



HEALTH PLAN OF NEVADA  
A UnitedHealthcare Company

## **Improving Quality and Satisfaction for Health Plan Medicare Members: 2015 Measuring Key Areas of Quality**

Health Plan of Nevada measured many key quality areas in 2015. 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**

- **Women's health**
  - Cervical cancer screening
  
- **Chronic conditions, like asthma, chronic obstructive pulmonary disease, diabetes, heart disease, and high blood pressure**
  - Comprehensive Diabetes Care
  - Controlling high blood pressure
  - Ongoing beta blocker use for people who have had a heart attack
  
- **Behavioral health**
  - Follow-up visits after hospital stays for mental health issues

## **Progress Made in 2015: 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 2015.

The largest increases were seen in the:

- Number of adults identified as diabetics and received a HbA1c screening within the last year
  - Increased by 1.26 percentage points from the previous years reported rate
- Number of adults identified as diabetics with a HbA1c screening <8 within the last year
  - Decreased by 2.37 percentage points from the previous years reported rate.
- Number of adults identified as diabetics and received either a retinal or dilated eye exam by an eye care professional in the past year or a negative retinal or dilated exam in the year prior to the current year.
  - Increased by 3.8 percentage points from the previous reported rate.
- Number of adults identified as diabetics and received a nephropathy screening within the last year
  - Increased by 1.50 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 2.53 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 0.73 percentage points from the previous years reported rate
- Number of members six years of age and older who received follow-up care within 7 days following discharge from an inpatient mental health facility within the last year
  - Increased 28.29 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:

- Receive an adult BMI assessment
- Receive colorectal cancer screening
- Receive breast cancer screening
- Receive osteoporosis management
- receive 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.

## 2016 Survey Results: Four Key Areas of Satisfaction

In 2016, goals for improvement were set by the health plan's Quality Improvement Committee for the four key areas of satisfaction. The 2016 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 90 percent of health plan members rate the health plan as an 8, 9 or 10 on a 10 point scale.
  - **2016 Survey Results:** 91 percent of health plan members rated the health plan as 8, 9, or 10 on a 10 point scale.
  - **The goal of 90 percent satisfaction was met.**
  
- **Rating of all health care:**
  - The goal for HPN is to have 81 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
  - **2016 Survey Results:** 88 percent of health plan members rated the health care they received as 8, 9 or 10 on a 10 point scale.
  - **The goal of 81 percent satisfaction was met.**
  
- **Rating of getting needed care:**
  - The goal for HPN is to have 83 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
  - **2016 Survey Results:** 88 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 83 percent satisfaction was met.**
  
- **Rating of getting care quickly:**
  - The goal for HPN is to have 72 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
  - **2016 Survey Results:** 77 percent of health plan members stated that it was always or usually easy to get needed care.
  - **The goal of 72 percent satisfaction was met.**

### Going Forward into 2017

Going into 2017, 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.