

Providing CHIP and Medicaid services to Tarrant, Denton, Parker, Wise, Hood and Johnson

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What is Population Health Management?

When we use the word "health" in a topic, people might think, "I go to the doctor and get a checkup, treatment, or medicine for my health.

Population Health is a focus on the health outcomes of groups of people with similar needs or issues that affect their health.

Identifying the Population

It's going to take more than policies and procedures to tackle this giant! We encourage our Members to participate in Health Risk Assessments, looking for resources in Findhelp.org, and complete the Protocol for Responding to and Assessing Patient Assets, Risks and Experiences (PRAPARE) questionnaire. Some of the topics include housing, safety, food insecurity (and many more). We also pull information from our claims data to obtain high utilizers of services.

Identifying the Issues

Analytics is one way to better understand Population Health. At Cook Children's Health Plan, using the data sources we described above, we identify categories in large and small areas of the population. These categories are referred to as Social Determinants of Health (SDoH). Because these categories are so broad we need to take a deeper dive to understand what major problem(s) affect the population.

We also must take into account the resources that are available or not available to the population. Are we aware of the Member's ability to understand compliance and their behavior (i.e. a diabetic eating food high in sugar)? We need to bear in mind the rippling effect from one category to another (i.e. poor transportation makes the employee arrive late for work which gives the Member loss wages that effect paying bills, buying food, etc.). It's not just the issues that affect the child. Parents or guardians can become uncomfortable and fearful when discussing topics that they find uncomfortable (custody, safety, mental health).

Building Trust

Our society is based on technology. Data can tell us a lot about the population but it will not provide trust. Trust is built between people, and one way to do this is by providing the right environment. We approach our Members with the use of permission such as:

- “Is this a good time to talk?”
- “Can you tell me more about what you need?”
- “Can I refer you to a case manager that can provide you with assistance for...?”
- “Do you understand why we provide a survey?”

When you answer the “Why”, and explain the “How” it promotes a safe environment and trust, but this takes time.

Cook Children’s Health Plan’s Population Health Team

The Population Health team has been in operation since 2020. The team operates under Director, Kathy Schwab, MSN, RN, PNP and Manager, Jean Alvarez, BSN, RN. The team consists of one Registered Nurse Case Manager for High Risk Diabetes, two Registered Nurse Case Managers for High Risk Asthma, two Registered Nurse Case Managers and one Care Coordinator for High Risk Maternity.

Making a Referral

The Population Health team can assist you with care coordination needs. Members are more willing to follow through with a Case Manager if the Provider initiates a conversation with them. Some of reasons we receive referrals are:

- A chronic condition that is not well controlled
- The Member is at High Risk for complications without intervention
- High Utilization of an Emergency Room
- Exhibits a history of no-shows to the office appointments (at least three)
- Non-compliance with medications
- Requires assistance with access to medical care (specialists, therapies, DME, etc.)

Three ways to send a referral:

- If you have access to the Secure Provider Portal, we ask that you complete the referral by submitting a Customer Service Request
 - Log in to the Secure Provider Portal, from the homepage click Customer Service, select the topic: Link-Referral to STAR/CHIP Care Management and Population

- Cook Children's Health System Providers can submit the referral through EPIC via the In Basket to CCHP CM Management
- Providers may also send an email to CCHPStarChipCM@cookchildrens.org

Please include the reason for the referral (what concerns are you seeing, what does the Member need assistance with), as well as any other important information that you feel is relevant.

Plan to attend a Population Health Provider Training Webinar!

Visit the [Provider Relations page](#) located on our website cookchp.org to view our [provider training webinar schedule](#) and register for an upcoming webinar.

Contact Us

For questions, or assistance please contact us at the following email:
CCHPStarChipCM@cookchildrens.org.