

Health Plan of Nevada

2017 Quality Improvement Workplan

for HPN Medicaid and Nevada Check Up Members

Health Plan of Nevada prepares a workplan each year that shows the quality projects that are in place. Health Plan of Nevada's ***2017 Quality Improvement Workplan*** spotlights projects that help maintain the quality of health care and services for health plan members.

Key Focus Areas in the 2017 *Quality Improvement Workplan*:

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

Please contact Health Plan of Nevada's Quality Improvement Department for any questions about the current quality projects at 702-242-7735.

Health Plan of Nevada 2017 Quality Improvement Workplan

Project Name	Key Objectives/Activities
Child and Teen Health	
Adolescent Immunizations	<ul style="list-style-type: none"> Improve the rate of childhood shots for children and adolescents aged 4 to 13 years old.
Childhood Immunizations	<ul style="list-style-type: none"> Improve the rate of childhood shots for children aged 2 years old.
Well Child Visits	<ul style="list-style-type: none"> Improve the rates of well child visits and well care for children and teens.
Children and Adolescent access to Primary Care Practitioners	<ul style="list-style-type: none"> Improve the number of children & adolescents ages 1-19 years old who had a PCP visit.
Weight Assessment and Counseling for Nutrition and Physical Activity for children and adolescents	<ul style="list-style-type: none"> Improve the number of members 3-17 years of age who had an outpatient visit with a PCP and had a BMI documented and received counseling on nutrition and physical activity.
Women's Health	
Prenatal & Postpartum Care	<ul style="list-style-type: none"> Improve the frequency and rates of timely prenatal and postpartum care for women.
Management of Chronic Conditions	
Childhood Asthma and Adult Asthma	<ul style="list-style-type: none"> Improve the proper asthma medication use by members who are aged 5 to 56 years old. Put in place projects that will help people with asthma better manage their health.
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 key diabetes tests and exams such as hemoglobin A1c, eye exams, and high blood pressure and kidney disease monitoring tests.
Behavioral Health	
Follow-Up After Hospital Stays for Mental Health Issues	<ul style="list-style-type: none"> Improve follow-up care for members over 6 years old who were in the hospitalized for treatment of select mental health disorders.
Member Satisfaction	
Member Satisfaction	<ul style="list-style-type: none"> Improve the numbers of health plan members who are satisfied with the health plan. Assess member satisfaction using complaints/appeals and satisfaction data to identify opportunities for improvement. Look at how satisfied health plan members are with programs designed to help them stay well including the Disease Management Program, the Case Management Program and Telephone Advice Nurse Line.
Access/Availability of Care	
Annual Dental Visit	<ul style="list-style-type: none"> Improve the percentage of members 2-20 years of age who had at least one dental visit during the measurement year.
Patient Safety	
Patient Safety	<ul style="list-style-type: none"> Educate health plan members more about how to use medications safely.

Project Name	Key Objectives/Activities
	<ul style="list-style-type: none"> • Ensure that health plan members complete their advance directives through the Southwest Medical Associates' medical group. • Monitor Providers' medical records for compliance with standards and privacy laws. • 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 of healthcare delivery.
Practitioner Availability	<ul style="list-style-type: none"> • 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.