services
- ◆ Outpatient mental health visits (wrap around fee-for-service)
- ◆ Physician services
- ◆ Home health services
- ◆ Emergency services

III. Population Demographics and Epidemiological Data

Demographic and epidemiological data are the basis for selection of the Quality Strategy activities and studies included in this Work Plan. As the population fluctuates and new information becomes available, the Work Plan is updated to facilitate Medicaid members' health care needs. The demographic and epidemiological data are stratified by age bands to further refine the Work Plan.

Tables 1 through 45 represent the most current information available as of May 19, 2003.

Table 1—Colorado Medicaid Members/Managed Care/PCCM by Gender/Age Band

Age	Male	Female	Total Population
Under 2 Years	10,967	10,466	21,433
2 to 20 Years	82,500	85,513	168,013
21 to 65 Years	20,430	59,397	79,827
65+ Years	5,494	11,884	17,378
Total	119,391	167,260	286,651

Top 10 Ambulatory Diagnoses

Table 2—Top 10 Ambulatory Diagnoses

Diagnosis Code	Diagnosis Description	Total
465	Acute upper respiratory infections of multiple or unspecified sites	144,245
382	Suppurative & unspecified otitis media	117,871
367	Disorders of refraction & accommodation	112,397
250	Diabetes mellitus	106,108
493	Asthma	79,559
462	Acute pharyngitis	72,855
401	Essential hypertension	63,783
599	Other disorders of urethra & urinary tract	57,009
724	Other & unspecified disorders of back	50,610
315	Specific delays in development	47,836
	TOTAL	852,273

Top 10 Ambulatory Diagnoses by Age

Table 3—Ages <1

Code	Description	Count
465	Acute upper respiratory infections of multiple or unspecified sites	26,420
382	Suppurative & unspecified otitis media	17,715
466	Acute bronchitis and bronchiolitis	12,698
079	Viral infection in conditions classified elsewhere and of unspecified site	7,345
765	Disorders related to short gestation & low birth weight	6,093
774	Other perinatal jaundice	5,108
558	Other noninfective gastroenteritis & colitis	4,074
691	Diaper or napkin rash	3,736
372	Disorders of conjunctiva	3,519
112	Candidiasis	3,389
	TOTAL	90,097

Table 4—Ages 1-2

Code	Description	Count
382	Suppurative & unspecified otitis media	62,667
465	Acute upper respiratory infections of multiple or unspecified sites	53,155
079	Viral infection in conditions classified elsewhere and of unspecified site	17,416
466	Acute bronchitis and bronchiolitis	15,433
558	Other noninfective gastroenteritis & colitis	12,897
462	Acute pharyngitis	10,805
493	Asthma	10,638
381	Nonsuppurative otitis media & Eustachian	9,635
691	Diaper or napkin rash	7,631
372	Disorders of conjunctiva	7,253
	TOTAL	207,530

Top 10 Ambulatory Diagnoses by Age

Table 5—Ages 3–6 Years

Code	Description	Count
465	Acute upper respiratory infections of multiple or unspecified sites	24,661
382	Suppurative & unspecified otitis media	21,138
315	Specific delays in development	16,295
462	Acute pharyngitis	16,144
493	Asthma	12,350
367	Disorders of refraction & accommodation	10,086
079	Viral infection in conditions classified elsewhere and of unspecified site	7,842
343	Infantile cerebral palsy	6,737
599	Other disorders of urethra & urinary tract	6,224
381	Nonsuppurative otitis media & Eustachian	5,379
	TOTAL	126,856

Table 6—Ages 7–11 Years

Code	Description	Count
367	Disorders of refraction & accommodation	30,790
315	Specific delays in development	17,173
462	Acute pharyngitis	16,082
493	Asthma	15,453
465	Acute upper respiratory infections of multiple or unspecified sites	13,594
343	Infantile cerebral palsy	8,330
382	Suppurative & unspecified otitis media	8,009
314	Hyperkinetic syndrome of childhood	6,230
959	Injury, other & unspecified	5,547
034	Streptococcal sore throat and scarlet fever	5,529
	TOTAL	126,737

Top 10 Ambulatory Diagnoses by Age

Table 7—Ages 12–21 Years

Code	Description	Count
367	Disorders of refraction & accommodation	37,936
462	Acute pharyngitis	16,689
493	Asthma	13,079
343	Infantile cerebral palsy	12,937
465	Acute upper respiratory infections of multiple or unspecified sites	12,405
644	Early or threatened labor	11,676
599	Other disorders of urethra & urinary tract	11,581
959	Injury, other & unspecified	8,901
646	Other complications of pregnancy, NEC	8,604
719	Other & unspecified disorders of joint	8,382
	TOTAL	142,190

NEC = Not elsewhere classified

Table 8—Ages 22–34 Years

Code	Description	Count
599	Other disorders of urethra & urinary tract	13,631
644	Early or threatened labor	13,155
367	Disorders of refraction & accommodation	12,633
724	Other & unspecified disorders of back	11,944
616	Inflammatory disease of cervix	11,682
250	Diabetes mellitus	10,527
626	Disorders of menstruation & other abnormal bleeding from female genital tract	10,391
646	Other complications of pregnancy, NEC	10,032
625	Pain & other symptoms associated with female genital organs	8,929
343	Infantile cerebral palsy	8,728
	TOTAL	111,652

NEC = Not elsewhere classified

Top 10 Ambulatory Diagnoses by Age

Table 9—Ages 35–64 Years

Code	Description	Count
250	Diabetes mellitus	89,370
401	Essential hypertension	55,302
496	Chronic airways obstruction, NEC	37,859
724	Other & unspecified disorders of back	30,600
295	Schizophrenic psychoses	28,818
719	Other & unspecified disorders of joint	24,368
729	Other disorders of soft tissues	21,350
272	Disorders of lipid metabolism	21,202
296	Affective psychoses	19,683
367	Disorders of refraction & accommodation	19,323
	TOTAL	347,875

NEC = Not elsewhere classified

Top 10 Ambulatory Diagnoses by Gender and Age

Table 10—Females Aged <1 Year

Code	Description	Count
465	Acute upper respiratory infections of multiple or unspecified sites	12,300
382	Suppurative & unspecified otitis media	8,179
466	Acute bronchitis and bronchiolitis	5,235
079	Viral infection in conditions classified elsewhere and of unspecified site	3,347
774	Other perinatal jaundice	2,586
765	Disorders related to short gestation & low birth weight	2,411
372	Disorders of conjunctiva	1,715
112	Candidiasis	1,689
691	Diaper or napkin rash	1,634
558	Other noninfective gastroenteritis & colitis	1,583
	TOTAL	40,679

Table 11—Males Aged <1 Year

Code	Description	Count
465	Acute upper respiratory infections of multiple or unspecified sites	14,106
382	Suppurative & unspecified otitis media	9,531
466	Acute bronchitis and bronchiolitis	7,442
079	Viral infection in conditions classified elsewhere and of unspecified site	3,984
765	Disorders related to short gestation & low birth weight	3,678
774	Other perinatal jaundice	2,521
558	Other noninfective gastroenteritis & colitis	2,491
691	Diaper or napkin rash	2,084
372	Disorders of conjunctiva	1,804
112	Candidiasis	1,699
	TOTAL	49,340

Top 10 Ambulatory Diagnoses by Gender and Age

Table 12—Females Aged 1–2 Years

Code	Description	Count
382	Suppurative & unspecified otitis media	28,081
465	Acute upper respiratory infections of multiple or unspecified sites	25,885
079	Viral infection in conditions classified elsewhere and of unspecified site	8,589
466	Acute bronchitis and bronchiolitis	6,780
558	Other noninfective gastroenteritis & colitis	6,044
462	Acute pharyngitis	4,932
381	Nonsuppurative otitis media & Eustachian	4,155
691	Diaper or napkin rash	3,855
493	Asthma	3,628
765	Disorders related to short gestation & low birth weight	3,602
	TOTAL	95,551

Table 13—Males Aged 1–2 Years

Code	Description	Count
382	Suppurative & unspecified otitis media	34,492
465	Acute upper respiratory infections of multiple or unspecified sites	27,149
079	Viral infection in conditions classified elsewhere and of unspecified site	8,774
466	Acute bronchitis and bronchiolitis	8,641
493	Asthma	6,983
558	Other noninfective gastroenteritis & colitis	6,821
462	Acute pharyngitis	5,824
381	Nonsuppurative otitis media & Eustachian	5,467
372	Disorders of conjunctiva	3,976
486	Pneumonia, organism unspecified	3,943
	TOTAL	112,070

Top 10 Ambulatory Diagnoses by Gender and Age

Table 14—Females Aged 3–6 Years

Code	Description	Count
465	Acute upper respiratory infections of multiple or unspecified sites	11,719
382	Suppurative & unspecified otitis media	9,797
462	Acute pharyngitis	8,469
599	Other disorders of urethra & urinary tract	5,105
315	Specific delays in development	4,890
493	Asthma	4,873
367	Disorders of refraction & accommodation	4,611
079	Viral infection in conditions classified elsewhere and of unspecified site	3,781
034	Streptococcal sore throat & scarlet fever	2,592
343	Infantile cerebral palsy	2,440
	TOTAL	58,277

Table 15—Males Aged 3–6 Years

Code	Description	Count
465	Acute upper respiratory infections of multiple or unspecified sites	12,774
315	Specific delays in development	11,370
382	Suppurative & unspecified otitis media	11,212
462	Acute pharyngitis	7,593
493	Asthma	7,402
367	Disorders of refraction & accommodation	5,453
343	Infantile cerebral palsy	4,297
079	Viral infection in conditions classified elsewhere and of unspecified site	4,010
381	Nonsuppurative otitis media & Eustachian	3,091
034	Streptococcal sore throat & scarlet fever	2,758
	TOTAL	69,960

Top 10 Ambulatory Diagnoses by Gender and Age

Table 16—Females Aged 7–11 Years

Code	Description	Count
367	Disorders of refraction & accommodation	15,344
462	Acute pharyngitis	8,744
465	Acute upper respiratory infections of multiple or unspecified sites	6,697
315	Specific delays in development	6,193
493	Asthma	5,726
382	Suppurative & unspecified otitis media	3,930
599	Other disorders of urethra & urinary tract	3,820
343	Infantile cerebral palsy	3,265
132	Pediculosis & phthirus infestation	3,193
034	Streptococcal sore throat & scarlet fever	3,011
	TOTAL	59,923

Table 17—Males Aged 7–11 Years

Code	Description	Count
367	Disorders of refraction & accommodation	15,404
315	Specific delays in development	10,979
493	Asthma	9,625
462	Acute pharyngitis	7,259
465	Acute upper respiratory infections of multiple or unspecified sites	6,803
343	Infantile cerebral palsy	5,062
314	Hyperkinetic syndrome of childhood	4,817
382	Suppurative & unspecified otitis media	4,038
959	Injury, other & unspecified	3,344
477	Allergic rhinitis	3,186
	TOTAL	70,517

Top 10 Ambulatory Diagnoses by Gender and Age

Table 18—Females Aged 12–21 Years

Code	Description	Count
367	Disorders of refraction & accommodation	23,253
644	Early or threatened labor	11,668
462	Acute pharyngitis	10,994
599	Other disorders of urethra & urinary tract	10,509
646	Other complications of pregnancy, NEC	8,580
465	Acute upper respiratory infections of multiple or unspecified sites	8,114
616	Inflammatory disease of cervix	7,735
626	Disorders of menstruation & other abnormal bleeding from female genital tract	7,692
493	Asthma	6,721
465	Acute upper respiratory infections of multiple or unspecified sites	8,114
	TOTAL	103,380

NEC = Not elsewhere classified

Table 19—Males Aged 12–21 Years

Code	Description	Count
367	Disorders of refraction & accommodation	14,518
343	Infantile cerebral palsy	7,455
493	Asthma	6,318
462	Acute pharyngitis	5,607
315	Specific delays in development	5,121
959	Injury, other & unspecified	4,446
465	Acute upper respiratory infections of multiple or unspecified sites	4,224
719	Other & unspecified disorders of joint	3,631
282	Hereditary hemolytic anemias	3,465
314	Hyperkinetic syndrome of childhood	2,946
	TOTAL	57,731

Top 10 Ambulatory Diagnoses by Gender and Age

Table 20—Females Aged 22–34 Years

Code	Description	Count
644	Early or threatened labor	13,014
599	Other disorders of urethra & urinary tract	12,507
616	Inflammatory disease of cervix	11,550
367	Disorders of refraction & accommodation	10,572
626	Disorders of menstruation & other abnormal bleeding from female genital tract	10,368
646	Other complications of pregnancy, NEC	9,999
724	Other & unspecified disorders of back	9,971
625	Pain & other symptoms associated with female genital organs	8,796
250	Diabetes mellitus	8,416
656	Other fetal & placental problems affecting management of mother	7,471
	TOTAL	102,664

NEC = Not elsewhere classified

Table 21—Males Aged 22–34 Years

Code	Description	Count
344	Other paralytic syndromes	6,220
295	Schizophrenic psychoses	4,940
343	Infantile cerebral palsy	4,076
359	Muscular dystrophies & other myopathies	3,169
345	Epilepsy	2,408
854	Intracranial injury of other and unspecified	2,317
401	Essential hypertension	2,265
305	Nondependent abuse of drugs	2,139
250	Diabetes mellitus	2,088
367	Disorders of refraction & accommodation	2,044
	TOTAL	31,666

Top 10 Ambulatory Diagnoses by Gender and Age

Table 22—Females Aged 35–64 Years

Code	Description	Count
250	Diabetes mellitus	62,723
401	Essential hypertension	37,647
496	Chronic airways obstruction, NEC	24,589
724	Other & unspecified disorders of back	22,428
719	Other & unspecified disorders of joint	18,372
729	Other disorders of soft tissues	16,637
493	Asthma	16,131
296	Affective psychoses	15,502
295	Schizophrenic psychoses	14,431
272	Disorders of lipid metabolism	13,976
	TOTAL	242,436

NEC = Not elsewhere classified

Table 23—Males Aged 35–64 Years

Code	Description	Count
250	Diabetes mellitus	26,528
401	Essential hypertension	17,540
295	Schizophrenic psychoses	14,366
496	Chronic airways obstruction, NEC	13,241
305	Nondependent abuse of drugs	8,744
042	Human immunodeficiency virus (HIV)	7,997
724	Other & unspecified disorders of back	7,696
272	Disorders of lipid metabolism	7,193
344	Other paralytic syndromes	6,924
719	Other & unspecified disorders of joint	5,911
	TOTAL	116,140

NEC = Not elsewhere classified

Top 10 Inpatient Diagnoses

Table 24—Top 10 Inpatient Diagnoses

Diagnosis Code	Diagnosis Description	Total
250	Diabetes mellitus	46,647
276	Disorders of fluid, electrolyte and acid-base balance	33,506
493	Asthma	31,497
664	Trauma to perineum and vulva during delivery	31,483
650	Normal delivery	30,661
343	Infantile cerebral palsy	28,483
521	Diseases of hard tissues of teeth	25,273
518	Other diseases of lung	25,158
486	Pneumonia, organism unspecified	24,928
599	Other disorders of urethra & urinary tract	23,832
	TOTAL	301,468

Top 10 Inpatient Diagnoses by Age

Table 25—Ages <1 Year

Code	Description	Count
770	Other respiratory conditions of fetus and newborn	8,765
765	Disorders related to short gestation & low birth weight	8,368
466	Acute bronchitis and bronchiolitis	7,837
774	Other perinatal jaundice	5,978
465	Acute upper respiratory infections of multiple or unspecified sites	4,273
382	Suppurative & unspecified otitis media	3,540
779	Other & ill-defined conditions originating in the perinatal period	3,057
276	Disorders of fluid, electrolyte and acid-base balance	2,975
769	Respiratory distress syndrome	2,268
079	Viral infection in conditions classified elsewhere and of unspecified site	2,157
	TOTAL	49,218

Table 26—Ages 1–2 Years

Code	Description	Count
382	Suppurative & unspecified otitis media	12,754
466	Acute bronchitis and bronchiolitis	7,841
276	Disorders of fluid, electrolyte and acid-base balance	7,048
465	Acute upper respiratory infections of multiple or unspecified sites	6,876
486	Pneumonia, organism unspecified	5,316
079	Viral infection in conditions classified elsewhere and of unspecified site	4,633
493	Asthma	3,920
558	Other noninfective gastroenteritis & colitis	3,497
518	Other diseases of lung	2,857
464	Acute laryngitis and tracheitis	2,282
	TOTAL	57,024

Top 10 Inpatient Diagnoses by Age

Table 27—Ages 3–6

Code	Description	Count
521	Diseases of hard tissues of teeth	6,780
343	Infantile cerebral palsy	4,669
493	Asthma	4,621
382	Suppurative & unspecified otitis media	3,951
315	Specific delays in development	3,770
465	Acute upper respiratory infections of multiple or unspecified sites	2,946
486	Pneumonia, organism unspecified	2,396
276	Disorders of fluid, electrolyte and acid-base balance	2,245
996	Complications peculiar to certain specified procedures	2,202
873	Other open wound of head	1,879
	TOTAL	35,459

Table 28—Ages 7–11

Code	Description	Count
343	Infantile cerebral palsy	6,291
521	Diseases of hard tissues of teeth	4,718
493	Asthma	4,507
462	Acute pharyngitis	2,513
465	Acute upper respiratory infections of multiple or unspecified sites	2,359
315	Specific delays in development	1,835
599	Other disorders of urethra & urinary tract	1,590
382	Suppurative & unspecified otitis media	1,424
486	Pneumonia, organism unspecified	1,361
813	Fracture of radius/ulna	1,323
	TOTAL	27,921

Top 10 Inpatient Diagnoses by Age

Table 29—Ages 12–21

Code	Description	Count
664	Trauma to perineum and vulva during delivery	14,687
650	Normal delivery	11,917
343	Infantile cerebral palsy	7,524
644	Early or threatened labor	6,756
663	Umbilical cord complications	6,610
493	Asthma	5,031
661	Abnormality of forces of labor	4,000
642	Hypertension complicating pregnancy	3,959
305	Nondependent abuse of drugs	3,918
658	Other problems associated with amniotic cavity & membranes	3,878
	TOTAL	68,280

Table 30—Ages 22–34

Code	Description	Count
650	Normal delivery	17,288
664	Trauma to perineum and vulva during delivery	14,914
663	Umbilical cord complications	10,293
654	Abnormality of organs & soft tissues of pelvis	9,921
644	Early or threatened labor	8,863
659	Other indications for care or intervention	7,606
305	Nondependent abuse of drugs	5,819
661	Abnormality of forces of labor	5,570
658	Other problems associated with amniotic cavity & membranes	5,412
652	Malposition & malpresentation of fetus	5,404
	TOTAL	91,090

Top 10 Inpatient Diagnoses by Age

Table 31—Ages 35–64

Code	Description	Count
250	Diabetes mellitus	38,855
401	Essential hypertension	18,586
276	Disorders of fluid, electrolyte and acid-base balance	15,169
305	Nondependent abuse of drugs	13,974
428	Heart failure	13,725
724	Other & unspecified disorders of back	13,206
518	Other diseases of lung	12,814
496	Chronic airways obstruction, NEC	12,027
486	Pneumonia, organism unspecified	10,844
295	Schizophrenic psychoses	10,548
	TOTAL	159,748

NEC = Not elsewhere classified

Top 10 Inpatient Diagnoses by Gender and Age

Table 32—Females Aged <1 Year

Code	Description	Count
765	Disorders related to short gestation & low birth weight	3,812
770	Other respiratory conditions of fetus and newborn	3,405
466	Acute bronchitis and bronchiolitis	3,219
774	Other perinatal jaundice	2,819
779	Other & ill-defined conditions originating in the perinatal period	1,653
465	Acute upper respiratory infections of multiple or unspecified sites	1,567
382	Suppurative & unspecified otitis media	1,561
276	Disorders of fluid, electrolyte and acid-base balance	1,232
745	Bulbus cordis anomalies & anomalies of cardiac septal closure	895
769	Respiratory distress syndrome	813
	TOTAL	20,976

Table 33—Males Aged <1 Year

Code	Description	Count
770	Other respiratory conditions of fetus and newborn	5,201
466	Acute bronchitis and bronchiolitis	4,618
765	Disorders related to short gestation & low birth weight	4,441
774	Other perinatal jaundice	3,155
465	Acute upper respiratory infections of multiple or unspecified sites	2,706
382	Suppurative & unspecified otitis media	1,979
276	Disorders of fluid, electrolyte and acid-base balance	1,743
769	Respiratory distress syndrome	1,451
079	Viral infection in conditions classified elsewhere and of unspecified site	1,420
779	Other & ill-defined conditions originating in the perinatal period	1,372
	TOTAL	28,086

Top 10 Inpatient Diagnoses by Gender and Age

Table 34—Females Aged 1–2 Years

Code	Description	Count
382	Suppurative & unspecified otitis media	5,509
276	Disorders of fluid, electrolyte and acid-base balance	3,873
465	Acute upper respiratory infections of multiple or unspecified sites	3,408
466	Acute bronchitis and bronchiolitis	3,400
486	Pneumonia, organism unspecified	2,033
079	Viral infection in conditions classified elsewhere and of unspecified site	2,029
558	Other noninfective gastroenteritis & colitis	1,728
765	Disorders related to short gestation & low birth weight	1,461
493	Asthma	1,285
518	Other diseases of lung	1,242
	TOTAL	25,968

Table 35—Males Aged 1–2 Years

Code	Description	Count
382	Suppurative & unspecified otitis media	7,245
466	Acute bronchitis and bronchiolitis	4,441
465	Acute upper respiratory infections of multiple or unspecified sites	3,468
486	Pneumonia, organism unspecified	3,282
276	Disorders of fluid, electrolyte and acid-base balance	3,175
493	Asthma	2,634
079	Viral infection in conditions classified elsewhere and of unspecified site	2,604
558	Other noninfective gastroenteritis & colitis	1,769
518	Other diseases of lung	1,615
464	Acute laryngitis and tracheitis	1,435
	TOTAL	31,668

Top 10 Inpatient Diagnoses by Gender and Age

Table 36—Females Aged 3–6 Years

Code	Description	Count
521	Diseases of hard tissues of teeth	3,034
382	Suppurative & unspecified otitis media	1,835
493	Asthma	1,778
996	Complications peculiar to certain specified procedures	1,664
315	Specific delays in development	1,411
343	Infantile cerebral palsy	1,370
276	Disorders of fluid, electrolyte and acid-base balance	1,337
599	Other disorders of urethra & urinary tract	1,331
486	Pneumonia, organism unspecified	1,219
465	Acute upper respiratory infections of multiple or unspecified sites	1,218
	TOTAL	16,197

Table 37—Males Aged 3–6 Years

Code	Description	Count
521	Diseases of hard tissues of teeth	3,746
343	Infantile cerebral palsy	3,299
493	Asthma	2,843
315	Specific delays in development	2,359
382	Suppurative & unspecified otitis media	2,116
465	Acute upper respiratory infections of multiple or unspecified sites	1,728
873	Other open wound of head	1,297
486	Pneumonia, organism unspecified	1,174
518	Other diseases of lung	1,063
462	Acute pharyngitis	1,042
	TOTAL	20,667

Top 10 Inpatient Diagnoses by Gender and Age

Table 38—Females Aged 7–11 Years

Code	Description	Count
343	Infantile cerebral palsy	2,730
521	Diseases of hard tissues of teeth	2,394
465	Acute upper respiratory infections of multiple or unspecified sites	1,604
462	Acute pharyngitis	1,507
493	Asthma	1,475
599	Other disorders of urethra & urinary tract	1,053
382	Suppurative & unspecified otitis media	730
742	Other congenital anomalies of nervous system	701
079	Viral infection in conditions classified elsewhere and of unspecified site	635
959	Injury, other & unspecified	601
	TOTAL	13,430

Table 39—Males Aged 7–11 Years

Code	Description	Count
343	Infantile cerebral palsy	3,561
493	Asthma	3,032
521	Diseases of hard tissues of teeth	2,324
315	Specific delays in development	1,306
299	Psychoses with origin specific to childhood	1,193
462	Acute pharyngitis	1,006
314	Hyperkinetic syndrome of childhood	938
540	Acute appendicitis	916
813	Fracture of radius/ulna	784
486	Pneumonia, organism unspecified	769
	TOTAL	15,829

Top 10 Inpatient Diagnoses by Gender and Age

Table 40—Females Aged 12–21 Years

Code	Description	Count
664	Trauma to perineum and vulva during delivery	14,681
650	Normal delivery	11,862
659	Other indications for care or intervention	7,076
644	Early or threatened labor	6,755
663	Umbilical cord complications	6,595
646	Other complications of pregnancy, NEC	4,380
661	Abnormality of forces of labor	3,985
642	Hypertension complicating pregnancy	3,952
658	Other problems associated with amniotic cavity & membranes	3,875
656	Other fetal & placental problems affecting management of mother	3,697
	TOTAL	66,858

NEC = Not elsewhere classified

Table 41—Males Aged 12–21 Years

Code	Description	Count
343	Infantile cerebral palsy	3,954
493	Asthma	2,572
359	Muscular dystrophies & other myopathies	2,093
282	Hereditary hemolytic anemias	2,009
312	Disturbance of conduct, NEC	1,839
518	Other diseases of lung	1,638
296	Affective psychoses	1,571
719	Other & unspecified disorders of joint	1,225
521	Diseases of hard tissues of teeth	1,221
737	Curvature of spine	1,208
	TOTAL	19,330

NEC = Not elsewhere classified

Top 10 Inpatient Diagnoses by Gender and Age

Table 42—Females Aged 22–34 Years

Code	Description	Count
650	Normal delivery	17,198
664	Trauma to perineum and vulva during delivery	14,864
663	Umbilical cord complications	10,258
654	Abnormality of organs & soft tissues of pelvis	9,828
644	Early or threatened labor	8,856
659	Other indications for care or intervention	7,569
661	Abnormality of forces of labor	5,560
658	Other problems associated with amniotic	5,406
656	Other fetal & placental problems affecting management of mother	5,335
642	Hypertension complicating pregnancy	4,970
	TOTAL	89,844

Table 43—Males Aged 22–34 Years

Code	Description	Count
344	Other paralytic syndromes	3,240
343	Infantile cerebral palsy	2,550
854	Intracranial injury of other and unspecified	1,749
599	Other disorders of urethra & urinary tract	1,592
518	Other diseases of lung	1,511
295	Schizophrenic psychoses	1,500
359	Muscular dystrophies & other myopathies	1,496
305	Nondependent abuse of drugs	1,179
707	Chronic ulcer of skin	1,178
486	Pneumonia, organism unspecified	1,108
	TOTAL	17,103

Top 10 Inpatient Diagnoses by Gender and Age

Table 44—Females Aged 35–64 Years

Code	Description	Count
250	Diabetes mellitus	28,028
401	Essential hypertension	14,054
276	Disorders of fluid, electrolyte and acid-base balance	9,971
724	Other & unspecified disorders of back	9,297
428	Heart failure	8,915
493	Asthma	8,070
719	Other & unspecified disorders of joint	7,972
518	Other diseases of lung	7,852
599	Other disorders of urethra & urinary tract	7,605
486	Pneumonia, organism unspecified	7,277
	TOTAL	109,041

Table 45—Males Aged 35–64 Years

Code	Description	Count
250	Diabetes mellitus	10,488
305	Nondependent abuse of drugs	7,348
303	Alcohol dependence syndrome	5,760
496	Chronic airways obstruction, NEC	5,638
295	Schizophrenic psychoses	5,337
276	Disorders of fluid, electrolyte and acid-base balance	5,186
518	Other diseases of lung	4,961
428	Heart failure	4,792
344	Other paralytic syndromes	4,667
401	Essential hypertension	4,517
	TOTAL	58,694

NEC = Not elsewhere classified

IV. Performance Measures

For performance monitoring activities, the Quality Improvement Section decides measurable goals based on several data, such as Medicaid and Commercial Health Plan Employer Data and Information Set (HEDIS[®]); national percentages; historic trends; any national or statewide data obtained through literature searches or other resources including data located in other State departments. These decisions regarding performance monitoring, measurable objectives, and studies performed are all presented and discussed internally first in the Quality Improvement Section, then other Department divisions, and in the Quality Improvement Committee.

V. Quality Improvement-Related Activities and Monitoring

Tables 46 through 54 of this Work Plan present a coordinated schedule for accomplishing quality assessment and improvement tasks that include collecting data, writing and submitting reports, implementing interventions, and conducting surveys related to Pediatric Care Services; Adolescent Care Services; EPSDT Reporting Performance Monitor; Women's Care Services; Living with Illness; Living with Disabilities; Member and Provider Satisfaction; and Provider Reporting.

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Table 46—Pediatric Care Services

Topic	Rationale	Study Population	Type	Methodology	Baseline Measure*		Contract Years	Accountability	Jul 2003	Aug 2003	Sep 2003	Oct 2003	Nov 2003	Dec 2003	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004
					PCCM	MCO/ASO														
Well-Child Visits First 15 Months—0 Visits	ATC PIP	P	S/C	HEDIS Hybrid	12.2%	14.0%	2003–04	MCO/ASO/PCCM	I	I	I	I	I	I		X	X	X	X	R
Well-Child Visits First 15 Months—1 Visit	ATC PIP	P	S/C	HEDIS Hybrid	3.7%	1.6%	2003–04	MCO/ASO/PCCM	I	I	I	I	I	I		X	X	X	X	R
Well-Child Visits First 15 Months—2 Visits	ATC PIP	P	S/C	HEDIS Hybrid	6.8%	3.1%	2003–04	MCO/ASO/PCCM	I	I	I	I	I	I		X	X	X	X	R
Well-Child Visits First 15 Months—3 Visits	ATC PIP	P	S/C	HEDIS Hybrid	8.3%	4.5%	2003–04	MCO/ASO/PCCM	I	I	I	I	I	I		X	X	X	X	R
Well-Child Visits First 15 Months—4 Visits	ATC PIP	P	S/C	HEDIS Hybrid	15.1%	6.0%	2003–04	MCO/ASO/PCCM	I	I	I	I	I	I		X	X	X	X	R
Well-Child Visits First 15 Months—5 Visits	ATC PIP	P	S/C	HEDIS Hybrid	16.6%	23.2%	2003–04	MCO/ASO/PCCM	I	I	I	I	I	I		X	X	X	X	R
Well-Child Visits First 15 Months—6+ Visits	ATC PIP	P	S/C	HEDIS Hybrid	37.5%	23.3%	2003–04	MCO/ASO/PCCM	I	I	I	I	I	I		X	X	X	X	R
Well-Child Visits Third, Fourth, Fifth, and Sixth Year of Life	ATC PIP	P	S/C	HEDIS Hybrid	39.4%	52.3%	2003–04	MCO/ASO/PCCM	I	I	I	I	I	I		X	X	X	X	R

R = Report
 P = Population Measurement Monitor
 FS = Focus Study on Select Members
 C = Clinical Study

S = Service Study
 I = Intervention period
 X = Data collection period
 PIP = Performance Improvement Project

QOC = Quality of Care
 ATC = Access to Care
 * = Results from Colorado Medicaid HEDIS 2003 Report

Table 46—Pediatric Care Services (continued)

Topic	Rationale	Study Population	Type	Methodology	Minimum Standard	Contract Years	Accountability	Jul 2003	Aug 2003	Sep 2003	Oct 2003	Nov 2003	Dec 2003	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004
Pediatric Immunization Rate	High Vol Age/QOC	P	C	HEDIS Combo 1 Hybrid	↑ Rate 4% (GRPA)	2003–04	MCO/ASO								X	X	X	X	R
Pediatric Immunization Rate	High Vol Age/QOC	P	C	HEDIS Combo 2 Hybrid	↑ Rate 4% (GRPA)	2003–04	MCO/ASO								X	X	X	X	R

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 ATC = Access to Care
 ↑ = Increase

Table 47—Adolescent Care Services

Topic	Rationale	Study Population	Type	Methodology	Minimum Standard	Contract Years	Accountability	Jul 2003	Aug 2003	Sep 2003	Oct 2003	Nov 2003	Dec 2003	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004
Adolescent Immunization Rate	QOC	P	C	HEDIS Combo 1 Hybrid	Monitoring Indicator	2003-04	MCO/ASO/PCCM								X	X	X	X	R
Adolescent Immunization Rate	QOC	P	C	HEDIS Combo 2 Hybrid	Monitoring Indicator	2003-04	MCO/ASO/PCCM								X	X	X	X	R
Adolescent Well-Care Remeasurement	High Risk ATC	P	S	HEDIS	Monitoring Indicator	2003-04	MCO/ASO/PCCM								X	X	X	X	R
Access to Care for Adolescents	High Risk ATC	FS	S	Provider Self-Assessment; MRR; NAHIC	TBD	2003-04	MCO/ASO PCCM	SC	E										
Adolescent Appropriate Quality Services	High Risk ATC	FS	S	Provider Self-Assessment; MRR; NAHIC	TBD	2003-04	MCO/ASO PCCM	SC	E										
Coordination of Services	High Risk ATC	FS	S	Provider Self-Assessment; MRR; NAHIC	TBD	2003-04	MCO/ASO PCCM	SC	E										
Adolescent Participation	High Risk ATC	FS	S	Provider Self-Assessment; MRR; NAHIC	TBD	2003-04	MCO/ASO PCCM	SC	E										

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 ATC = Access to Care
 E = Evaluation period
 SC = Study Completed

Table 48—EPSDT Reporting Performance Monitor

Managed Care Plan and Primary Care Case Manager must assure that individuals are informed within 60 days of their eligibility that EPSDT is a benefit.

Topic	Rationale	Study Population	Type	Methodology	Measurable Objective	Contract Year	Accountability	Jul 2003	Aug 2003	Sep 2003	Oct 2003	Nov 2003	Dec 2003	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004	
Percent of Eligibles Receiving One Initial Visit or Periodic Screen	High Risk ATC	P	C	HCFA 416	Monitoring Indicator	2003–04	MCO/ASO/PCCM								R					
Percent of Eligibles Receiving Vision Screen	High Risk, QOC ATC	P	C	HCFA 416	Monitoring Indicator	2003–04	MCO/ASO/PCCM								R					
Percent of Eligibles Receiving Hearing Screen	High Risk, QOC ATC	P	C	HCFA 416	Monitoring Indicator	2003–04	MCO/ASO/PCCM								R					
Percent of Eligibles Receiving Dental Services	High Risk QOC ATC	P	C	HCFA 416	Monitoring Indicator	2003–04	MCO/ASO/PCCM								R					
Blood Lead Screening Rate—Children Age 3	High Risk, QOC ATC	P	S/C	Plan Level Data	Monitoring Indicator	2003–04	MCO/ASO/PCCM								R					

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- X = Data collection period
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- ATC = Access to Care

Table 49—Women’s Care Services

Topic	Rationale	Study Population	Type	Methodology	Minimum Standard	Contract Years	Accountability	Jul 2003	Aug 2003	Sep 2003	Oct 2003	Nov 2003	Dec 2003	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004
Cervical Cancer Screening	QOC	P	C	HEDIS	Monitoring Indicator	2003–04	MCO/ASO/PCCM								X	X	X	X	R
Breast Cancer Screening	QOC	P	C	HEDIS Hybrid	Monitoring Indicator	2003–04	MCO/ASO/PCCM								X	X	X	X	R
Chlamydia Screening—Ages 16–20 years	QOC	P	C	HEDIS	Monitoring Indicator	2003–04	MCO/ASO/PCCM								X	X	X	X	R
Chlamydia Screening—Ages 21–26 years	QOC	P	C	HEDIS	Monitoring Indicator	2003–04	MCO/ASO/PCCM								X	X	X	X	R
Timeliness of Prenatal Care	ATC QOC	P	C	HEDIS	Monitoring Indicator	2003–04	MCO/ASO/PCCM								X	X	X	X	R
Postpartum Care	QOC	P	C	HEDIS	Monitoring Indicator	2003–04	MCO/ASO/PCCM								X	X	X	X	R

Table 50—Other Adult Care Services

Topic	Rationale	Study Population	Type	Methodology	Minimum Standard	Contract Years	Accountability	Jul 2003	Aug 2003	Sept 2003	Oct 2003	Nov 2003	Dec 2003	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004
Adults Access to Preventive/Ambulatory Services—Ages 20-44	ATC	P	S	HEDIS	Monitoring Indicator	2003–04	MCO/ASO/PCCM								X	X	X	X	R
Adults Access to Preventive/Ambulatory Services—Ages 45-64	ATC	P	S	HEDIS	Monitoring Indicator	2003–04	MCO/ASO/PCCM								X	X	X	X	R

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 QOC = Quality of Care
 ATC = Access to Care

Table 51—Living with Illness

Topic	Rationale	Study Population	Type	Methodology	Baseline Measure*		Contract Years	Accountability	Jul 2003	Aug 2003	Sep 2003	Oct 2003	Nov 2003	Dec 2003	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004	
					PCCM	MCO/ASO															
Diabetes Care: Eye Exam	QOC	PIP	C	HEDIS Hybrid	21.2%	58.9%	2003–04	MCO/ASO/PCCM	I	I	I	I	I	I	I	I	I	I	I	I	
Diabetes Care: HbA1c Testing	QOC	PIP	C	HEDIS Hybrid	44.3%	79.9%	2003–04	MCO/ASO/PCCM	I	I	I	I	I	I	I	I	I	I	I	I	
Diabetes Care: Poor HbA1c Control	QOC	PIP	C	HEDIS Hybrid	72.8%	34.9%	2003–04	MCO/ASO/PCCM	I	I	I	I	I	I	I	I	I	I	I	I	
Diabetes Care: LDL-C Screening	QOC	PIP	C	HEDIS Hybrid	39.4%	80.3%	2003–04	MCO/ASO/PCCM	I	I	I	I	I	I	I	I	I	I	I	I	
Diabetes Care: LDL-C Control	QOC	PIP	C	HEDIS Hybrid	17.3%	50.1%	2003–04	MCO/ASO/PCCM	I	I	I	I	I	I	I	I	I	I	I	I	
Diabetes Care: Monitoring Neuropathy	QOC	PIP	C	HEDIS Hybrid	22.1%	54.5%	2003–04	MCO/ASO/PCCM	I	I	I	I	I	I	I	I	I	I	I	I	
Cardiovascular High Blood Pressure Control	QOC	P	C	HEDIS	Monitoring Indicator		2003–04	MCO/ASO/PCCM									X	X	X	X	R
Cardiovascular Cholesterol Management Screening Rate	QOC	P	C	HEDIS	Monitoring Indicator		2003–04	MCO/ASO/PCCM									X	X	X	X	R
Cardiovascular Cholesterol Management Level Rate	QOC	P	C	HEDIS	Monitoring Indicator		2003–04	MCO/ASO/PCCM									X	X	X	X	R

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 * = Results from State of Colorado Medicaid HEDIS 2003 Report

Table 52—Living with Disabilities

Topic	Ratio nale	Study Population	Type	Methodology	Minimum Standard	Contract Years	Accountability	Jul 2003	Aug 2003	Sep 2003	Oct 2003	Nov 2003	Dec 2003	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004
Disabled Members Receiving ALL Screening Services	QOC	FS	S	HEDIS-like Administrative Data	TBD	2003–04	MCO/ASO DHCPF	SC	E										
Disabled Members Receiving ANY Screening Service	QOC	FS	S	HEDIS-like Administrative Data	TBD	2003–04	MCO/ASO DHCPF	SC	E										
Disabled Adults' Access to Preventive Health Services	ATC	FS	S	HEDIS-like Administrative Data	TBD	2003–04	MCO/ASO DHCPF	SC	E										
Disabled Women Cervical Cancer Screening Rate	QOC	FS	C	HEDIS-like Administrative Data	TBD	2003–04	MCO/ASO DHCPF	SC	E										
Disabled Women Breast Cancer Screening Rate	QOC	FS	C	HEDIS-like Administrative Data	TBD	2003–04	MCO/ASO DHCPF	SC	E										
Disabled Men Prostate Cancer Screening Rate	QOC	FS	C	Administrative Data	TBD	2003–04	MCO/ASO DHCPF	SC	E										

R = Report

P = Population Measurement Monitor

FS = Focus Study on Select Members

C = Clinical Study

S = Service Study

I = Intervention period

X = Data collection period

PIP = Performance Improvement Project

QOC = Quality of Care

ATC = Access to Care

E = Evaluation Period

Table 53—Member and Provider Satisfaction

Topic	Rationale	Study Population	Type	Methodology	Measurable Objective	Contract Years	Accountability	Jul 2003	Aug 2003	Sep 2003	Oct 2003	Nov 2003	Dec 2003	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004
Claims Reporting	Provider Satisfaction	P	S	Claims Report Submitted by Health Plan (through Site Review Desk Audit)	100% of Clean Claims Paid Within 45 Days	2003-04	MCO/ASO					X	R						
CAHPS®: Getting Needed Care	ATC	P	S	CAHPS®: Child Survey	Monitoring Indicator	2003–04	MCO/ASO							X	X	X	X	X	R
CAHPS®: Getting Care Quickly	ATC	P	S	CAHPS®: Child Survey	Monitoring Indicator	2003–04	MCO/ASO							X	X	X	X	X	R
CAHPS®: Overall Rating of Personal Doctor or Nurse	Member Satisfaction	P	S	CAHPS®: Child Survey	Monitoring Indicator	2003–04	MCO/ASO							X	X	X	X	X	R
CAHPS®: Customer Service	Member Satisfaction	P	S	CAHPS®: Child Survey	Monitoring Indicator	2003–04	MCO/ASO							X	X	X	X	X	R
Adults	Enrollee Satisfaction	P	S	CAHPS® 3.0H	Minimum Standard to be Monitoring Indicator	2003-04	MCO/ASO/ PCCM		E										
Complaints and Appeals	Enrollee Satisfaction	P	S	HMO Complaint Data Reporting Tool, MCO Site Review File	80% of Chart Review Criteria Will Be Met	2003-04	MCO/ASO					X	R						

Table 54—Provider Reporting

Topic	Rationale	Study Population	Type	Methodology	Measurable Objective	Contract Years	Accountability	Jul 2003	Aug 2003	Sep 2003	Oct 2003	Nov 2003	Dec 2003	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004
Encounter Data	Availability of Information for Analysis	P	S	MCO Encounter Data Submission	100% Complete Encounter Data Submitted by 15th of January and July	2003–04	MCO/ASO	X						X					

2003–2004 goals will be to establish the survey instruments consistent with accreditation standards and to undertake surveys in a focused fashion to support provider and member education efforts.

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VI. Confidentiality

All member information, medical records, data, and data elements collected, maintained, or used in the administration of the Contract shall be protected from unauthorized disclosure. The MCO/ASO/PCCM must provide safeguards that restrict the use of disclosure of information concerning members in accordance with Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy regulations. The MCOs/ASOs/PCCMs must have written policies and procedures for maintaining the confidentiality of data.

VII. Oversight and Direction

- ~~A.1.~~ The Department meets regularly and is the body in which responsibility for the overall Quality Strategy resides.
- ~~B.2.~~ The MCOs/ASOs and the Department meets at least quarterly and exercises oversight through a standing agenda item of the overall Quality Strategy and Work Plan.
- 3. The MCOs/ASOs and the Department maintain internal control of the processes and will be responsible for resolving issues identified through the surveys, service complaints, PCP changes, and disenrollment activities related to operations, claims, information systems (IS), customer service, marketing, and contracting and medical departments. Activities conducted by the Department will be coordinated with all MCOs/ASOs and input will be received to assure that all systems affected are involved in the improvement process.
- ~~D.4.~~ Other committees and multi-disciplinary bodies may be formed to meet on a temporary or permanent basis to fulfill the quality improvement needs of the Department.

VIII. Review and Approval

The stakeholders, Medicaid members, and public exercise oversight by reviewing and providing feedback to the Department on the Quality Strategy and Work Plan.

Stakeholder Meeting August 5, 2003

Order of Publication for Public Comment

1. HCPF Web Site
2. Stakeholder Meeting
3. Written Commentary

Comments Received

Comments at the time of the stakeholder meeting included clarification of topics selected for program improvement activities and baseline measurement percentages, and appreciation of the focus on children’s health issues. No written commentary received. No changes were made to this document as a result of public commentary.

Submitted to CMS August 13, 2003

Approvals by the Department

Signature	Date
Vivianne M. Chaumont, Director Medical Assistance Office	

Signature	Date
Laurel Karabatsos, Manager Manager, Quality Improvement Section	