



HEALTH PLAN OF NEVADA  
A UnitedHealthcare Company

## **Improving Quality and Satisfaction for Medicaid Health Plan Members: 2016 Measuring Key Areas of Quality**

Health Plan of Nevada (HPN) measured many key areas of quality in 2016. 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**

- **Child and teen health:**
  - Childhood immunizations
  - Well child visits and adolescent well care
  - Access to Primary Care Practitioners
  - ADHD initiation and continuation of treatment
  - Early Preventive Services Diagnosis and Treatment (EPSDT) Analysis
- **Managing chronic conditions, like asthma and diabetes:**
  - Comprehensive Diabetes Care
- **Women's health:**
  - Frequency of ongoing prenatal care
- **Behavioral health and Substance Abuse:**
  - Follow-up appointments after hospitalization for mental illness

Note: Medicaid members may be enrolled in one of two health plans under Health Plan of Nevada - Medicaid or Nevada Check Up.

- Adults and children enrolled in HPN Medicaid receive services through the Temporary Assistance for Needy Family/Child Health Assurance Program.
- Children enrolled in Nevada Check Up receive services under the State Children's Health Insurance Program.

## **Progress Made in 2016**

### **Improving Quality for Health Plan of Nevada Members**

Health Plan of Nevada showed improvements in many HEDIS measures in 2016.

The largest increases were seen in:

- Number of children 12-24 months of age who had access to a Primary Care Physician during the last year
  - HPN Medicaid increased by 3.38 percentage points from the previous years reported rate.
  - Nevada Check Up increased by 4.78 percentage points from the previous years reported rate.
- Number of children 25 months to 6 years of age who had access to a Primary Care Physician during the last year
  - HPN Medicaid increased by 5.05 percentage points from the previous years reported rate.
  - Nevada Check Up increased by 2.35 percentage points from the previous years reported rate.
- Number of children 7 to 11 years of age who had access to a Primary Care Physician during the last year
  - HPN Medicaid increased by 3.43 percentage points from the previous years reported rate
- Number of children 12 to 19 years of age who had access to a Primary Care Physician during the last year
  - HPN Medicaid increased by 3.43 percentage points from the previous years reported rate
- Number of children 15 months old who had at least one comprehensive well-care visit during the prior year
  - HPN Medicaid increased by 2.19 percentage points from the previous years reported rate
- Number of children ages 3 to 6 years of age who had at least one comprehensive well-care visit during the prior year
  - HPN Medicaid increased by 3.68 percentage points from the previous years reported rate
- Number of adolescents ages 12 to 21 years of age who had at least one comprehensive well-care visit during the prior year
  - HPN Medicaid increased 6.57 percentage points from the previous years reported rate
- Number of children who received combination 2 immunizations consisting of: Diphtheria, Tetanus, Pertussis, Polio, Measles, Mumps, Rubella, H influenza type B, Hepatitis B, and Chicken Pox antigens.
  - HPN Medicaid increased by 4.14 percentage points from the previous years reported rate
- Number of children who received combination 3 immunizations consisting of: Diphtheria, Tetanus, Pertussis, Polio, Measles, Mumps, Rubella, H influenza type B, Hepatitis B, Chicken Pox and pneumococcal conjugate antigens.
  - HPN Medicaid increased by 4.14 percentage points from the previous years reported rate.
  - Nevada Check Up increased by 7.31 percentage points from the previous years reported rate.
- Number of children who received combination 4 immunizations consisting of: Diphtheria, Tetanus, Pertussis, Polio, Measles, Mumps, Rubella, H influenza type B, Hepatitis A, Hepatitis B, pneumococcal conjugate and Chicken Pox antigens.
  - HPN Medicaid increased by 3.89 percentage points from the previous years reported rate.
  - Nevada Check Up increased by 7.53 percentage points from the previous years reported rate.
- Number of children who received combination 5 immunizations consisting of: Diphtheria, Tetanus, Pertussis, Polio, Measles, Mumps, Rubella, H influenza type B, Hepatitis B, pneumococcal conjugate, Rotavirus and Chicken Pox antigens.
  - HPN Medicaid increased by 2.68 percentage points from the previous years reported rate.
  - Nevada Check Up increased by 13.75 percentage points from the previous years reported rate.

- Number of children who received combination 7 immunizations consisting of: Diphtheria, Tetanus, Pertussis, Polio, Measles, Mumps, Rubella, H influenza type B, Hepatitis B, pneumococcal conjugate, Rotavirus and Chicken Pox antigens.
  - HPN Medicaid increased by 2.68 percentage points from the previous years reported rate.
  - Nevada Check Up increased by 13.96 percentage points from the previous years reported rate.
- Number of adults who received a HbA1c screening test within the last year
  - HPN Medicaid increased by 1.46 percentage points from the previous years reported rate.
- Number of adults with diabetes who had either a retinal or dilated eye exam in the past year *or* a negative retinal or dilated eye exam by an eye care professional in the year prior to current year
  - HPN Medicaid increased by 0.97 percentage points from the previous year
- Number of adults with diabetes who had Nephropathy screening test done during the last two years
  - HPN Medicaid increased by 9.48 percentage points from the previous year
- Number of adolescents six years of age and older who received treatment for a mental health disorder and who had a follow-up within 7 days of discharge
  - HPN Medicaid increased by 8.02 percentage points from the previous year.
- Number of adolescents six years of age and older who received treatment for a mental health disorder and who had a follow-up within 30 days of discharge
  - HPN Medicaid increased by 2.52 percentage points from the previous year.
- Number of women who received <21 percent of expected prenatal visits (This is an inverse measure, lower rate is better)
  - HPN Medicaid decreased 2.43 percentage points from the previous years.
- Number of women who completed  $\geq 81$  percent of their expected prenatal care visits
  - HPN Medicaid increased by 0.73 percentage points from the previous year

Health Plan of Nevada is working to improve in other areas that did not improve or change. Focused actions are being taken to improve the numbers of members who:

- Receive annual dental visits;
- Receive well-child visits;
- Receive child and adolescent access to primary care practitioners;
- Receive child and adolescent immunizations;
- Receive follow up care for children prescribed ADHD medication;
- Receive weight assessment and counseling for nutrition and physical activity for children and adolescents;
- Receive Comprehensive Diabetes Care;
- Receive medication management for Asthma;
- Receive follow-up care after hospitalization for mental illness;
- Receive prenatal and postpartum care.

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

Health Plan of Nevada also measures the satisfaction of health plan members with the health plan and the health care received. In 2016, surveys were sent to adults enrolled in SmartChoice and parents of children enrolled in SmartChoice or Nevada Check Up. Health Plan of Nevada hires 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.

## **2017 Medicaid Adult Survey Results: Four Key Areas of Satisfaction**

### **HPN Medicaid Adult**

In 2017, goals for improvement were set by the health plan's Quality Improvement Committee for the key areas of satisfaction. The 2016 survey results below were then compared against these goals.

- **Rating of health plan:**
  - The goal for HPN was to have 72.41 percent of health plan members rate the health plan as an 8, 9 or 10 on a 10 point scale.
  - **2017 Survey Results:** 69.50 percent of health plan members rated the health plan as an 8, 9, or 10 on a 10 point scale.
  - **The goal of 72.41 percent satisfaction was not met.**
  
- **Rating of all health care:**
  - The goal for HPN was to have 71.38 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
  - **2017 Survey Results:** 70.43 percent of health plan members rated the health care they received as an 8, 9, or 10 on a 10 point scale.
  - **The goal of 68.54 percent satisfaction was not met.**
  
- **Getting needed care:**
  - The goal for HPN was to have 74.95 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
  - **2017 Survey Results:** 73.07 percent of 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 74.95 percent satisfaction was not met.**
  
- **Rating of getting care quickly:**
  - The goal for HPN was to have 73.99 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
  - **2017 Survey Results:** 70.35 percent of 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 73.99 percent satisfaction was not met.**

## **2017 Medicaid Adult Survey Results: Four Key Areas of Satisfaction HPN Medicaid Child**

In 2017, goals for improvement were set by the health plan's Quality Improvement Committee for the key areas of satisfaction. The 2016 survey results below were then compared against these goals.

- **Rating of health plan:**
  - The goal for HPN was to have 89.22 percent of health plan members rate the health plan as an 8, 9 or 10 on a 10 point scale.
  - **2017 Survey Results:** 89.20 percent of health plan members rated the health plan as an 8, 9, or 10 on a 10 point scale.
  - **The goal of 89.22 percent satisfaction was not met.**
  
- **Rating of all health care:**
  - The goal for HPN was to have 85.33 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
  - **2017 Survey Results:** 82.14 percent of health plan members rated the health care they received as an 8, 9, or 10 on a 10 point scale.
  - **The goal of 85.33 percent satisfaction was not met.**
  
- **Getting needed care:**
  - The goal for HPN was to have 81.32 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
  - **2017 Survey Results:** 84.34 percent of 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 81.32 percent satisfaction was met.**
  
- **Rating of getting care quickly:**
  - The goal for HPN was to have 89.54 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
  - **2017 Survey Results:** 86.11 percent of 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 89.54 percent satisfaction was not met.**

## **2017 Medicaid Child Survey Results: Four Key Areas of Satisfaction Nevada Check Up**

In 2017, goals for improvement were set by the health plan's Quality Improvement Committee for the key areas of satisfaction. The 2016 survey results below were then compared against these goals. The survey results for parents of children enrolled in Nevada Check Up are presented below.

- **Rating of health plan:**
  - The goal for Health Plan of Nevada was to have 95.88 percent of health plan members rate the health plan as an 8, 9 or 10 on a 10 point scale.
  - **2017 Survey Results:** 85.65 percent of health plan members rated the health plan as an 8, 9 or 10 on a 10 point scale.
  - **The goal of 95.88 percent satisfaction was not met.**
  
- **Rating of all health care:**
  - The goal for Health Plan of Nevada is to have 88.08 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
  - **2017 Survey Results:** 86.54 percent of health plan members rated their health care as an 8, 9 or 10 on a 10 point scale.
  - **The goal of 88.08 percent satisfaction was not met.**
  
- **Rating of getting needed care:**
  - The goal for Health Plan of Nevada is to have 81.01 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
  - **2017 Survey Results:** 79.11 percent of health plan members stated that it was always or usually easy to get appointments with specialists and to get needed care, tests or treatment.
  - **The goal of 81.01 percent was not met.**
  
- **Rating of getting care quickly:**
  - The goal for Health Plan of Nevada is to have 85.65 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
  - **2017 Survey Results:** 85.97 percent of 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 85.65 percent was met.**

### **Going Forward into 2018**

We realize that there is always room for improvement. Health Plan of Nevada continues to put into place projects that will improve the quality of health care and services for health plan members. Please contact the health plan's Quality Improvement Department at 702-242-7735 with any questions.