



HEALTH PLAN OF NEVADA  
A UnitedHealthcare Company

## **Improving Quality and Satisfaction for Commercial Health Plan Members: 2014**

### **Measuring Key Areas of Quality**

Health Plan of Nevada (HPN) measured many key areas of quality in 2014. To review the health plan's success, HPN collects and reports on a national set of performance measures. The performance measures are called the Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>). Health plans across the country use these different measures to look at how well a health plan is doing at improving quality for health plan members.

#### **Key Areas of Focus**

- **Adult health:**
  - Colorectal cancer screening
  - Avoiding antibiotic treatment for adults with bronchitis
  - Appropriate imaging studies for low back pain
  
- **Child and teen health:**
  - Appropriate treatment for children with upper respiratory infections
  - Appropriate testing for children with pharyngitis
  - Childhood immunizations
  
- **Chronic conditions, like asthma, chronic obstructive pulmonary disease, diabetes, heart disease and high blood pressure:**
  - Use of asthma medication for people with asthma
  - Cholesterol screening tests for people with heart issues
  - Ongoing beta blocker use for people who have had a heart attack
  - Spirometry testing for people with chronic obstructive pulmonary disease
  - Tests and exams for people with diabetes
  
- **Women's health:**
  - Breast cancer screening
  - Cervical cancer screening
  - Prenatal and postpartum care
  
- **Behavioral health:**
  - Appropriate medication use for people with depression
  - Follow-up visits after hospital stays for mental health issues

## **Progress Made in 2014: Improving Quality for Health Plan of Nevada Members**

Health Plan of Nevada showed improvements in many key HEDIS measures in 2014. The largest increases were seen in the:

- Number of adults with diabetes who received a nephropathy screening within the last year
  - Increased by 4.03 percentage points from the previous years reported rate
- Number of adults who received an LDL-C screening during the last year as part of Cholesterol Management for Individuals with Cardiovascular Conditions
  - Increased by 1.7 percentage points from the previous years reported rate
- Number of adults who maintained LDL-C control during the last year as part of Cholesterol Management for Individuals with Cardiovascular Conditions.
  - Increased by 1.21 percentage points from the previous years reported rate
- Number of adults who adequately controlled their high blood pressure (less than 140/90) over the past year
  - Increased by 17.03 percentage points from the previous years reported rate
- Number of adults who received a screening for colorectal cancer
  - Increased by 5.84 percentage points from the previous years reported rate
- Number of children age 12 to 18 years who had persistent asthma and who were appropriate medications
  - Increased by 3.3 percentage points from the previous years reported rate
- Number of adults age 19 to 50 years who had persistent asthma and who were appropriate medications
  - Increased by 4.1 percentage points from the previous years reported rate
- Number of women 50 to 74 years of age who had a mammogram to screen for breast cancer completed in the past two years
  - Increased by 7.76 percentage points from the previous years reported rate
- Number of women 21 to 64 years of age who received a cervical cancer screening
  - Increased by 9.21 percentage points from the previous years reported rate
- Number of children who received timely immunizations
  - Increased by 2.44 percentage points from the previous years reported rate
- Number of children 6 to 12 year of age who had a follow up 30 days after being prescribed ADHD medication
  - Increased by 0.57 percentage points from the previous years reported rate

Health Plan of Nevada is working to increase our rates in other areas that did not improve or change.

Focused actions are being taken to improve the number of members who:

- Are diabetic and receive an HbA1c screening, eye exam and LDL-C screening.
- Receive persistent beta-blocker treatment after a heart attack
- Have timely follow-up care with behavioral health providers after a hospitalization for a mental illness
- Receive appropriate anti-depression medication management
- Receive prenatal and postpartum care
- Receive two follow up visits after 120 days of continued ADHD medication use

## **Looking at Key Areas of Satisfaction for Health Plan Members**

Health Plan of Nevada also measures how satisfied commercial health plan members are with the health plan and the health care they have received. HPN contracts with an outside survey firm to conduct the survey.

### **Four Key Areas of Satisfaction**

- **Rating of health plan**
  - This rating looks at the percentage of members who rated the health plan as an 8, 9 or 10 on a 10 point scale.
- **Rating of all health care**
  - This rating looks at the percentage of members who rated the health care they received as an 8, 9 or 10 on a 10 point scale.
- **Getting needed care**
  - This rating looks at the percentage of members who stated that it was always or usually easy to get appointments with specialists and to get needed care, tests or treatment.
- **Getting care quickly**
  - This rating looks at three key areas. The three areas focused on how many members responding to the survey stated that:
    - 1) it was always or usually easy to get care as soon as they thought it was needed;
    - 2) it was always or usually easy to get an appointment at a doctor's office or clinic as soon as they thought it was needed; and
    - 3) it was always or usually easy to get into see the person they came to see within 15 minutes of the appointment time.

## **2014 Survey Results: Four Key Areas of Satisfaction**

In 2014, goals for improvement were set by the health plan's Quality Improvement Committee for the four key areas of satisfaction. The 2014 survey results below were then compared against these goals.

- **Rating of health plan:**
  - The goal for Health Plan of Nevada was to have 61.4 percent of health plan members rate the health plan as an 8, 9 or 10 on a 10 point scale.
  - **2014 Survey Results:** Only 52.1 percent of commercial health plan members rated the health plan as an 8, 9, or 10 on a 10 point scale. This is an increase of 0.50 percentage points from last year.
  - **The goal of 61.4 percent satisfaction was not met.**
  
- **Rating of all health care:**
  - The goal for HPN is to have 76.5 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
  - **2014 Survey Results:** 61.6 percent of commercial health plan members rated the health care they received as an 8, 9, or 10 on a 10 point scale. This is an increase of 5.5 percentage points from last year.
  - **The goal of 76.5 percent satisfaction was not met.**
  
- **Rating of getting needed care:**
  - The goal for HPN is to have 86.9 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
  - **2014 Survey Results:** 74 percent of commercial health plan members stated that it was always or usually easy to get appointments with specialists and to get care, tests, or treatment they thought were needed. This is an increase of 4.1 percentage points from last year.
  - **The goal of 86.9 percent was not met.**
  
- **Rating of getting care quickly:**
  - The goal for HPN is to have 85.9 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
  - **2014 Survey Results:** 72.8 percent of commercial health plan members stated that it was always or usually easy to get needed care, get an appointment at a doctor's office or clinic, and get into see the person they came to see within 15 minutes of the appointment time. This is an increase of 6.8 percentage points over last year.
  - **The goal of 85.9 percent was not met.**

## **Going Forward into 2015**

Health Plan of Nevada realizes that there is always room for improvement and we will continue to put into place projects that will improve the quality of health care and services for health plan members.