Patient Engagement Dashboard: MIIS Priority

The Maternal-Infant Impactability Score (MIIS) Priority measure is based on the member’s initial priority date. Priority dates occurring before the current report month will have 30 days of runout and will count in the previous month’s rate. For example, if the member first became a priority on July 31st, then this member can still affect the July rate until August 30th (30 days after July 31st).

This dashboard can be found using the following path:

OneLogin → CareImpact → CareImpact for OBCM and CC4C → Patient Engagement Dashboard → MIIS Priority

Use Case 1:

Review MIIS Patient Engagement Rates for a specific county (or Primary Care Manager) and time frame.

1. Select the MIIS Priority tab.

2. Review rates for a specific county (or counties):
   a. Click “County of Residence” from the dropdown list to the far right of the documentation icons (the default is ALL counties).
   b. Select the county(ies) of interest by de-selecting “All,” and then only selecting the county(ies) of interest.

3. Click “Apply” at the bottom of the selection window and view the resulting data.
Data can also be filtered by the assigned Primary Care Manager. Complete steps 1-3 in the “Primary Care Manager” box.

1. Select “MIIS Priority Month” in the drop-down to the far right of the bar graph. (NOTE: Default is the current month.) Use the “New Maternal-Infant Impactability Score (MIIS) Priority Referrals” graph to review rates for a specific month.

A member is considered “Engaged,” if the member:

1. is in a documented, completed patient centered interaction (a phone call or face-to-face encounter) that has been completed seven days prior to when the patient became priority or within 30 days after the first priority date.
2. has an OB Episode Status of “Managed” or “Monitored” with a care plan started or updated (based on when the member signed the care plan) within seven days prior to when the patient became priority or within 30 days after the initial priority date.
3. has an Engagement Level of High, Medium, or Low.
2. A line graph also generates, which will allow the county to compare their priority referral rates to the state average.

![New Maternal-Infant Impactability Score (MIIS) Priority Referrals - Monthly Trend](image)

**Use Case II:**
Review New Maternal-Infant Impactability Score (MIIS) Priority – Current Opportunities by County

🌟 If any of the “Engaged” components from the graph above are missing, then those members will appear on this Current Opportunities list.

1. The **MIIS Priority – Current Opportunities** list is located below the MIIS Priority graphs within the **Patient Engagement: MIIS Priority tab**.

2. Select “County of Residence” in the top right corner of the dashboard. De-select “All” to remove all the counties, then select the county(ies) of interest.
3. Once the county(ies) selection has been made, review members designated as “Current Opportunities.” These members have a priority MIIS of 200 or greater, and they have been identified as needing care management. Special attention should be given to this list as it indicates these members are currently impactable, but outreach and/or documentation has not been completed.

Elements of the Current Opportunities list to review include:

- Members on this list are priority, so they should not have an “Ineligible” OB Episode Status.
- If a member lacks a heavy, medium or low Engagement Level in VirtualHealth, then the “HML Engagement Level” column will read “No.” Review the member’s record.
- If the member has a “Pending” or “Referred” Current OB Episode Status, then review the length of time between the member’s initial priority identification date and any attempted or completed interactions. Determine next outreach steps based on these attempted/completed interactions.
- If the patient is in an “Intermittent” Engagement Level, then review the patient’s record to identify if this is the correct level. For example, the member’s engagement in additional care management services (such as Nurse Family Partnership) would make an Engagement Level of “Intermittent” appropriate. If the Engagement Level is determined to be misaligned with the member’s care management needs and MIIS, then the Engagement Level should be corrected, and care management services provided based upon programmatic expectations.

Review “First Interaction Attempt Date” column:

- If the “First Interaction Attempt Date” is “null,” then the member has not been engaged in services. Review the member’s record to determine if timely attempts to engage the member have been made. If timely attempts have not been made, then the care manager should prioritize engaging this member into care management services.

Review “First Interaction Complete Date” column:

- If the “First Interaction Complete Date” is “null,” then the member has not been engaged in care management services; however, engagement may have been attempted. Review the member’s record to determine if timely attempts to engage the member have been made. If timely engagement into care management has not been made, then the care manager should prioritize engaging this member into care management services.

Review “Care Plan Updated Date” column:

- If “Care Plan Updated Date” is “null,” then a member has not agreed to work towards and/or signed a care plan. Review the member’s record. If a Comprehensive Needs Assessment-OB and care management interactions have been completed with the member, then review the care plan to ensure both the care manager and the member signed it. If the member has not been engaged in care management services, then the care manager should prioritize engaging this member into care management services, and the care manager should work with the member to develop an appropriate member-centered goal based upon the Comprehensive Needs Assessment-OB.

Review “Primary Care Manager” and “Pregnancy Care Manager” Name columns:

- If the “Primary Care Manager” and/or “Pregnancy Care Manager” is “null,” then the care manager has not assigned her/himself to the member’s care team. Review the member’s record and ensure both a Primary and Pregnancy Care Manager are included in the member’s care team.