



The Performance Measures Technical Workgroup analyzed performance measures across programs for children and youth with special health care needs (CYSHCN). The programs included 1115 Waiver California Children's Services (CCS) Demonstration Project, CCS Program, and the Title V Federal Block Grant. The goal was to align and standardize performance measures across CYSHCN programs. The Whole-Child Model (WCM) performance measures categories are Access to Care, Care Coordination, Family Participation, Quality of Care, and Transition Services.

Access to Care

1. Percentage of CYSHCN 1 – 20 years of age who had a visit with a primary care physician (PCP) during the reporting period
 - Numerator: Number of unique children, within the defined age range, with CCS-eligible medical conditions, who had a visit with a PCP during the reporting period
 - Denominator: All unique children, within the defined age range, with CCS-eligible medical conditions during the reporting period
2. Percentage of CYSHCN 12 – 20 years of age screened for clinical depression, and if positive, has a follow-up plan documented on the date of the positive screen
 - Numerator: Number of unique CCS children screened for clinical depression on the date of the encounter using an age-appropriate standardized tool AND, if positive, a follow-up plan is documented on the date of the positive screen
 - Denominator: Number of unique children 12 – 20 years of age with CCS medical conditions
3. Utilization of out-patient (OP), pharmacy, and mild/moderate mental health services
 - Numerator: Number of:
 - OP visits
 - Prescriptions
 - Mild to moderate mental health visits
 - Denominator: 1,000 member months

Care Coordination

1. Percentage of CYSHCN with select conditions who have a documented special care center (SCC) visit within 90-days of referral
 - Numerator: Number of unique CCS children with select conditions who have an initial visit with a SCC within 90days of a CCS Program (State or County) receiving a service authorization request (SAR) to a SCC
 - Denominator: Number of unique CCS children with an initial SAR to a SCC



2. The number of acute inpatient stays that were followed by an unplanned acute readmission for any diagnosis within 30-days, and had a predicted probability of an acute readmission for CCS children <21 years of age
 - Numerator: Number of unique CCS children with at least one acute readmission for any diagnosis within 30-days of the index discharge date
 - Denominator: All acute inpatient discharges for unique CCS children <21 years of age, as of the index discharge date, who had one or more discharges on or between January 1 – December 1 of the measurement year
3. Utilization of emergency room (ER) visits and inpatient (IP) services for CYSHCN
 - Numerator: Number of:
 - ER visits
 - ER visits with an IP admission
 - IP admission
 - Denominator: 1,000 member months
4. Percentage of CYSHCN discharged from a hospital who had at least 1 follow-up contact or visit within 28 days post-discharge
 - Numerator: Number of unique CCS children with at least 1 follow-up visit within 28 days post-discharge
 - Denominator: Total number of unique CCS children discharged from a hospital

Family Participation (Family-Centered Care)

1. Criteria that documents family participation in the CCS program:
 - Family satisfaction through survey, group discussion, or individual consultation
 - Family participation on advisory committee/task forces
 - Family participation in SCC team and/or transition plan
 - Family advocates with CYSHCN expertise
2. Number of completed informational trainings for increasing awareness and participation in activities that engage families
 - Numerator: Number of completed trainings
 - Denominator: Number of scheduled trainings



Quality of Care

1. Percentage of CYSHCN at 2 years of age who had appropriate childhood immunizations
 - Numerator: Number of unique CCS children who had certain immunizations by their second birthday
 - Denominator: Number of unique CCS children at 2 years of age with CCS medical condition(s)
2. Percentage of CYSHCN with type 1 or type 2 diabetes mellitus who had a most recent hemoglobin A1c (HbA1c) > 8 %
 - Numerator: Number of unique CCS children from the denominator whose most recent hemoglobin A1c level during the measurement year is > 8 %
 - Denominator: Number of unique CCS children <21 years with CCS-eligible medical conditions with a diagnosis of type 1 or type 2 diabetes mellitus during the measurement year

Transition Services

1. CYSHCN 14+ years of age who are expected to have chronic health conditions that will extend past their 21st birthday will have biannual review for long-term transition planning to adulthood
 - Numerator: Number of 14+ years unique CCS children charts containing a Transition Planning Checklist within the past 12-months
 - Denominator: Number of 14+ years unique CCS children charts with at least one condition that requires a transition plan