

# THE UPDATE



## CCNC's 2017 quality report documents cost control and high quality standards

The latest annual quality report reveals that utilization of inpatient services is 28% below expected levels and emergency room visits are 8.4% below expected levels for CCNC's enrolled Medicaid population.

When it comes to managing chronic conditions, CCNC's care management program continues to perform exceptionally well. Clinical measures for several chronic conditions, including diabetes and hypertension, exceed five of six national HEDIS benchmarks, which are key metrics for evaluating managed care organizations.

The program also effectively controls costs for its enrolled population. Total Medicaid spending per member monthly (\$172.72) remains below expected levels and below Fiscal Year 2014 levels.

"It is gratifying to confirm that we are making a real difference in both the cost and quality of healthcare in North Carolina," said L. Allen Dobson, Jr. MD. "It validates the importance of clinician-led community collaboration in producing a high-performing system of primary care. I would like to comment the thousands of clinicians who work with CCNC daily for their efforts, and to applaud the hard work of our own staff in making these gains possible."

CCNC's program also performs better than the HEDIS average on metabolic monitoring for children and adolescents taking antidepressant medications in the acute treatment phase.

North Carolina  
Community Care  
Networks, Inc.



FY 2017  
Annual Quality  
Report

To read the quality report in its entirety,

**Click here**

or go to:  
<http://bit.ly/ccnc-quality-report-2017>

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## Marcelletta Miles honored with NCNA award

The North Carolina Nurses Association recognized Marcelletta Miles, RN, MBA, ACC, and Chief of Operations with AccessCare with the "Caring for Each Other" award at the NCNA Annual Convention in Cary, North Carolina in September.

"From the perspective of nurses helping people realize self-care and how it not only impacts their health but also the health of the people around them, it really meant a lot that my colleagues nominated me for this award," says Miles. "Caring for each other is important for all healthcare providers in general to put into practice."

Miles is one of three winners recognized by the NCNA, which encourages and acknowledges nurses who meet and exceed benchmarks – caring for others, caring for each other, and caring for ourselves.

## Remembering Dr. Harold Pollard

Known for decades of delivering babies, dedication to his patients, and for helping bring professional tennis tournaments to Winston-Salem, Dr. Harold Pollard's legacy of passion and care will be remembered.

Pollard, who was a member of CCNC's board and died in November at the age of 69 from a stroke, and is survived by his wife and three children.



"Every time I would play tennis with him, we would walk up and run into women who were patients of his, and it was wonderful to behold how they all revered him," longtime friend Gray Smith told the Winston-Salem Journal. "The loss to our community is immeasurable. In my humble opinion he was easily our finest citizen."

Read more about Pollard at <http://bit.ly/remembering-harold-pollard>.

## CCPGM gives back to local community

The Outreach Department at Community Care Partners of Greater Mecklenburg recently volunteered at Charlotte's Crisis Assistance Ministry, a non-profit that helps prevent homelessness and offers support for Charlotte's working poor.

CCPGM staff built IKEA dressers for people getting back on their feet.



# CCNC's Pregnancy Medical Home program is improving maternal health

WRAL recently featured CCNC's Pregnancy Medical Home program in an article about maternal mortality rates in North Carolina. The article, published last month, features a care manager who discussed how CCNC's statewide program uses new technology to identify and prioritize care for mothers most at risk.

Joyce Jiggets is one of over 400 pregnancy care managers across North Carolina who works closely with pregnant women with Medicaid coverage affected by multiple health conditions, psychosocial risk factors, and who may face challenges in accessing the prenatal care they need.

Kate Berrien, Vice President of Clinical Programs at CCNC, says the program – which pairs a pregnancy care manager with a high-risk pregnant woman – focuses on reducing poor birth outcomes, such as preterm birth and low birth weight, and decreasing primary C-section rates.

While the primary focus of the Pregnancy Medical Home model is on improved infant health through preterm birth prevention, this program also has important influence on maternal health. For example, helping a pregnant woman quit smoking or manage her hypertension benefits her own long-term health in addition to reducing the risk of a poor birth outcome.

"The way you keep babies healthier is to keep moms healthier, and when you keep moms healthier, the risk

of pregnancy-associated mortality and other serious maternal complications decrease," says Berrien.

Pregnancy Medical Home is the largest publicly funded program for pregnant women in North Carolina.

"It can be a challenge to measure the effect our program is having on maternal health," Berrien says. "But I can say that we help thousands of low income women through our Pregnancy Medical Home program achieve safer pregnancies and better long-term health."

**Click here to read the story**

or go to <http://bit.ly/reduce-maternal-mortality-ccnc>



**JOYCE JIGGETTS**  
RN, DUKE PERINATAL CLINIC

## Naloxone program saves lives in High Point, NC

Efforts by CCNC and other partners to combat opioid abuse is helping to prevent tragedies. High Point Fox affiliate WGHP-TV Fox News interviews Chronic Pain Initiative Coordinator Jeff Pruett for details on local opioid efforts.

**Click here to read the story**

or go to <http://bit.ly/naloxone-high-point-nc>

## New leadership at health foundation

Anne Thomas was named the permanent president/CEO in October of The Foundation for Health Leadership & Innovation, an organization that builds programs and partnerships to improve whole-person health, after serving as the Foundation's interim CEO since June.

Thomas is also a founding partner of the consulting firm Praxis Partners for Health, and has worked with CCNC and Project Lazarus to assist communities in developing and sustaining grassroots coalitions to address prescription opioid misuse and manage chronic pain effectively.

"We are fortunate that Anne was interested in the position long term," says Steve Cline, the Foundation's Board Chair and Senior Vice President for Strategic Partnerships at CCNC. "She has the knowledge of NC local communities, the proven skills to lead an organization, and an impressive track record of implementing innovative programs that improve health. The Foundation has a bright future with Anne Thomas as the President and CEO."

Read the press release here: <http://bit.ly/anne-thomas-press-release>.



# Sickle Cell program lauded for innovation, cited in Care Management publication

CCNC's Sickle Cell Disease Initiative began to help find solutions in 2013 after learning that patients were unable to visit their primary care physicians and hematologists regularly due to lack of insurance, distance to specialty practices, and having limited local resources. Debbie Murray, Manager of Telephonic Support Programs at CCNC, says the program is responsible for improving patient engagement across the sickle cell population in North Carolina.

By enhancing co-management between hospitals, physicians, care managers, and public health programs, CCNC's Sickle Cell Disease Initiative reduces repeated and costly emergency department visits and hospitalizations.

CCNC developed an algorithm that helps hospitals identify the reasons sickle cell patients are in the emergency department and what they need. CCNC's call center staff coordinate patient care by making

appropriate referrals to care managers, health coaches, sickle cell program educator counselors, and primary care physicians.

"Last year, we had teams from hospitals across the nation that came to find out how CCNC is doing this," Murray told AHC Media last month. "Most states don't have a CCNC or networks that extend across the state, so the key is to figure out how they can replicate it using the resources they have."

CCNC's program won an award for innovation at the North Carolina chapter of the American Case Management Association (ACMA) earlier this year, and was also featured in an article in the November issue of Case Management Advisor.

***Click here to read the publication***

or go to: <http://bit.ly/ccnc-expands-sickle-cell>

## CCNC helps patients avoid hospital readmissions

WUNC-FM recently broadcast a story about reducing hospital readmissions and the importance of managing social determinants of health in addition to their medical conditions.

CCNC Care Manager Ben MacDonald and Advanced Practice Paramedical Brandon Utley discuss how they collaborate to help keep patients healthy and out of the hospital. The featured patient works with CCNC on ER utilization.

Read (or listen) to the full story here:  
<http://bit.ly/stay-out-wunc>

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Brandon Utley (left) and Ben MacDonald (right)  
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