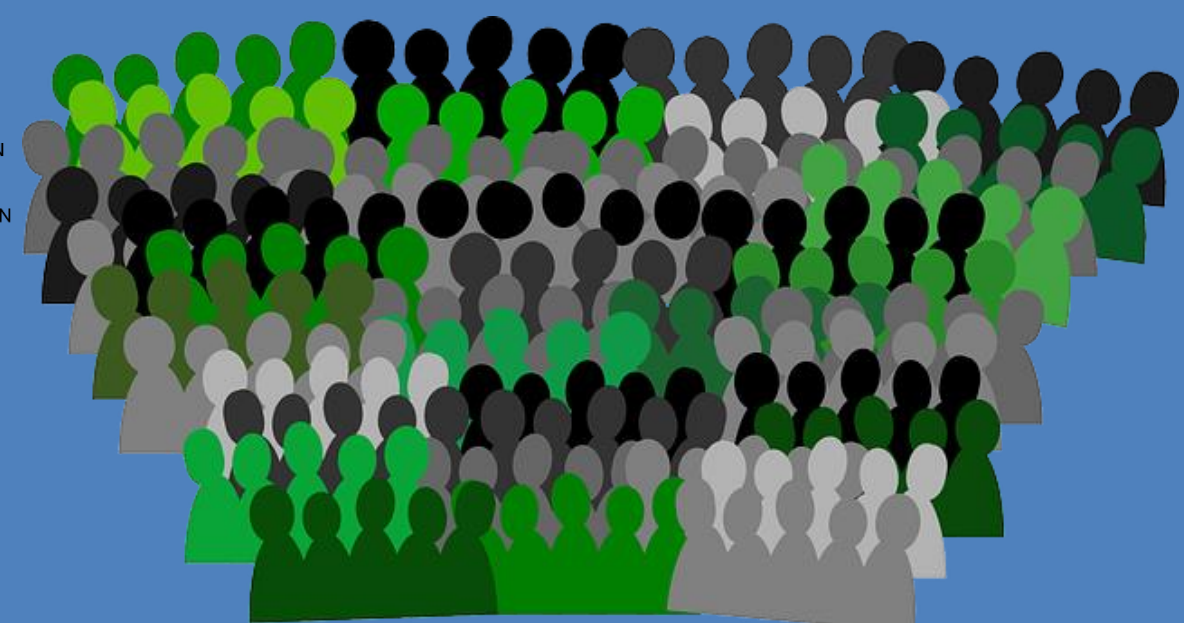


# Informing Disparate Care Through Quality Metrics

- We are a MCO with several programs including: Partnership, Family Care, Medicare Dual advantage, and SSI
- Project will focus on our Partnership program, a fully integrated dual eligible special needs plan located through southern Wisconsin
- Demographic make up is: 53% physically disabled, 35 % Frail elders, 12% IDD/DD

- 75% White, 17% Black, 2% Hispanic and Asian
- Top diagnoses- diabetes, renal failure, AODA, major depression, bipolar, nerve disease, COPD and CHF



- Quality of health care varies by race/ethnicity with minorities experiencing lower quality care.
- To identify disparities we will look at data including claims, preventative screenings, diabetic care, and BP control for all members and compare across racial and ethnic groups
- Of additional interest are members with sickle cell disease (SCD) who experience fractured care.

## Goals:

- Develop tracking to identify disparate care
- Track Relative Risk Scores
- Review quality by monitoring HEDIS and Star metrics across racial and ethnic groups
- Use data to drive performance improvement projects
- Inform members and providers of missed metrics
- Tracking of quality of care experienced by those with SCD