



## 2023 Quality Improvement Work Plan for Commercial Members

Sierra Health and Life (SHL) prepares a work plan each year that shows the quality projects that are in place. Sierra Health and Life's 2023 Quality Improvement Work Plan spotlights projects that help maintain the quality of health care and services for health plan members.

### Key Focus Areas in the 2023 Quality Improvement Work Plan

- Adult Health
- Child and Adolescent Care
- Women's Health
- Management of Chronic Conditions
- Member Satisfaction
- Patient Safety
- Access and Availability

## Sierra Health and Life 2023 Quality Improvement Work Plan

Project Name	Key Objectives/Activities
<b>Adult Health</b>	
Colorectal Cancer Screening	<ul style="list-style-type: none"> <li>• Continue to improve the colorectal cancer screening rate for members aged 45 to 75 years old.</li> </ul>
<b>Child and Adolescent Health</b>	
Childhood and Adolescent Immunizations	<ul style="list-style-type: none"> <li>• Improve the rate of vaccination for children and adolescents.</li> </ul>
Well Child Visits	<ul style="list-style-type: none"> <li>• Improve the rate of children and adolescents who obtain well child visits with a primary care physician.</li> </ul>
Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents	<ul style="list-style-type: none"> <li>• Improve assessment of BMI percentile and counseling for nutrition and physical activity.</li> </ul>
<b>Women's Health</b>	
Breast Cancer Screening	<ul style="list-style-type: none"> <li>• Improve the breast cancer screening (e.g. mammogram) rate for women aged 50 to 74 years old.</li> </ul>
Prenatal and Postpartum Care	<ul style="list-style-type: none"> <li>• Improve the frequency and rates of timely prenatal and postpartum care for women.</li> </ul>
Cervical Cancer Screening	<ul style="list-style-type: none"> <li>• Improve the cervical cancer screening (e.g. Pap smear) rate for women aged 21 to 64 years old.</li> </ul>
<b>Management of Chronic Conditions</b>	
Comprehensive Diabetes Care	<ul style="list-style-type: none"> <li>• Improve care for members aged 18 to 75 years old with diabetes.</li> <li>• Improve the number of members who receive key diabetes tests and exams. These tests and exams included hemoglobin A1c, eye exams, blood pressure monitoring and kidney disease screening and monitoring tests.</li> </ul>
Medication Management for People with Asthma	<ul style="list-style-type: none"> <li>• Improve the rate of members aged 5 to 64 years old who were identified as having persistent asthma and were dispensed appropriate medications that they remained on during the treatment period.</li> </ul>
Controlling Blood Pressure	<ul style="list-style-type: none"> <li>• Improve the rate of members aged 18 to 85 years old with a diagnosis of hypertension whose blood pressure is adequately controlled (less than 140/90).</li> </ul>
<b>Member Satisfaction</b>	
Member Satisfaction	<ul style="list-style-type: none"> <li>• Improve member satisfaction with the health plan.</li> <li>• Review member satisfaction with programs designed to help them stay well including the</li> </ul>

	Disease Management program and the Case Management program.
<b>Patient Safety</b>	
Patient Safety	<ul style="list-style-type: none"> <li>• Educate health plan members more about how to use medications safely.</li> <li>• Monitor provider medical records for compliance with standards and privacy laws.</li> <li>• Assess member satisfaction using complaints, appeals and satisfaction data to identify opportunities for improvement.</li> <li>• Work with health care providers to improve the discussions between health care providers and members.</li> <li>• Improve the coordination of care between primary providers and other providers such as hospitals, home health agencies, skilled nursing facilities and surgical centers.</li> <li>• Facilitate activities to increase cultural competency in all areas of healthcare delivery.</li> </ul>
<b>Access and Availability</b>	
Practitioner Availability	<ul style="list-style-type: none"> <li>• 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.</li> </ul>