



Improving Quality and Satisfaction for Medicaid Health Plan Members: 2009 Measuring Key Areas of Quality

Health Plan of Nevada (HPN) measured many key areas of quality in 2009. 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: Medicaid 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 2009: Improving Quality for Health Plan of Nevada Members

Health Plan of Nevada showed improvements in many HEDIS measures in 2009.

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 in 2009.
 - The childhood immunization rate for SmartChoice increased by 8 percentage points.
 - The childhood immunization rate for Nevada Check Up increased by 7 percentage points.

The childhood immunization rate looks at the percentage of children aged two years old who had four Diphtheria and Tetanus (DTaP/DT), three Polio (IPV), one Measles, Mumps and Rubella (MMR), two H influenza type B (HiB), three Hepatitis B and one Chicken Pox vaccine (VZV) by their second birthday.

- Numbers of teens and children who received well care visits and dental care in 2009.
 - The well care rate for teens, aged 12 to 21 years old, increased by 4 and 8 percentage points in 2009 for SmartChoice and Nevada Check Up members, respectively.
 - The dental visit rate for children and teens aged 2 through 21 increased by just over 4 percentage points in 2009 for both SmartChoice and Nevada Check Up, respectively.

The well care rate for teens looks at the percentage of members between 12 and 21 years of age who had at least one well-care visit with a primary physician or an OB/GYN provider during the year.

The dental visit rate for children and teens aged 2 through 21 looks at percentage of members who had at least one dental visit during the year.

- Numbers of women who received key women's health care tests and exams.
 - Close to 9 percent more women enrolled in SmartChoice received health care within three to eight weeks after delivering a baby.
 - More than 12 percent more women enrolled in SmartChoice received prenatal care, starting in their first trimester of pregnancy or within a set amount of time if the woman was pregnant when she enrolled into the plan.
 - Over 8 percent more women enrolled in SmartChoice received cervical cancer screening tests in the past three years.
- Numbers of adults 18 through 75 years old with diabetes who received key tests and exams in 2009.
 - Close to 2 percent more adults enrolled in SmartChoice received cholesterol screening tests in 2009.

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 a retinal eye exam when they have diabetes;
- Receive breast cancer screening;
- Receive appropriate testing for children with pharyngitis; 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 2009, 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.

2009 Medicaid Adult Survey Results: Four Key Areas of Satisfaction SmartChoice

In 2009, goals for improvement were set by the health plan's Quality Improvement Committee for the key areas of satisfaction. The 2009 survey results below were then compared against these goals.

- **Rating of health plan:**
 - The goal for SmartChoice was to have 72 percent of health plan members rate the health plan as an 8, 9 or 10 on a 10 point scale.
 - **2009 Survey Results:** Over 63 percent of SmartChoice members rated the health plan as an 8, 9, or 10 on a 10 point scale.
 - **The goal of 72 percent satisfaction was not met.**

- **Rating of all health care:**
 - The goal for HPN is to have 68 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
 - **Survey Results:** In 2009, only 61 percent of SmartChoice members rated the health care they received as an 8, 9, or 10 on a 10 point scale.
 - **The goal of 68 percent satisfaction was not met.**

- **Rating of getting care quickly:**
 - The goal for HPN is to have 80 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
 - **Survey Results:** In 2009, 79 percent 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 2009, the 80 percent improvement goal was not met.**

Going Forward into 2010

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.

Note: the getting needed care category was not available for the 2009 SmartChoice adult survey.

2009 Medicaid Child Survey Results: Four Key Areas of Satisfaction Nevada Check Up

In 2009, goals for improvement were set by the health plan's Quality Improvement Committee for the key areas of satisfaction. The 2009 survey results below were then compared against these goals. The survey results for parents of children enrolled in Nevada Check Up are presented below.

- **Rating of health plan:**
 - The goal for Health Plan of Nevada was to have 72 percent of health plan members rate the health plan as an 8, 9 or 10 on a 10 point scale.
 - **2009 Survey Results:** Eighty-five percent of the parents of children enrolled in the Nevada Check Up plan rated the health plan as an 8, 9, or 10 on a 10 point scale.
 - **The goal of 72 percent satisfaction was met.**

- **Rating of all health care:**
 - The goal for HPN is to have 68 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
 - **Survey Results:** In 2009, 82 percent of the parents of children enrolled in the Nevada Check Up plan rated the health care they received as an 8, 9, or 10 on a 10 point scale.
 - **The goal of 68 percent satisfaction was met.**

- **Rating of getting needed care:**
 - The goal for HPN is to have 76 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
 - **Survey Results:** In 2009, 78 percent of the parents of children enrolled in the Nevada Check Up plan 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 2009, the goal of 76 percent was met.**

- **Rating of getting care quickly:**
 - The goal for HPN is to have 80 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
 - **Survey Results:** In 2009, 75 percent of the parents of children enrolled in the Nevada Check Up plan 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 2009, the goal of 80 percent was not met.**

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2009 Medicaid Child Survey Results: Four Key Areas of Satisfaction SmartChoice

In 2009, goals for improvement were set by the health plan's Quality Improvement Committee for the key areas of satisfaction. The 2009 survey results below were then compared against these goals. The survey results for parents of children enrolled in SmartChoice are presented below.

- **Rating of health plan:**
 - The goal for Health Plan of Nevada was to have 72 percent of health plan members rate the health plan as an 8, 9 or 10 on a 10 point scale.
 - **2009 Survey Results:** Only 77 percent of the parents of children enrolled in the SmartChoice plan rated the health plan as an 8, 9, or 10 on a 10 point scale.
 - **The goal of 72 percent satisfaction was met.**

- **Rating of all health care:**
 - The goal for HPN is to have 68 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
 - **Survey Results:** In 2009, 80 percent of the parents of children enrolled in the SmartChoice plan rated the health care they received as an 8, 9, or 10 on a 10 point scale.
 - **The goal of 68 percent satisfaction was met.**

- **Rating of getting needed care:**
 - The goal for HPN is to have 76 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
 - **Survey Results:** In 2009, less than 100 parents of children enrolled in the SmartChoice plan responded to the questions regarding how easy it was to get appointments with specialists and to get care, tests or treatment they thought were needed. Because of the low response rate, this measure could not be calculated.
 - **In 2009, the rate for getting needed care could not be measured.**

- **Rating of getting care quickly:**
 - The goal for HPN is to have 80 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
 - **Survey Results:** In 2009, 85 percent of the parents of children enrolled in the SmartChoice plan 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 2009, the goal of 80 percent was met.**

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