

# South Carolina Department of Health and Human Services



## Using Benchmarks Means Improving Performance for the South Carolina DHHS

### About Our Client

South Carolina Department of Health and Human Services

**Headquarters:** Columbia, SC

#### Scope and Services:

The South Carolina Department of Health and Human Services administers the Medicaid and Children's Health Insurance Program (CHIP) operations for the state of South Carolina. CHIP was established in 1997 to provide new coverage opportunities for children in families with incomes too high to qualify for Medicaid, but who cannot afford private coverage. Like Medicaid, CHIP is administered by states, but is jointly funded by the federal government and the states.

#### Truven Health Solutions:

Truven Health Decision Support and Data Warehousing Solutions

Because of its reputation as an established leader in collaborative care, the South Carolina Department of Health and Human Services (SCDHHS), administrator of the Medicaid program in South Carolina, was awarded a Children's Health Insurance Program Reauthorization Act (CHIPRA) grant to improve pediatric care. The funds allowed SCDHHS to use quality benchmarks and health information technology, and integrate mental health into the pediatric version of the patient-centered medical home (PCMH) model. These changes made an important difference in performance and the lives of patients.

### Aligning the Team and Creating a Network

With an aggressive and innovative approach to meeting the objectives of the grant, SCDHHS used the state's existing health information exchange (HIE) infrastructure and the CHIPRA quality demonstration to connect 18 pediatric practices into a network that could use shared patient information, and then they aligned all practices to the goal of delivering streamlined care in line with the PCMH model. This is where quality performance reports from Truven Health Decision Support came in. These reports, combined with multiple collaborative learning sessions, gave department staff and providers from across the network the ability use shared data to create cohesiveness in care and reporting.

SCDHHS established partnerships with industry leaders, tapped into existing resources, provided networking and outreach support, supplied actionable information to practices, acted on practice feedback regarding Medicaid policy, and established an online blog for increased access and communication with other participants. In other words, they used every resource they had to ensure that their network was running smoothly and that their people had access to any information they needed.

*“SCDHHS leadership in this area has paved the way to better understanding the successes and challenges of utilizing core measures and data in a meaningful way from which states can benefit.”*

**Lynn Martin**

Quality Through Technology and Innovation in Pediatrics Project Director, South Carolina Department of Health and Human Services

**Improvements Across the Entire System**

Using these tools, all 18 pediatric practices improved care and quality, including community resource outreach, quality improvement training, best practice information, and networking opportunities with other participants. The Truven Health Decision Support and Data Warehousing solutions provided practice-level reports on 24 quality metrics. Combining that clinical information with key claims data provided practices with trends reports showing how the improvement initiatives were really working.

**Building on Success and Looking to the Future**

After five initial collaborative sessions with participating practices, the SCDHHS staff was officially engaged. The success they have seen in highlighting and improving key areas of care for the pediatric population, including BMI, dental varnishes, well-child visits, reduction of emergency room utilization, and mental health, have only served to engage them further. Currently, clinical data has been received from six practices with the remaining practices' data scheduled to be reported over the next 12 to 18 months.

In 2013, SCDHHS was acknowledged for its accomplishments in the pursuit of excellence in Strategy and Growth with a Truven Health Analytics™ Healthcare Advantage Award. The Advantage Awards were established in 2005 to honor and recognize healthcare system stakeholders that have achieved outstanding success at their organizations.



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**ABOUT TRUVEN HEALTH ANALYTICS**

Truven Health Analytics delivers the answers that clients need to improve healthcare quality and access while reducing costs. We provide market-leading performance improvement solutions built on data integrity, advanced analytics, and domain expertise. For more than 30 years, our insights and solutions have been providing hospitals and clinicians, employers and health plans, state and federal government agencies, life sciences companies, and policymakers the facts they need to make confident decisions that directly affect the health and well-being of people and organizations in the U.S. and around the world.

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