

Health Plan of Nevada

2016 Quality Improvement Workplan

for Medicare Members

Health Plan of Nevada prepares a workplan each year that shows the quality projects that are in place. Health Plan of Nevada's ***2016 Quality Improvement Workplan*** spotlights projects that help maintain the quality of health care and services for health plan members.

Key Focus Areas in the *2016 Quality Improvement Workplan*:

- Adult Health
- Women's Health
- Management of Chronic Conditions
- Behavioral Health
- 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 2016 Quality Improvement Workplan

Project Name	Key Objectives/Activities
Adult Health	
Adult BMI Assessment	<ul style="list-style-type: none"> Improve the rate of members who have body mass index assessments at outpatient visits with their PCP.
Colorectal Cancer Screening	<ul style="list-style-type: none"> Improve the colorectal screening rate for members aged 50 to 75 years old.
Decrease Hospital Readmissions	<ul style="list-style-type: none"> Reduce the hospital readmission rates of Medicare members.
Women's Health	
Breast Cancer Screening	<ul style="list-style-type: none"> Improve the breast cancer screening (e.g., mammogram) rate for women aged 50 to 74 years old.
Osteoporosis Management In Women Who Had A Fracture	<ul style="list-style-type: none"> Increase bone mineral density testing or prescribing of medications to treat or prevent osteoporosis for female members aged 67 years and older who had a fracture.
Management of Chronic Conditions	
Rheumatoid Arthritis	<ul style="list-style-type: none"> Improve the percentage of members with rheumatoid arthritis who get one or more prescriptions for an anti-rheumatic drug.
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. These tests include hemoglobin A1C, eye exams, high blood pressure and kidney disease monitoring tests.
Controlling Blood Pressure	<ul style="list-style-type: none"> Improve blood pressure control for members ages 18 to 85 with high blood pressure. Put into place projects that address issues related to high blood pressure.
Behavioral Health	
Follow-Up After Hospital Stays for Mental Health Issues	<ul style="list-style-type: none"> Improve follow-up care for members aged 6 years and older who were hospitalized for treatment of select mental health disorders.
Member Satisfaction	
Member Satisfaction	<ul style="list-style-type: none"> Improve the number of health plan members who are satisfied with the health plan. Look at how satisfied health plan members are with programs designed to help them stay well including Disease Management Program, the Case Management Program and the Telephone Advice Nurse Line.
Patient Safety	
Patient Safety	<ul style="list-style-type: none"> Educate health plan members more about how to use medications safely. 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.

Project Name	Key Objectives/Activities
	<ul style="list-style-type: none"> • 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.