

The results from the 2007 quality program for Health Plan of Nevada (HPN) members are below:

### 2007 Quality Improvement Work Plan

Each year, HPN creates a Quality Improvement Work Plan. This work plan helps improve the quality of health care and services for its members. The major focus parts in the work plan are described below.

- The *Clinical Quality Improvement* part focuses on improving the quality of preventive and acute health care given to HPN members.
- The *Health (e.g., Disease) Management Program* part includes outreach to help people take care of common long term conditions. Outreach efforts are made to health plan members. Mailed reminders are sent to members with diabetes for diabetes eye exams and flu shots. Phone calls are also made to people with long term conditions at high and moderate risk for future health care needs. HPN works with network providers to help them take care of patients with long term conditions.
- *Case Management* programs are designed to spot, check, and judge how health care services are given to members in both acute and non-acute settings. The goal of Case Management is to help doctors in locating other treatment choices and to help members get health care and services.
- *Service Improvement activities* look at the quality of services given to health plan members. This part focuses on resolving member complaints and appeals by having customer service staff ready by phone and through the Web.
- *Health Promotion* puts into action Health Education and Wellness programs. Group classes and one-on-one meetings are offered to health plan members (and people in the area) on many health care topics. Topics focus on: having a baby, eating habits, diabetes, heart disease, quitting smoking, and others. Mailed reminders are sent to members. These reminders are for preventive health services, such as breast and cervical cancer screening, and childhood and adolescent shots.
- *Behavioral Health* actions help bring together medical and behavioral health issues through different programs. Focus areas are: depression after giving birth, domestic violence screening, anti-depressant drug management, and follow-up after being hospitalized for mental illness.

## Accomplishments Made by Health Plan of Nevada in 2007

- Continued Health (e.g., Disease) Management actions.
  - A team of R.N. “Health Coaches” helps people with chronic obstructive pulmonary disease, heart failure, diabetes, and pediatric asthma better take charge of these common long term conditions. Health Coaches call people to remind them to get major exams and tests. They also help people take charge of their conditions and remind them to see their primary physicians at set times.
  - Primary physicians in the health plan’s network get private quarterly profiles that list their patients who have and have not received major disease-specific tests. These lists are designed to help physicians find people who may need to come in to get major tests and exams done.
  - Improvements in clinical areas about long term conditions
  - An increased number of members with COPD, in the Reno area, received proper lung function tests in 2007.
  - There was an increase in members with COPD who received flu shots.
  - More members, in the Las Vegas area, with heart failure used proper drugs to take care of their disease. There was also an increase in members with this disease who received flu shots.
  - More numbers of members with diabetes got cholesterol screening, kidney disease monitoring tests, and eye exams in 2007. More members with diabetes also kept control of their cholesterol in 2007.
  - The number of children five to nine years old who were prescribed and used proper drugs to take charge of childhood asthma increased.
  
- Making strides to improve the health of children, adolescents and adults.
  - The number of commercial health plan adolescents who got immunizations improved in 2007.
  - More children in HPN’s commercial and Medicaid health plans got testing for sore throats from their doctors before getting a drug that kills germs or slows the growth of the germs.
  - The number of adults in HPN’s commercial and Medicare health plans who suffered a heart attack and maintained beta blocker care during 2007 increased.
  - There was a gain in the number of HPN Medicare members who got a colorectal screening exam during 2007.
  - The number of women in Senior Dimensions who received treatment for osteoporosis after a broken bone during 2007 increased.



- Maintaining high member and patient satisfaction.
  - Providers in HPN's network were recognized for high patient satisfaction over time.
  - HPN surveys its members who get health care from network providers to ask how satisfied they were with the care they received. Providers with high satisfaction scores are recognized for their success. HPN works with providers with lower scores to help increase satisfaction.
  - The commercial plan members said that they were able to talk better with their doctors.
  - The Senior Dimensions members stated a high level of satisfaction with the health plan's specialty providers. They also said that they could talk better with their doctors and were satisfied with their skill to access specialty providers.
  
- Working with network providers and members to improve quality and patient safety.
  - More health plan staff members were trained to work with non-English speaking members. A translation line is used as a back up, as needed.
  - In 2007, HPN focused on drug issues for members. Drug safety tips were posted on the HPN Web site as well as in newsletter articles for members and providers.
  
- Maintaining a High Quality Program Structure and Oversight.
  - HPN finished a successful on-site review to keep Commendable accreditation status with the National Committee for Quality Assurance.
    - Every three years HPN goes through an on-site review by the National Committee for Quality Assurance, an independent accreditation group for health plans. In 2006, HPN succeeded in maintaining Commendable accreditation status after the on-site review. HPN is scheduled for its next onsite review in 2009.
  - HPN received high ratings for its quality program in 2007 after going through a statewide Medicaid audit.
    - HPN has a Medicaid health plan. Because of this plan, HPN goes through a routine review of its quality program by the state of Nevada. This review was conducted in 2007.



HEALTH PLAN OF NEVADA  
A UnitedHealthcare Company

Assessment of  
Health Plan of Nevada's  
2007 Quality Program

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In 2008, HPN is planning and acting to keep the high quality services and health care for its health plan members. If you have questions or thoughts about the Quality Program or health plan actions, please get in touch with the HPN Quality Improvement Department at (702) 242-7064.