Welcome to the Texas Healthcare Learning Collaborative

A JOINT EFFORT OF THE TEXAS HEALTH AND HUMAN SERVICES COMMISSION AND THE INSTITUTE FOR CHILD HEALTH POLICY

The Texas HHSC is working to strengthen public reporting and to increase transparency and accountability of services and care being provided under the Texas Medicaid system. Our goal is to encourage further discussion on the aspects of care being tracked by these quality measures and spur collaboration among internal and external stakeholders to improve the quality of care and cost effectiveness of the Texas Medicaid system.

Next Generation Portal

User Guide and Training Manual for Public Users
Background

• The Texas Health and Human Services Commission (HHSC) conducts ongoing review of the quality of care (QOC) provided to Texas Medicaid and CHIP beneficiaries.

• Data used in the review process include:
  • Data submitted by managed care organizations (MCO) and dental managed care organizations (DMO) that provide contracted services to Medicaid and CHIP beneficiaries.
  • Fee-for-service claims submitted by eligible Texas Medicaid service providers.
Justification

• The Texas Healthcare Learning Collaborative Portal (THLC portal) was established to strengthen public reporting and increase transparency and accountability of services and care being provided under the Texas Medicaid system.

• This is congruent with legislative initiatives from the 83rd Legislative Session, 2013 that mandate or suggest increasing public reporting (e.g., S.B. 7, S.B. 126).
Training Goals

• Learn how to navigate the THLC portal
• Understand how to interact with the data visualizations
• Learn to interpret data outputs and visualizations
• Access and request additional information
Training Modules

• Training Module 1: Site Layout and Navigation

• Training Module 2: Quality of Care
  • Medical
  • Dental

• Training Module 3: Potentially Preventable Events (PPE)
  • Potentially Preventable Readmissions (PPR)
  • Potentially Preventable Complications (PPC)
  • All Payer PPR and PPC

• Training Module 4: Hospital Performance
  • Hospital Performance on PPC and PPR

• Training Module 5: Resources and Help
Getting Started

• Public may access quality of care and certain statewide content
• Access to some other content on the THLC portal requires HHSC authorization
Getting Started

- Access the public portal by clicking “Enter” underneath the public portal option
Training Module 1

Site Layout and Navigation
Home Page

• Explore Healthcare Quality Measures from the control panel

• Header navigation is available throughout the site

• Click on an icon to go directly to the dashboard of interest
Header Navigation

• Home – returns to the quality measures control panel
• QOC – view medical and dental Quality of Care visualizations by year, program, and plan
• PPE – view visualizations of PPEs by year and program
• Other – view hospital PPCs and PPRs along with All Payer PPE Data
• Resources – provides access to additional information and other uploaded material in a file tree
• Help – provides a contact form to ask site-related questions and access to the user guide (this document)
Header Navigation

- Search – allows text searching in the announcements or resources section
- 🔔 – shows recent announcements and notifications when new items are posted since your last visit
Training Module 2

Medical and Dental Quality of Care
Medical and Dental Quality of Care

• Both medical and dental quality of care measures are available

• Medical quality of care measures can be examined by
  • Year
  • Program
  • Service area
  • Plan
  • Measure type (e.g., HEDIS, AHRQ, CHIPRA)

• Dental quality of care measures can be examined by
  • Year
  • Program
  • Plan
Medical Quality of Care – Navigation

• From the home page, click the ‘Medical’ link in the control panel

• Alternatively, from any page, use the header bar to select:
  QOC > Medical Dashboard
### Medical Quality of Care – Layout

#### Tooltips
- Displays additional information on specific items.

#### Filter Menus
- Allows users to select filters for data visualization.

#### Legend
- Explains the meaning of symbols and colors used in the chart.

#### Reset Filter
- Removes any selected filters.

#### QOC Measures Table
<table>
<thead>
<tr>
<th>Measure Code</th>
<th>Description</th>
<th>Rate</th>
<th>Plan Rank</th>
<th>SA Rank</th>
<th>SA x Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAB</td>
<td>Avoidance of Antibiotic Treatment in Adults With Acute...</td>
<td>22.94</td>
<td>+</td>
<td>+</td>
<td></td>
</tr>
<tr>
<td>AAP</td>
<td>All members</td>
<td>85.40</td>
<td>+</td>
<td>+</td>
<td></td>
</tr>
<tr>
<td>ADD</td>
<td>Initiation Phase</td>
<td>47.92</td>
<td>+</td>
<td>+</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Continuation and Maintenance Phase</td>
<td>68.65</td>
<td>+</td>
<td>+</td>
<td></td>
</tr>
<tr>
<td>AMB</td>
<td>AMB Emergency Department Visits Total Services/1000</td>
<td>64.18</td>
<td>+</td>
<td>+</td>
<td></td>
</tr>
<tr>
<td></td>
<td>AMB Outpatient Visits Total Services/1000</td>
<td>367.71</td>
<td>+</td>
<td>+</td>
<td></td>
</tr>
<tr>
<td>AMM</td>
<td>Effective Acute Phase Treatment</td>
<td>48.82</td>
<td>+</td>
<td>+</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Effective Continuation Phase Treatment</td>
<td>27.47</td>
<td>+</td>
<td>+</td>
<td></td>
</tr>
<tr>
<td>AMB</td>
<td>Total 5 or 6 Rattles &gt; 52ths</td>
<td>68.77</td>
<td>+</td>
<td>+</td>
<td></td>
</tr>
</tbody>
</table>

#### National Percentiles
- Displays national percentile rankings for selected measures.

#### Trending
- Indicates trends over time for selected measures.
Medical Quality of Care – Controls

- Use the Filter menus to select a year, program, service area (or ‘ALL’), and health plan (or ‘ALL’)
- Select all QOC measures, or a specific category
- The table underneath shows the selected QOC results

‘Reset filters’ returns the filter selections to the default dashboard
Medical Quality of Care – Measures Table

• **Measure Code** – the abbreviated code for the QOC measure
  • Hover over the ? for a full measure description
  • Click the ‘+’ to the drilldown view of additional submeasures
  • Return from drilldowns with the ‘return to dashboard’ link instead of the browser back button

• **Description** – the name of the measure/submeasure

• **Rate** – the reported measure rate for the population defined in the filter menus

<table>
<thead>
<tr>
<th>Measure Code</th>
<th>Description</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAB</td>
<td>Avoidance of Antibiotic Treatment in Adults With Acute...</td>
<td>22.94</td>
</tr>
<tr>
<td>AAP</td>
<td>All members</td>
<td>85.40</td>
</tr>
<tr>
<td>ADD</td>
<td>Initiation Phase</td>
<td>47.92</td>
</tr>
<tr>
<td></td>
<td>Continuation and Maintenance Phase</td>
<td>63.65</td>
</tr>
</tbody>
</table>

Hover for full description  
Click for all submeasures
Medical Quality of Care – Measures Table

- **Plan/SA rank columns** – Rank of the selected plan/SA (service area) among those within the filtered selection
  - Also shows change in rank from the previous year (if available)
  - When filter selection is ‘ALL’ a ‘+’ is displayed
  - Drilldown of all plan/SA ranks available by clicking rank or ‘+’

- **Plan x SA** – Drilldown to cross-tab of all Plan x SA rates for the measure within the filter selection for program and year
## Medical Quality of Care – Plan Rank Drilldown

### Table: Health Plan Ranks for ALL Service Areas

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Rank</th>
<th>Change in Rank</th>
<th>Percentile and Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCBSTX</td>
<td>*</td>
<td>*</td>
<td>33.33</td>
</tr>
<tr>
<td>CHRISTUS</td>
<td>0.00</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>Sendero</td>
<td>1</td>
<td>▲ 1</td>
<td>30.28</td>
</tr>
<tr>
<td>Seteron</td>
<td>2</td>
<td>▲ 8</td>
<td>26.36</td>
</tr>
<tr>
<td>PCHL</td>
<td>3</td>
<td>▲ 3</td>
<td>22.22</td>
</tr>
<tr>
<td>CareSource</td>
<td>4</td>
<td>▲ 2</td>
<td>39.72</td>
</tr>
<tr>
<td>Cigna</td>
<td>5</td>
<td>▲ 1</td>
<td>33.33</td>
</tr>
<tr>
<td>UHC</td>
<td>6</td>
<td>▲ 1</td>
<td>28.25</td>
</tr>
<tr>
<td>DHP</td>
<td>7</td>
<td>▲ 1</td>
<td>28.25</td>
</tr>
<tr>
<td>SWHP</td>
<td>8</td>
<td>▲ 1</td>
<td>28.25</td>
</tr>
<tr>
<td>CCHP</td>
<td>9</td>
<td>▲ 1</td>
<td>28.25</td>
</tr>
<tr>
<td>FirstCare</td>
<td>10</td>
<td>▲ 1</td>
<td>28.25</td>
</tr>
<tr>
<td>Molina</td>
<td>11</td>
<td>▲ 1</td>
<td>28.25</td>
</tr>
<tr>
<td>SHP</td>
<td>12</td>
<td>▲ 1</td>
<td>28.25</td>
</tr>
<tr>
<td>Aetna</td>
<td>13</td>
<td>▲ 1</td>
<td>28.25</td>
</tr>
</tbody>
</table>

### Notes:
- Use ‘return’ instead of browser back button
- National percentile and plan rate
- Health plan
- Performance rank of plan
- Change in the rank from the previous year

[Image: Medical Quality Of Care diagram with highlighted points]
## Medical Quality of Care – SA Rank Drilldown

### Service Area Ranks for ALL Health Plans

**AAR - Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis - Total**

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Rank</th>
<th>Change in Rank</th>
<th>Percentile and Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dallas</td>
<td>1</td>
<td>▲ 6</td>
<td>20.00</td>
</tr>
<tr>
<td>MRSA West</td>
<td>2</td>
<td>▲ 2</td>
<td>26.34</td>
</tr>
<tr>
<td>Tarrant</td>
<td>3</td>
<td>▲ 3</td>
<td>26.00</td>
</tr>
<tr>
<td>Lubbock</td>
<td>4</td>
<td>▲ 9</td>
<td>22.59</td>
</tr>
<tr>
<td>Jefferson</td>
<td>5</td>
<td>▲ 4</td>
<td>22.92</td>
</tr>
<tr>
<td>Nueces</td>
<td>6</td>
<td>▲ 5</td>
<td>22.67</td>
</tr>
<tr>
<td>Hidalgo</td>
<td>7</td>
<td>▲ 6</td>
<td>22.58</td>
</tr>
<tr>
<td>El Paso</td>
<td>8</td>
<td>▲ 3</td>
<td>22.96</td>
</tr>
<tr>
<td>MRSA Central</td>
<td>9</td>
<td>▲ 7</td>
<td>21.74</td>
</tr>
<tr>
<td>Bexar</td>
<td>10</td>
<td>▲ 2</td>
<td>21.70</td>
</tr>
<tr>
<td>Hidalgo</td>
<td>11</td>
<td>▲ 2</td>
<td>21.16</td>
</tr>
<tr>
<td>MRSA Northeast</td>
<td>12</td>
<td>▲ 1</td>
<td>21.16</td>
</tr>
</tbody>
</table>

- **Sort table**: Sort Service Areas by Rank
- **Service area**: Dallas, MRSA West, Tarrant, Lubbock, Jefferson, Nueces, Hidalgo, El Paso, MRSA Central, Bexar, Hidalgo, MRSA Northeast
- **Performance rank of service area**: 1 to 13
- **Change in the rank from the previous year**: ▲ 6, ▲ 2, ▲ 3, ▲ 9, ▲ 4, ▲ 5, ▲ 6, ▲ 3, ▲ 7, ▲ 2, ▲ 1
- **National percentile and service area rate**:
  - 0 - 10th Percentile
  - 10th - 25th Percentile
  - 25th - 50th Percentile
  - 50th - 75th Percentile
  - 75th - 90th Percentile
  - >90th Percentile
- **Change In Rank Shape**:
  - Not Reported
  - Increase in Rank
  - No Change
  - Decrease in Rank

Use ‘return’ instead of browser back button
Medical Quality of Care – Plan X SA Drilldown

Rates (values) and percentiles (colors) by plan and SA

<table>
<thead>
<tr>
<th>Service Areas</th>
<th>Rates (values)</th>
<th>Percentiles (colors)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>0-10th Percentile</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10th-25th Percentile</td>
</tr>
<tr>
<td></td>
<td></td>
<td>25th-50th Percentile</td>
</tr>
<tr>
<td></td>
<td></td>
<td>50th-75th Percentile</td>
</tr>
<tr>
<td></td>
<td></td>
<td>75th-90th Percentile</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No Percentiles</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Available</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A</td>
</tr>
</tbody>
</table>
Medical Quality of Care – Tabular Output

National Percentile – Measure rate by national Medicaid percentile

- Statewide program rate indicated by the ‘|’ marker in other views

- Measures with no available percentiles are indicated with a full cyan-colored bar

Rate near 25th percentile

Statewide rate

No percentile available
Medical Quality of Care – Tabular Output

Trending – Percentiles for selected and two prior years

• Drilldown to annual trending by clicking any year

• Annual rates with low denominators are indicated by ‘LD’

Click trend blocks to drilldown to annual trends
Medical Quality of Care – Trending Drilldown

Selected program/plan/SA filters and measure/submeasure

Selected rate and statewide program rates by year

Measure rate data by year for selected program/plan/SA filters and statewide
Dental Quality of Care – Navigation

• From the home page, click the ‘Dental’ link in the control panel.

• From any page, use the header bar to select:
  QOC > Dental Dashboard

[Diagram showing navigation options and links]
Dental Quality of Care – Layout

Filter Menus

Reset Filters

Measure Impact

Dental Measures Table
Dental Quality of Care – Controls

Use the Filter menus to select a year, program, and dental plan (or ‘ALL’)

‘Reset filters’ returns the filter selections to the default dashboard
Dental Quality of Care – Measures Table

- **Steward** – source of measure specifications
- **Description** – the name of the measure/submeasure
- **Rate** – the reported measure rate for the population selected in the filter menus
- **Compare** – click the ‘+’ to drilldown to all plan and statewide program rates
Dental Quality of Care – Measure Impact

Bubble plot – shows measure impact

- Legend
  - By steward
  - Click to filter plot

- Bubbles are sized by denominator to show impact of the selected measure

- Click bubble to drilldown to annual trends for selected plan and statewide
Quality of Care – Downloader

• The Medical Data Downloader allows you to download the QOC data in CSV format, filtered by year, program, service area, plan, and measure.

• From the home page, click the ‘Downloader’ link in the control panel or use the header bar to select: QOC > Medical Data Downloader.

• On the downloader menu, select the years, programs, plans, SA, and measures to download in a CSV formatted file.
Training Module 3

Potentially Preventable Events (PPE)
Potentially Preventable Events (PPE)

• The 3M™ software for defining potentially preventable events (PPE) is used to calculate rates for:
  • Potentially Preventable Readmissions (PPR)
  • Potentially Preventable Complications (PPC)

• The PPE dashboards show PPE results by program by:
  • Year
  • SA (service area)
  • Gender, race, age, and clinical risk group (CRG)

• Results are also tabulated by provider and PPE reason

• All-Payer data for PPR and PPC are also presented
PPE Dashboards

- Program-level PPE results are available to all users
  - Results can be filtered in any demographic category
  - For health data security, tabular results exclude providers or reasons with <20 at-risk admissions/ED visits or <5 PPE
  - All data contributes to rates in the graphic display without the exclusions described above
- Technical documentation is available in the resources link (accessed from the header menu)
- The PPR dashboards are used as an example for all PPE in this documentation, including All Payer PPR and All Payer PPC
PPEs – Navigation

• From the main page, select a PPE (PPR, PPC) from the control panel links

• From any page, use the header bar to select a PPE
PPE Program-level – Layout

- **Filter Menus**
- **Service Area rates**
- **Demographic rates and filters**

Summary info for base year

PPE Rate by time period

A/E Ratio by time period

Reset Filters
PPE – Controls

Use the Filter menus to select a base year, program, and dashboard view.

- ‘Reset filters’ returns the filter selections to the default dashboard.

Dashboard view can be set to show:
- PPE rate
- Actual to Expected (A/E) ratios

Summary table shows program-level statistics for the base year.
PPE – Demographic Results & Filter Selection

• Demographic bar charts provide:
  • Results by gender, race/ethnicity, age
  • Filter controls to select demographic groups

• Select multiple demographic filters
  • Click and drag over a selection of bars
  • Ctrl+click to make multiple selections on a control
  • Click a selected control to deselect
PPE – Reasons/Provider Tables

- Select Provider or Reason view on the table filter
- Tables exclude records with <20 at-risk admissions/ED visits or <5 PPE
- Records for providers with <40 at-risk admissions/ED visits or <5 PPE (low volume) are considered unreliable
Training Module 4

Hospital Performance
Hospital Performance - Navigation

• From the main page, click a hospital performance link in the Other Visualizations control panel

• Alternatively, from any page, use the header bar to select Other > any hospital performance dashboard
Hospital Performance – Layout

Filter menus

Filter hospitals by at-risk admissions

Filter hospitals by A/E ratio

Hover over the circles to view filtered hospital statistics

Click bubbles to view them in the table to the right
Hospital Performance – Layout

- **Number of hospitals by A/E Ratio**
- **Sort table by A/E Ratio, change in A/E Ratio, At-Risk Admissions, or Hospital**
- **View the hospital A/E ratio compared to the previous year. The large shape represents the current year; the small shape represents the previous year. Diamonds represent an A/E Ratio >3 while circles represent an A/E Ratio ≤ 3.**
- **Click, control-click, or click and drag to select hospitals to reveal them in the figure on the left**
Training Module 5

Resources and Help
Resources

Navigate to the resources page to view additional documentation about PPEs.

Click on folders to view contents and navigate the folder tree.

Click the action buttons to link to, or download the files.
Navigate to the help menu and select ‘Contact Us’ to submit questions or request additional information.