

Health Plan of Nevada

2020 Quality Improvement Workplan

for Commercial Members

Health Plan of Nevada prepares a workplan each year that shows the quality projects that are in place. Health Plan of Nevada's *2020 Quality Improvement Workplan* spotlights projects that help maintain the quality of health care and services for health plan members.

Key Focus Areas in the 2020 *Quality Improvement Workplan*:

- Adult Health
- Child and Adolescent Health
- Women's Health
- Management of Chronic Conditions
- Behavioral Health and Substance Abuse
- Customer Service
- Member Satisfaction
- Patient Safety
- Access & Availability

**Health Plan of Nevada
2020 Quality Improvement Workplan**

Project Name	Key Objectives/Activities
Adult Health	
Colorectal Cancer Screening	Continue to improve the colorectal screening rate for members aged 50 to 75 years old.
Adult BMI Assessment	Improve the documentation of BMI assessment at outpatient visits in adults' aged 18 to 74 years old.
Child and Adolescent Health	
Children & Adolescent Access to Primary Care Practitioners	Improve the number of children & adolescents ages 1-19 years old who had a PCP visit.
Well-Child Visits	Improve the rates of well child visits and well care for children and teens.
Women's Health	
Breast Cancer Screening	Improve the breast cancer screening (e.g., mammogram) rate for women aged 50 to 74 years old.
Management of Chronic Conditions	
Comprehensive Diabetes Care	<ul style="list-style-type: none"> • Improve care for members aged 18 to 75 years old with diabetes. • Improve the numbers of members who receive hemoglobin A1c tests, eye exams, and control their blood pressure.
Behavioral Health	
Follow-Up After Hospital Stays for Mental Health Issues	Improve follow-up care for members aged 6 years and older who were hospitalized for treatment of select mental health disorders.
Member Satisfaction	
Member Satisfaction	<ul style="list-style-type: none"> • Improve members' satisfaction with the health plan. • Look at members' satisfaction with programs designed to help them stay well including the Disease Management Program and the Case Management Program.
Patient Safety	
Patient Safety	<ul style="list-style-type: none"> • Educate health plan members about medication safety. • Monitor providers' medical records for compliance with standards and privacy laws. • Assess member satisfaction using complaints/appeals and satisfaction data to identify opportunities for improvement. • Work with health care providers to improve the discussions between health care providers and members. • Improve the coordination of care between primary providers and other providers such as hospitals, home health agencies, skilled nursing facilities and surgical centers. • Facilitate activities to increase cultural competency in all areas
Practitioner Availability	
Practitioner Availability	Ensure that health plan members have access to medical and behavioral health care providers for routine, urgent and after hours care in all service areas.