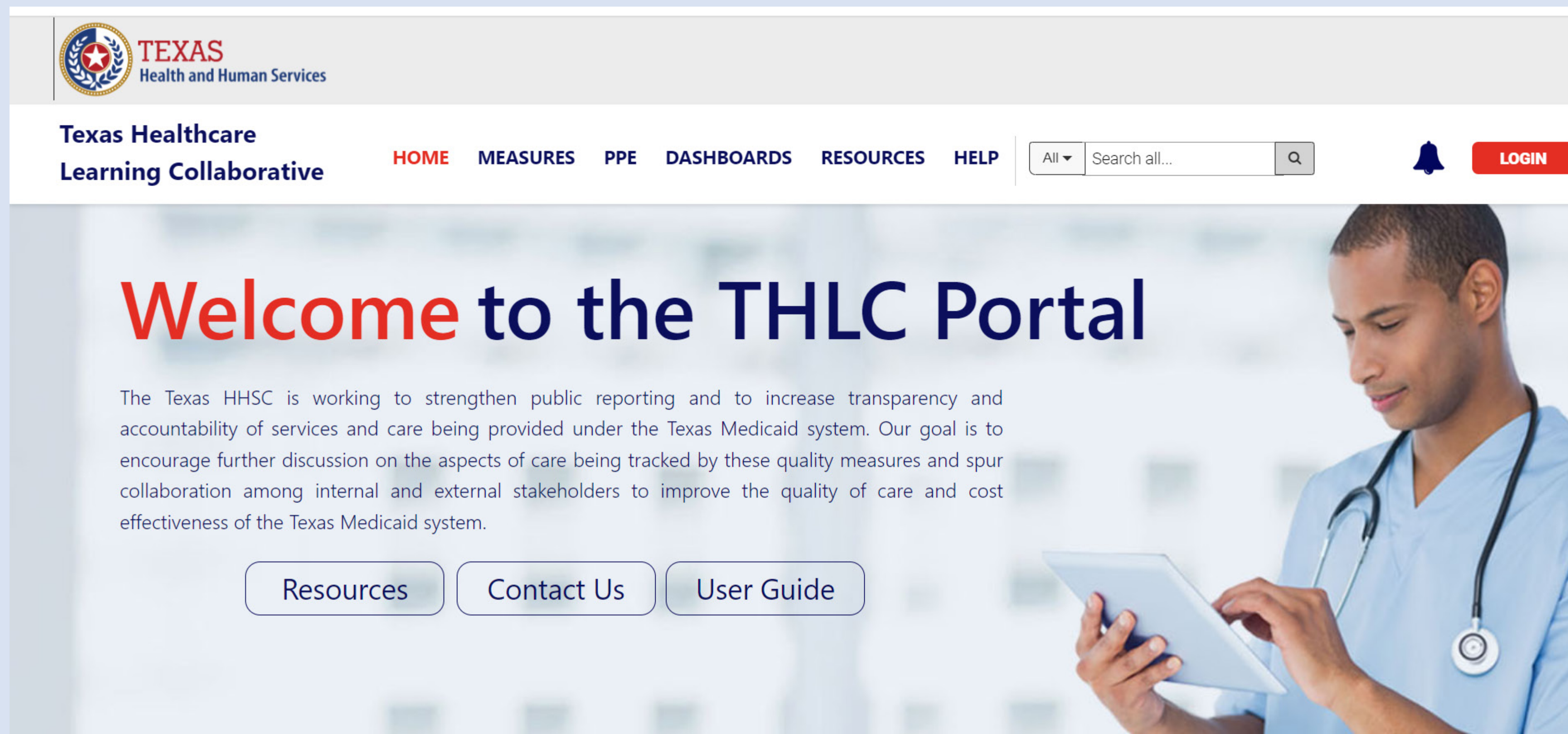# Interactive Data Website Used to Improve Healthcare Quality in Texas Medicaid

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Background

The Texas Healthcare Learning Collaborative (THLC) Portal is a secure web portal developed for Texas Medicaid and its Managed Care Organizations (MCOs), Dental Maintenance Organizations (DMOs), and other stakeholders to track performance data on Medical and Dental Quality of Care. The THLC Portal is publicly available and designed to provide information for quality-improvement purposes.
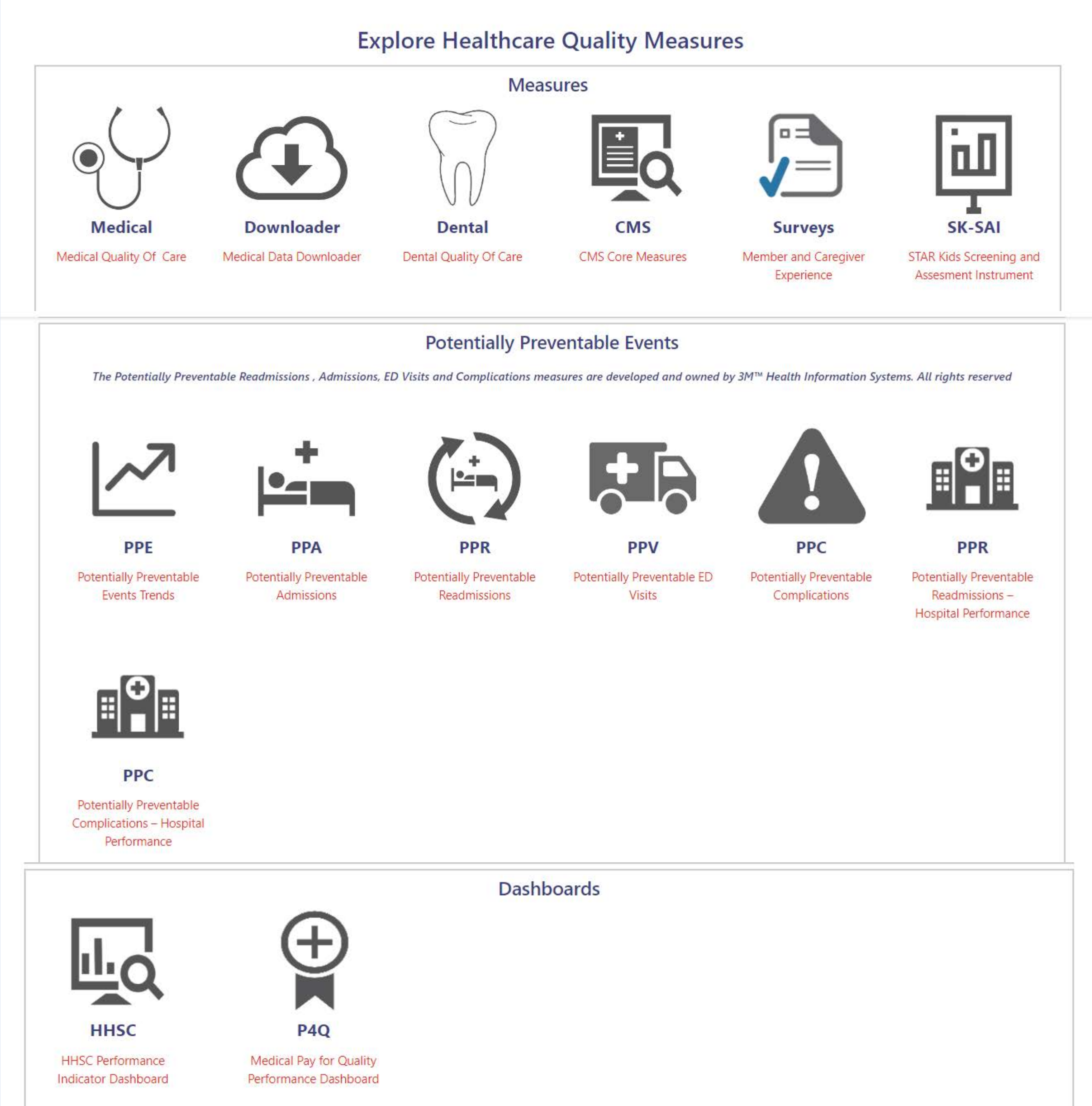
https://thlcportal.com

Content

The homepage includes categories of measures as well as various ways to view managed care performance. Once a category is selected, users can view interactive representations of healthcare quality data. Measures tracked include:
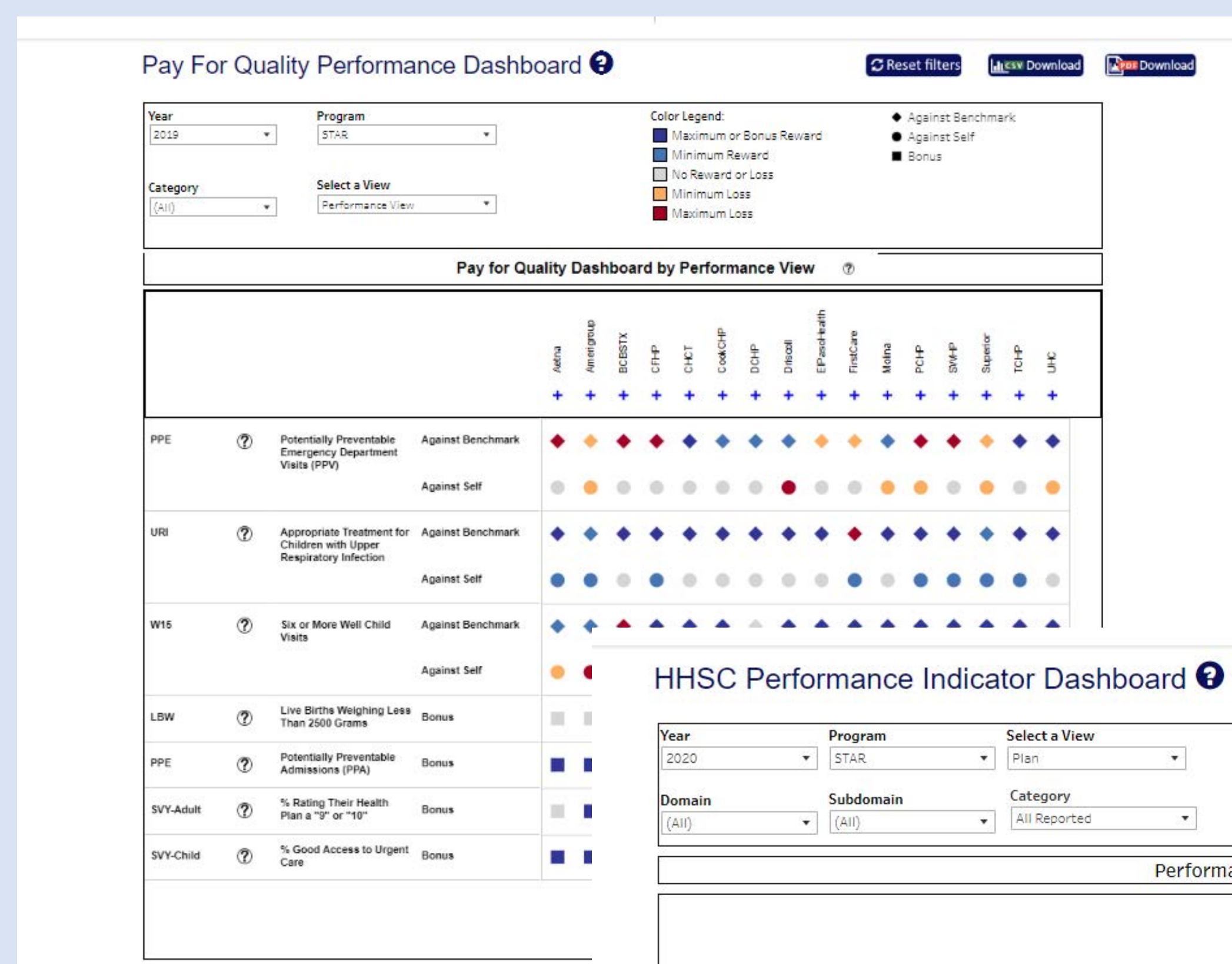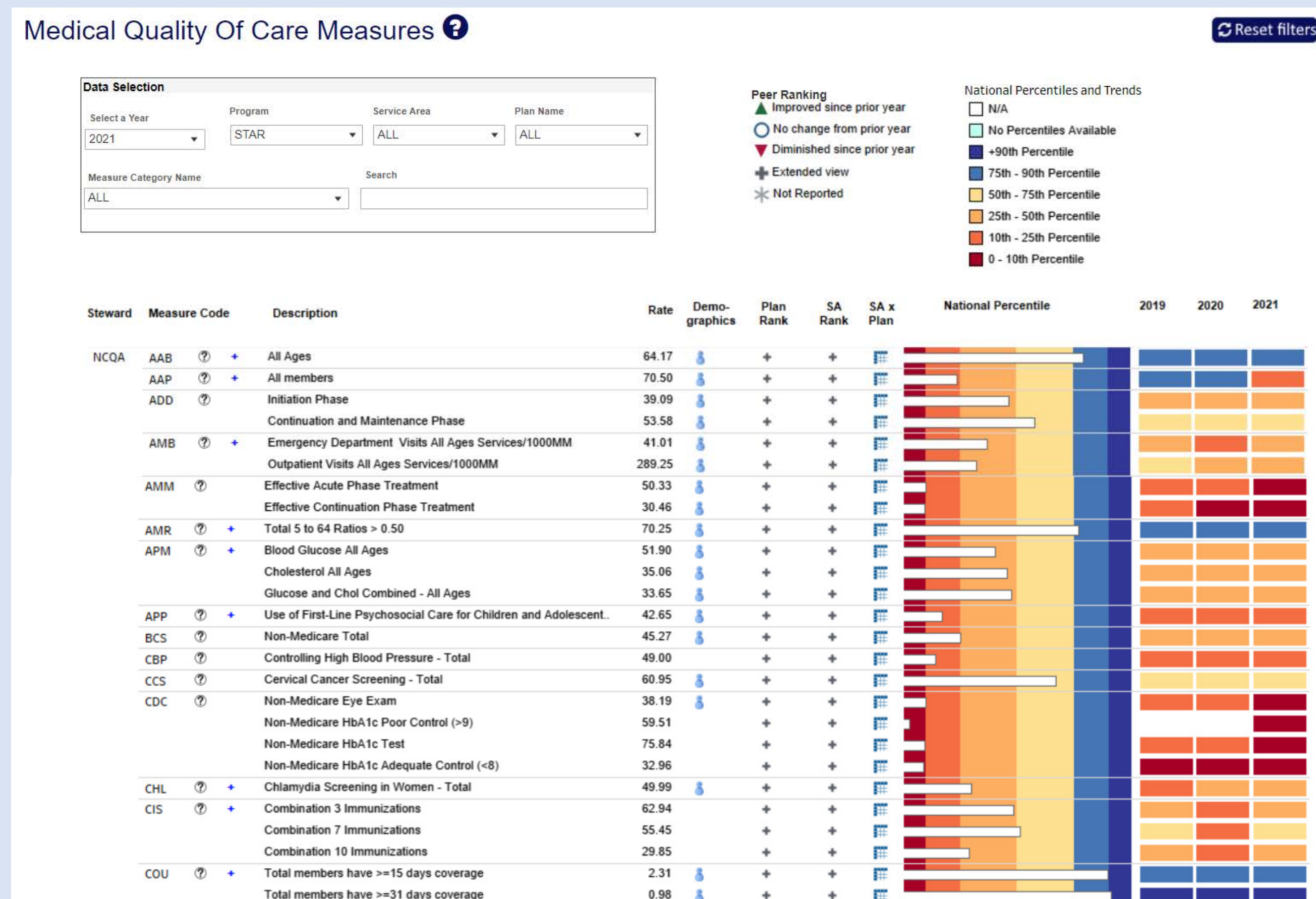
- CMS Adult and Child Core Measures
- Healthcare Effectiveness Data and Information Set (HEDIS)
- Consumer Assessment of Healthcare Providers and Systems (CAHPS)
- 3M Potentially Preventable Events (PPEs)
- Dental Quality Alliance (DQA)
- State-developed measures

Texas contracts with its External Quality Review Organization (EQRO), the University of Florida Institute for Child Health Policy (ICHP), for the design, administration, and updates to the THLC portal.
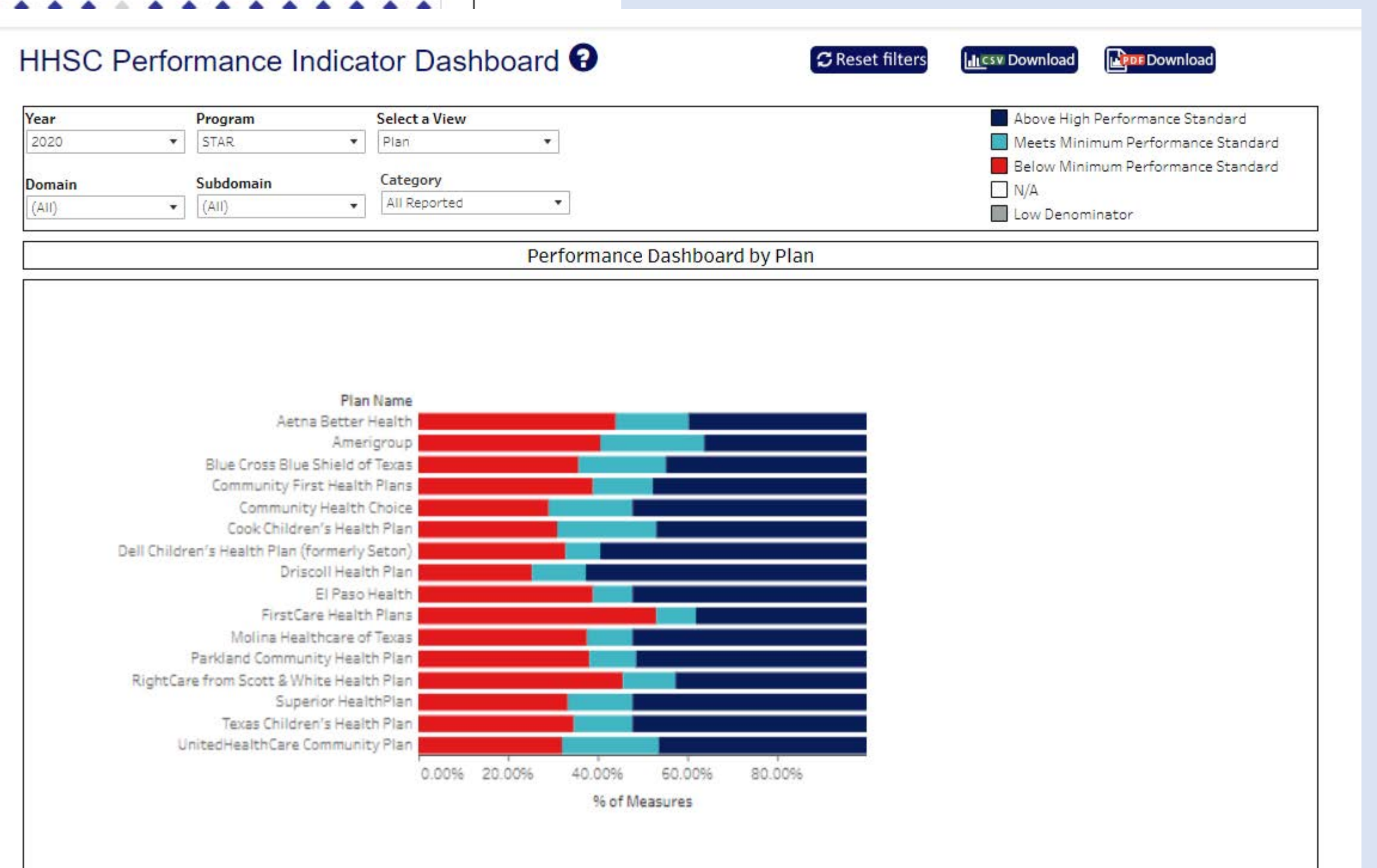

Function

Texas Medicaid uses the THLC portal to evaluate the quality of its programs and identify focus areas for quality improvement initiatives. Data on the THLC portal can be trended, compared, and filtered by Medicaid program, MCO, service area, and demographics. Measure rates are compared to national percentiles when available. Data can also be downloaded for additional analysis. MCOs and DMOs can use the THLC portal to track their own performance relative to their peers.

Texas Medicaid has developed specific dashboards to communicate MCO performance on state-led quality improvement initiatives.

Example

Using a visualization from the THLC portal, one can quickly see that three service areas (Lubbock, the western rural service area, and Nueces) are having a harder time with the avoidance of antibiotics for treating bronchitis. This information can help us identify root causes and enhance interventions to reduce geographic disparities.