



WHA Complex Case Management Program Effectiveness Measures (2014)

Effectiveness Measure	Methodology	Frequency
<p>1. 100% of members receiving complex case management (CCM) services during the reporting timeframe will have no (zero) acute hospital re-admissions* within 30 days, that were preventable by the CCM.</p> <p>*when initial admission was known to CCM.</p> <p><u>Note:</u> Preventable is defined as a failure of implementation of the discharge planning components under the control of the complex case manager</p>	<p>Group review of acute hospital readmissions for their assigned members open to CCM</p>	<p>Semi-annually (with ICE UM report)</p> <p><u>Due:</u> Aug 15 (1st) Feb 15 (2nd)</p>
<p>2. 100% of members receiving complex case management (CCM) services will have no more than one non-urgent or non-emergent ER visit that was preventable by the CCM, per EM claim coding within a three (3) month period.</p> <p><u>Note:</u> Preventable is defined as a failure of implementation of the discharge planning components under the control of the complex case manager</p>	<p>Group review of ER visits for their assigned members open to CCM</p>	<p>Measure quarterly; Report Semi-Annually</p>
<p>3. 90% or more of the overall responses to the Complex Case Management Member Experience (Satisfaction) Survey during the reporting timeframe will be at 4 or 5 satisfaction score (score of 5 being the most satisfied with the CCM Program).</p>	<p>Experience (Satisfaction) Survey (Plan Level)</p>	<p>Semi-Annual</p>

Note: Measures only apply to WHA's Commercial population at this time

Clarifications: 1) Data includes CCM cases that were open for any amount of time during the measurement period (i.e., can already be closed);
2) Admissions do not include patients under observation status