

Department of Health

Implementing Quality of Life Measurements in the Children's Medical Services Managed Care Plan

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**Florida Healthy Kids Corporation (FHKC)
Operational Efficiency & Quality Committee Meeting**

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Background

- In March 2018, Florida's State Surgeon General convened a technical advisory panel (TAP) for the purpose of providing recommendations on health outcome measures for children and youth with special health care needs (CYSHCN).
- This TAP met throughout 2018, focusing on measures and tools that would evaluate quality of life.
- Read the full report here: [Recommendations for Quality of Life Outcomes](#)

TAP Recommendations

- Routine measurement of quality of life should be incorporated into child health programs.
- Attempts to measure quality of life should consider family burden and resource limitations.
- Child health programs should include at least one measure of child or youth quality of life and at least one measure of family well-being.
- Measures should be used regularly to track progress and guide quality improvement activities.

Implications

- Routine measurement of quality of life:
 - Allows child health programs to focus on improving the outcomes that matter most to children and families, including the degree to which a child is able to meet their potential.
 - Provides child health programs with incentive to aim at the drivers of health and to consider activities that address social determinants of health and equitable health for CYSHCN.
- Improved child and family well-being and can increase work productivity and school attendance.¹⁻³

1. Basch CE. Healthier Students are Better Learners: A Missing Link in School Reforms to close the achievement gap. Equity Matters Res. Rev. 6, Columbia Univ. Teach. Coll. Cent. Educ. Equity, New York; 2010. http://www.centerforeducationalequity.org/publications/expanding-opportunity-comprehensive-strategies-for-improving-education/12558_EquityMattersVol6_WebFINAL.pdf. Retrieved April 19, 2021.
2. Kaplan R, Spittel M, David D (Eds). Population Health: Behavioral and Social Science Insights. AHRQ Publication No. 15-0002. Rockville, MD: Agency for Healthcare Research and Quality and Office of Behavioral and Social Sciences Research, National Institutes of Health; July 2015. <https://www.ahrq.gov/sites/default/files/publications/files/population-health.pdf>. Retrieved April 19, 2021.
3. Thyen U., Kuhlthau K, Perrin JM. Employment, Child Care, and Mental Health of Mothers Caring for Children Assisted by Technology. Pediatrics. 10. (6 Pt 1): 1235 -42. 1999. <https://pubmed.ncbi.nlm.nih.gov/10353935/>. Retrieved April 19, 2021.

CMS Plan Quality of Life (QOL) Survey

7 domains of the QOL Survey (9 questions)

- The **SF-10 Survey** – Parent Based (age 5 and older) and **SF-12 Survey** – Member Based (age 18 - 20)
- This survey is completed with members **annually**
- Incorporated into **care management** activities
- **37,225 members** have completed at least one reassessment since initiation of this tool

General Health

Behavior

Emotions

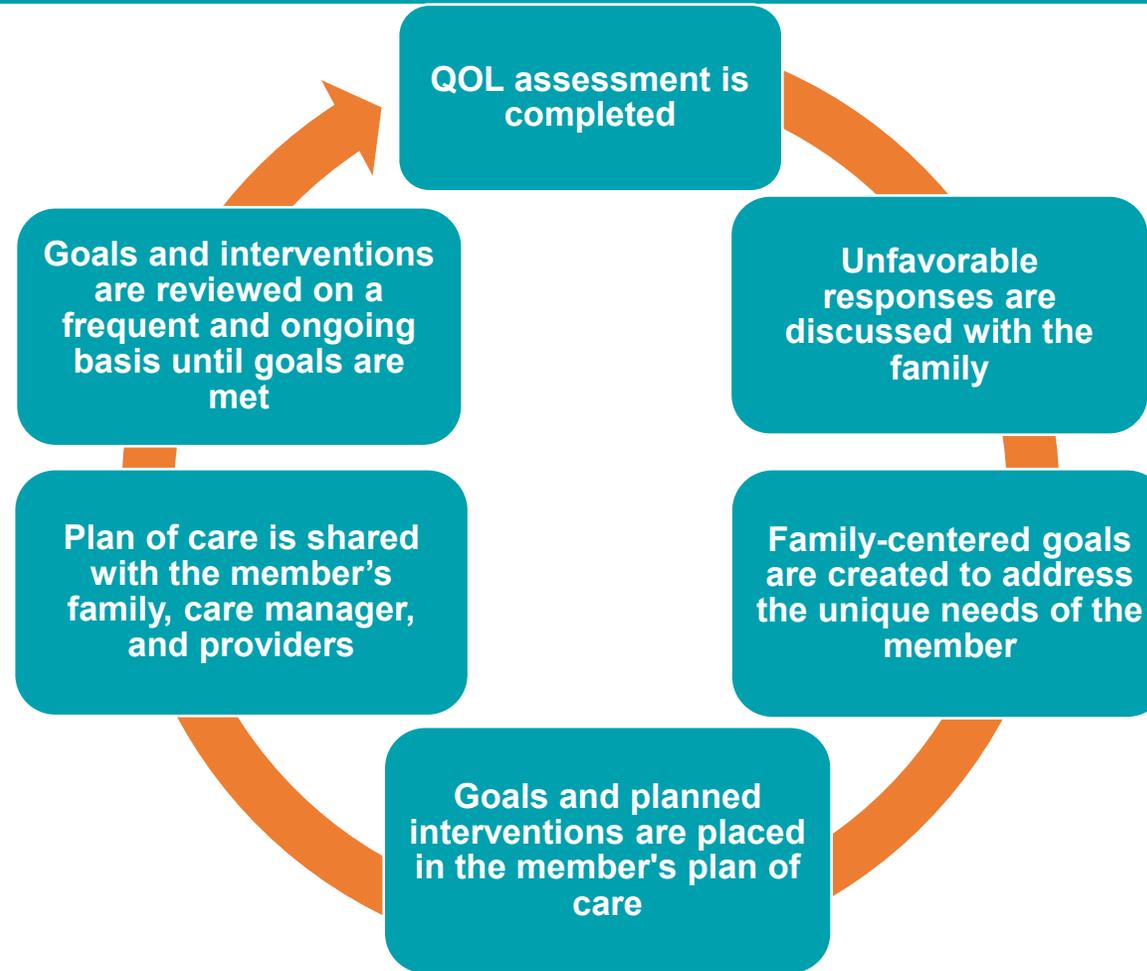
Pain

Friendships

School

Life

Care Management Interventions



Reassessment Results 2021

General Health

- 1,599 more respondents reported health as Excellent, Very Good or Good
- 1,194 less responded Fair to Poor

Behaviors

- 3,095 more respondents reported behavior as Excellent, Very Good or Good
- 902 fewer responded Fair to Poor

Emotions

- 846 more respondents reported they did not act bothered or upset during previous 4 weeks
- 272 less reported that they acted bothered or upset “all the time” during previous 4 weeks

Pain

- 3,073 more respondents reported no bodily pain or discomfort during previous 4 weeks
- 87 less reported pain as Very Severe

Friendships

- 2,156 more respondents reported they were Very or Somewhat Satisfied with friendships
- 63 less responded Somewhat or Very Dissatisfied

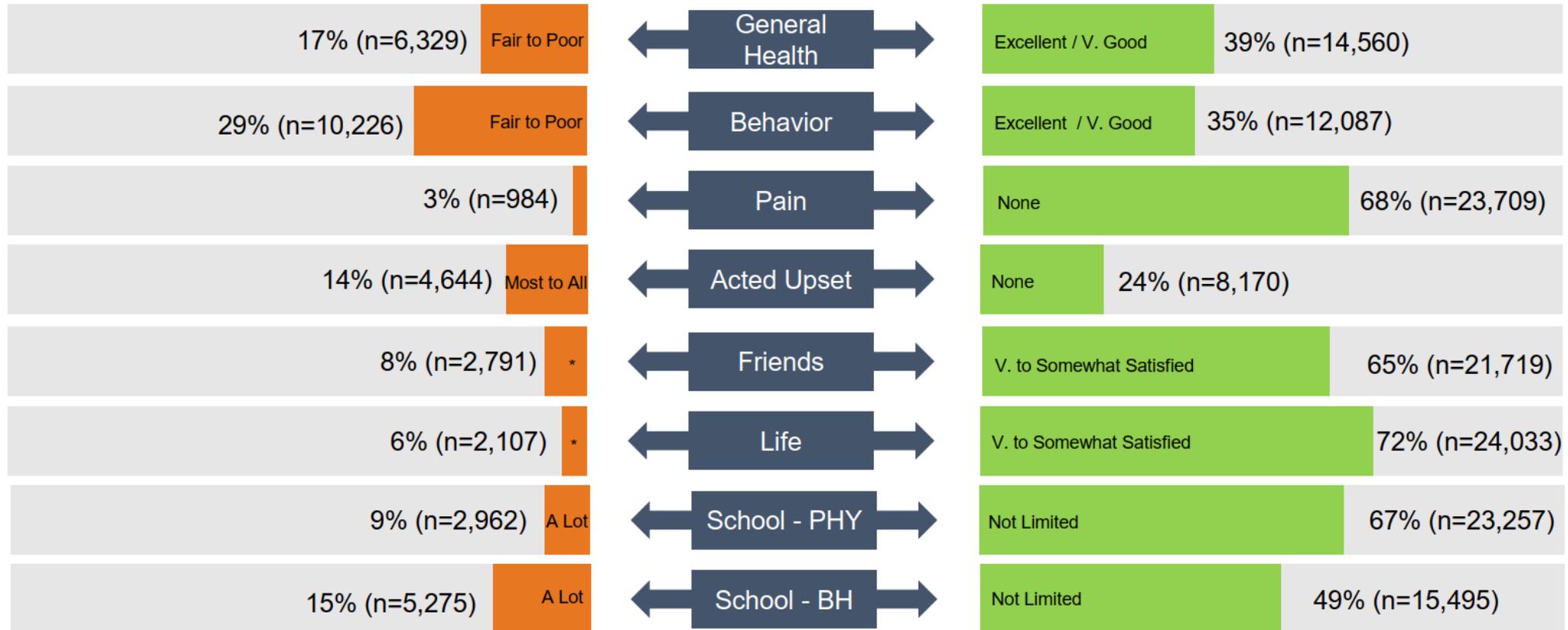
School

- Fewer respondents reported they had limitations with schoolwork or activities with friends due to physical or behavioral health

Life

- 2,747 more respondents reported they were Very or Somewhat Satisfied with life
- 100 less responded Somewhat or Very Dissatisfied

Reassessment Results 2021



* Somewhat to V. Dissatisfied

Future Opportunities

- Data analysis to evaluate trends to inform programming and policy enhancements.
 - Established a Quality-of-Life Taskforce
 - Findings can identify and guide quality improvement projects
- Continue to research and evaluate available tools that measure quality of life and related experience for the member and their family.
- Evaluate family experiences questions to overlay family quality of life with member quality of life findings.
- Seek family feedback and input on tools.
- Communicate our experience and successes for other child health programs to consider and replicate.

Contacts

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