



HEALTH PLAN OF NEVADA

A UnitedHealthcare Company

Improving Quality and Satisfaction for Medicaid Health Plan Members: 2008

Measuring Key Areas of Quality

Health Plan of Nevada (HPN) measured many key areas of quality in 2008. 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

- **Child and teen health**
 - childhood immunizations
 - lead screening
 - well child visits and well care for teens

- **Managing chronic conditions, like asthma and diabetes**
 - use of asthma medications for people with asthma
 - tests and exams for people with diabetes, such as eye exams, kidney disease monitoring, Hemoglobin A1C screening and cholesterol screening

- **Women's health**
 - breast cancer screening
 - cervical cancer screening
 - prenatal and postpartum care

- **Behavioral health**
 - follow-up visits after hospital stays for mental health issues

Note: Members may be enrolled in one of two health plans under Health Plan of Nevada - SmartChoice or Nevada Check Up.

Adults and children enrolled in SmartChoice are able to receive services through the Temporary Assistance for Needy Family/Children Health Insurance Program.

Children enrolled in Nevada Check Up are able to receive services under the State Children's Health Insurance Program.

Progress Made in 2008:

Improving Quality for Health Plan of Nevada Members

Health Plan of Nevada showed improvements in many HEDIS measures in 2008.

The largest increases were seen in the:

- √ Numbers of two year old children who received all recommended shots by two years of age.
 - The childhood immunization rates for two year old children enrolled in SmartChoice and Nevada Check Up both increased by over three percentage points in 2008.
 - Even better, the childhood shot rate for two year old children for SmartChoice increased by over 9 percentage points for the past two years.
 - The childhood shot rate for Nevada Check Up members also increased by over 11 percentage points in the past two years.

- √ Numbers of teens aged 12 to 21 years old and 3 to 6 year old children who received well care and dental care in 2008.
 - The well care rate for teens increased by 7 and 5 percentage points, respectively in 2008 for SmartChoice and Nevada Check Up members.
 - The well child visit rate for children aged 3 to 6 years old increased by over 2 percentage points in 2008.
 - The dental visit rate for children and teens aged 2 through 21 increased by 14 percentage points in 2008 for both SmartChoice and Nevada Check Up.

- √ Numbers of women who received key women's health care tests and exams.
 - Close to 4 percent more women enrolled in SmartChoice received health care after delivering a baby within three to eight weeks.
 - Close to 2 percent more women enrolled in SmartChoice received cervical cancer screening tests.

- √ Numbers of adults aged 18 through 75 years old with diabetes who received key tests and exams in 2008.
 - Over 9 percent more adults enrolled in SmartChoice received diabetes eye exams.
 - Close to 2 percent more adults enrolled in SmartChoice received Hemoglobin A1C tests.
 - Over 3 percent more members in SmartChoice received kidney disease monitoring tests.

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

- √ Receive cholesterol screening and kidney disease monitoring tests when they have diabetes;
- √ Receive timely prenatal care visits;
- √ Receive appropriate medications to treat asthma – especially children between the ages of five and nine years old; and
- √ Have timely follow-up care with behavioral health providers after they are in the hospital for a mental illness.

Looking at Key Areas of Satisfaction for Health Plan Members

HPN also measures the satisfaction of health plan members with the health plan and the health care received. In 2008, surveys were sent to adults enrolled in SmartChoice and parents of children enrolled in SmartChoice or Nevada Check Up. 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. The three areas focused on how many members responding to the survey 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.

2008 Medicaid Adult Survey Results: Four Key Areas of Satisfaction

SmartChoice

In 2007, goals for improvement were set by the health plan's Quality Improvement Committee for the four key areas of satisfaction. The 2008 survey results below were then compared against these goals.

- **Rating of health plan:**

The goal for SmartChoice was to have 71% of health plan members rate the health plan as an 8, 9 or 10 on a 10 point scale.

- **2008 Survey Results:** Over 64% of SmartChoice members rated the health plan as an 8, 9, or 10 on a 10 point scale.
- **The goal of 71% satisfaction was not met.**

- **Rating of all health care:**

The goal for HPN is to have 65% of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.

- **Survey Results:** In 2008, only 60% of SmartChoice members rated the health care they received as an 8, 9, or 10 on a 10 point scale.
- **The goal of 65% satisfaction was not met.**

- **Rating of getting needed care:**

The goal for HPN is to have 75.5% of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.

- **Survey Results:** In 2008, 73% of SmartChoice 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.
- **In 2008, the goal of 75% was not met.**

- **Rating of getting care quickly:**

The goal for HPN is to have 77% of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.

- **Survey Results:** In 2008, 75% of SmartChoice members stated that it was always or usually easy to get needed care, get an appointment at a doctor's office or clinic, and get into see the person they came to see within 15 minutes of the appointment time.
- **In 2008, the improvement goal was not met.**

Going Forward into 2009

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 702-242-7254 with any questions.

2008 Medicaid Child Survey Results: Four Key Areas of Satisfaction

Nevada Check Up

2008 was the first year during which a satisfaction survey was fielded for parents of children enrolled in Nevada Check Up. The 2008 survey results are presented below.

- **Rating of health plan:**
 - **2008 Survey Results:** Over 88% of parents of Nevada Check Up members rated the health plan as an 8, 9, or 10 on a 10 point scale.
 - **The satisfaction of parents of Nevada Check Up members was higher than the satisfaction achieved for SmartChoice.**

- **Rating of all health care:**
 - **Survey Results:** In 2008, over 81% of parents of Nevada Check Up members rated the health care they received as an 8, 9, or 10 on a 10 point scale.
 - **The satisfaction of parents of Nevada Check Up members was higher than the satisfaction achieved for SmartChoice.**

- **Rating of getting needed care:**
 - **Survey Results:** In 2008, 79% of parents of Nevada Check Up 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 satisfaction of parents of Nevada Check Up members was higher than the satisfaction achieved for SmartChoice.**

- **Rating of getting care quickly:**
 - **Survey Results:** In 2008, over 74% of parents of Nevada Check Up members stated that it was always or usually easy to get needed care, get an appointment at a doctor's office or clinic, and get into see the person they came to see within 15 minutes of the appointment time.
 - **The satisfaction of parents of Nevada Check Up members was higher than the satisfaction achieved for SmartChoice.**

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- **Rating of health plan:**
 - **2008 Survey Results:** Over 71% of parents of SmartChoice members rated the health plan as an 8, 9, or 10 on a 10 point scale.
 - **The satisfaction of parents of SmartChoice child members was higher than the satisfaction achieved for the adult SmartChoice members.**

- **Rating of all health care:**
 - **Survey Results:** In 2008, over 75% of parents of SmartChoice members rated the health care they received as an 8, 9, or 10 on a 10 point scale.
 - **The satisfaction of parents of SmartChoice child members was higher than the satisfaction achieved for the adult SmartChoice members.**

- **Rating of getting needed care:**
 - **Survey Results:** In 2008, 67% of parents of SmartChoice 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 satisfaction of parents of SmartChoice child members was lower than the satisfaction achieved for the adult SmartChoice members.**

- **Rating of getting care quickly:**
 - **Survey Results:** In 2008, over 73% of parents of SmartChoice members stated that it was always or usually easy to get needed care, get an appointment at a doctor's office or clinic, and get into see the person they came to see within 15 minutes of the appointment time.
 - **The satisfaction of parents of SmartChoice child members was lower than the satisfaction achieved for the adult SmartChoice members.**

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