



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

Improving Quality and Satisfaction for Health Plan Medicare Members: 2014 Measuring Key Areas of Quality

Health Plan of Nevada measured many key quality areas 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[®]). 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
 - Glaucoma screening

- **Chronic conditions, like asthma, chronic obstructive pulmonary disease, diabetes, heart disease, and high blood pressure**
 - 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
 - Osteoporosis management

- **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 some of the key HEDIS measures for Medicare Advantage members in 2014.

The largest increases were seen in the:

- Number of adults identified as diabetics and received a HbA1c screening within the last year
 - Increased by 1.7 percentage points from the previous years reported rate
- Number of adults identified as diabetics and received an LDL-C screening within the last year
 - Increased by 1.46 percentage points from the previous years reported rate
- Number of adults identified as diabetics and received a nephropathy screening within the last year
 - Increased by 0.73 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 2.43 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 5.11 percentage points from the previous years reported rate
- Number of adults with hypertension who adequately controlled their high blood pressure (less than 140/90) over the past year
 - Increased by 5.74 percentage points from the previous years reported rate
- Number of adults 50 to 75 years of age who had a screening for colorectal cancer
 - Increased by 4.79 percentage points from the previous years reported rate
- Number of adults with acute myocardial infraction who received persistent beta-blocker treatment for six months after discharge
 - Increased by 0.89 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 0.62 percentage points from the previous years reported rate
- Number of women 65 years of age or older who suffered a fracture and who had either a bone mineral density test or a prescription drug to treat or prevent osteoporosis in the six months after the fracture.
 - Increased by 14.45 percentage points from the previous years reported rate

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

- Have a diagnosis of diabetes and may have not received a retinal eye exam
- May need glaucoma screening
- May not have had timely follow-up care with behavioral health providers after a hospitalization for a mental illness
- May not have received appropriate antidepressant medication management

Looking at Key Areas of Satisfaction for Health Plan Members

HPN also measures how satisfied Medicare health plan members are with the health plan and the health care they have received. HPN 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: how many members 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.

Medicare Advantage Survey Results

- **Rating of health plan:**
 - The goal for Health Plan of Nevada was to have 85 percent of health plan members rate the health plan as an 8, 9 or 10 on a 10 point scale.
 - **2014 Survey Results:** 84 percent of health plan members rated the health plan as 8, 9, or 10 on a 10 point scale.
 - **The goal of 85 percent satisfaction was not met.**

- **Rating of all health care:**
 - The goal for HPN is to have 85 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:** 80 percent of health plan members rated the health care they received as 8, 9 or 10 on a 10 point scale.
 - **The goal of 85 percent satisfaction was not met.**

- **Rating of getting needed care:**
 - The goal for HPN is to have 85 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:** 79 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 85 percent satisfaction was not met.**

- **Rating of getting care quickly:**
 - The goal for HPN is to have 75 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:** 68 percent of health plan members stated that it was always or usually easy to get needed care.
 - **The goal of 75 percent satisfaction was not met.**

Going Forward into 2015

Going into 2015, we realize that there is always room for improvement. HPN 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 or for more details about quality improvement activities.