

### **2005 MercyCare Health Plans Clinical Initiatives:**

<b>Initiative Topic</b>	<b>Initiative Goal</b>
Antibiotic Reduction Project	Education on appropriate use of antibiotics, of first line antibiotics, and reduction of antibiotic resistance
Childhood Immunizations	Increase timely receipt of recommended childhood immunizations birth to 2 years
Lead Screening	Increase occurrence rates for receipt of one and two year old lead screenings
Improving Asthma Control	Reduce use of rescue medications for asthmatic members and improving asthma management skills
Improved Communication	Requesting outpatient behavioral health practitioners correspondence with the member's PCP
Improving Comprehensive Diabetes Care	Improve receipt rate of recommended services and management for diabetic members
Pill Splitting Program	Targets commonly used medication, reducing co-pays up to 50%
Postpartum Depression Prevention	Proactive education, screening, and 6 week check up appointment

### **2005 MercyCare Health Plans Service Initiatives:**

<b>Initiative Topic</b>	<b>Initiative Goal</b>
Seven & Thirty Day Follow Up Post Hospitalization	To prevent relapse and/or re-admission by providing timely & effective aftercare services
Accessibility Audits	To monitor and ensure member's have appropriate access to physician and behavioral health appointments
Annual Patient Satisfaction Survey (CAHPS®)	To monitor trends and needs for improvement relative to customer services
Defect Claims Reduction	Reduce incorrect provider/vendor payments for cost efficiency in claims processing
Medical Record Documentation Audit	Annual review of physician medical record keeping practices to ensure proper documentation of assessment, treatment planning, treatment, and problem list maintenance is occurring.