



Quality Improvement Storyboard

Hill Country Health & Wellness Center Quality Improvement Project Asthma Medication Ratio (AMR)

Aim Statement:

To increase the percentage of patients who were identified as having persistent Asthma and were insured by Partnership HealthPlan of California, whose ratio of controller medications to total asthma medications that was greater than a 0.50 ratio.

Measures:

- **Outcome Measure:** Percent of patients 5 – 64 years of age, insured by Partnership HealthPlan of California, who were identified as having persistent asthma, whose ratio of controller medications to total asthma medications was at minimum 0.50. Baseline: 47.37%; the average AMR Rate from February 2020 – September 2020.
- **Process Measures:** (Intervention period: October 2020 – December 2020)
 - Provider team’s experience with the Asthma Medication Ratio measure training provided by Partnership HealthPlan of California (qualitative survey).
 - Chart auditing: correct usage of billing codes; prescribed controller medications are covered by insurance; prescribed medication is not overdue for a refill.
 - Comparison of asthma prescription orders to asthma prescription fills for patients whose AMR is less than 0.50, followed by an outreach call to the patient and pharmacy.

Plan

Prediction:

As a result of our clinical teams having a better understanding of the AMR measure, auditing the Electronic Medical Record of patients who have not reached the 0.50 AMR, and contacting patients to encourage correct asthma medication usage, we expect to see an increase in the patients whose AMR is 0.50 or greater.

Changes Being Tested:

- Organized a training presentation with Partnership HealthPlan of California to better the understanding of the Asthma Medication Ratio for our provider teams and quality improvement coordinators.
- Implemented a chart audit by our Quality Improvement Coordinator for those patients whose AMR was less than 0.50. The chart audit consisted of: verifying diagnoses codes; reviewing prescribed controller medications to ensure they are formulary; confirming controller medication prescription refills are current, and sending orders to fill the prescription if it is not current.
- Comparison of asthma prescriptions ordered by the provider to the prescription fill data provided by Partnership HealthPlan of California’s QI Program database, eReports.
- Outreach calls to patients who have asthma prescriptions ordered but have not filled the prescription; followed by a call to the pharmacy to have the prescription ready for the patient to pick up.

Do

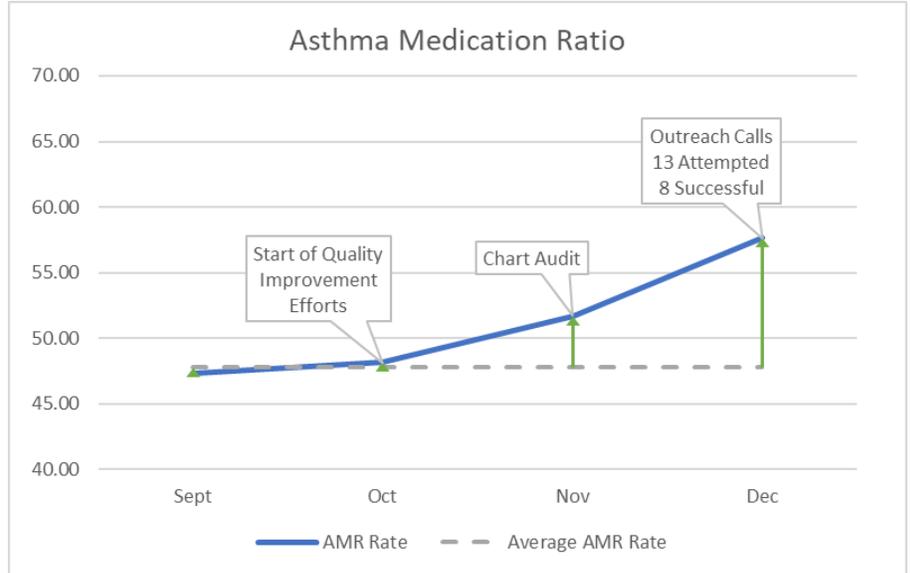


Results:

By the end of the 2020 measurement year, we found that the intervention was successful as we saw an increase in the AMR Rate from 48.15% in October 2020 to 57.63% in December 2020, resulting in a 9.48% rate increase in just two months.

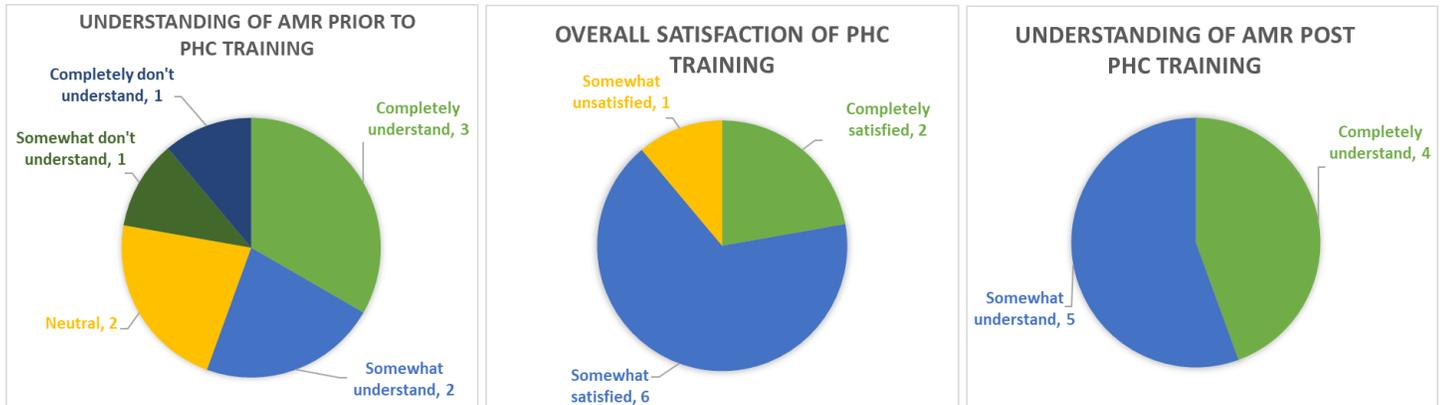
Outcome Measure: 57.63% of patients 5 – 64 years of age, diagnosed with persistent asthma and insured by Partnership HealthPlan of CA, had a ratio of asthma controller medications to total asthma medications of 0.50 or higher.

- Since we started this intervention in October 2020, we utilized the average AMR rate from the previous months in 2020 as our baseline.



Process Measures:

- Provider experience from the AMR training provided by Partnership HealthPlan of California:



- Through the chart audits, we were able to: (1) identify patients who are utilizing asthma reliever medications but do not have a diagnosis of persistent asthma; (2) identify patients with persistent asthma who were prescribed asthma medications that were not formulary to PHC; and (3) identify patients with persistent asthma who are not utilizing their asthma medications as prescribed.

Future Plans:

The Quality Improvement Team at Hill Country Clinic plans to develop a handout that gives patients diagnosed with persistent asthma a brief description of their condition, explains their daily asthma medication regimen, and provides them with an action plan based on their asthma symptoms. Additionally, the Quality Improvement Team will coordinate with the providers at least twice throughout the measurement year to evaluate AMR performance.