



## **Improving Quality and Satisfaction for Commercial Health Plan Members: 2018**

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

Sierra Health and Life (SHL) measured many key areas of quality in 2018. To review the health plan's success, SHL 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
  - Adult BMI Assessment
  
- **Child and Adolescent health:**
  - Child and Adolescent access to primary care practitioners
  - Well-child visits
  
- **Chronic conditions, like asthma, diabetes, and heart disease:**
  - Comprehensive diabetes care
  
- **Women's health:**
  - Breast cancer screening
  
- **Behavioral health:**
  - Follow-up appointments after a hospitalization for mental illness

## **Progress Made in 2018: Improving Quality for Health Plan of Nevada Members**

Sierra Health and Life showed improvements in many key HEDIS measures in 2018. The largest increases were seen in the:

- Number of Immunization for Adolescents (Meningococcal) within the last year.
  - Increased by 10.22 percentage points from the previous years reported rate.
- Number of Immunization for Adolescents (Combo 1) during the measurement period.
  - Increased by 9.97 percentage points from the previous years reported rate.
- Number of women aged 21 to 64 who were screened for cervical cancer during the measurement period.
  - Increased 3.56 percentage points from the previous years reported rate.
- Number of members who had hemoglobin A1c <8 during the measurement period.
  - Increased by 5.11 percentage points from the previous years reported rate.
- Number of adults 18-75 years with diabetes whose most recent blood pressure reading is <140/90 during the measurement period.
  - Increased by 14.36 percentage points from the previous years reported rate.

Sierra Health and Life 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:

- Childhood immunizations
- Follow up care for children and adolescents prescribed ADHD medications
- Breast cancer screening
- Prenatal and postpartum care
- Follow-up after hospitalization for mental health
- Comprehensive diabetes care

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

Sierra Health and Life also measures how satisfied commercial health plan members are with the health plan and the health care they have received. SHL 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.

## **2018 Survey Results: Four Key Areas of Satisfaction**

The 2018 survey results are listed below, goals will be tracked in subsequent years as satisfaction data is not available for years prior to 2019. The goal set by the health plan's Quality Improvement Committee is to reach the national mean in all areas.

### **▣ Rating of health plan:**

- The goal for SHL was to have 59.45 percent of health plan members rate the health plan as an 8, 9 or 10 on a 10 point scale.
- **2018 Survey Results:** 45.40 percent of commercial health plan members rated the health plan as an 8, 9, or 10 on a 10 point scale.
- **The goal of 59.45 percent satisfaction was not met.**

### **▣ Rating of all health care:**

- The goal for SHL is to have 76.84 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
- **2018 Survey Results:** 61.76 percent of commercial health plan members rated the health care they received as an 8, 9, or 10 on a 10 point scale.
- **The goal of 76.84 percent satisfaction was not met.**

### **▣ Rating of getting needed care:**

- The goal for SHL is to have 87.57 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
- **2018 Survey Results:** 79.35 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.
- **The goal of 87.57 percent was not met.**

### **▣ Rating of getting care quickly:**

- The goal for SHL is to have 85.56 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
- **2018 Survey Results:** 81.48 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.
- **The goal of 85.56 percent was not met.**

## **Going Forward into 2019**

Sierra Health and Life 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.