



## **Improving Quality and Satisfaction for Medicaid Health Plan Members: 2010 Measuring Key Areas of Quality**

Health Plan of Nevada (HPN) measured many key areas of quality in 2010. 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**

- **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 2010: Improving Quality for Health Plan of Nevada Members**

Health Plan of Nevada showed improvements in many HEDIS measures in 2010.

The largest increases were seen in:

- Lead screening rates for children.
  - For the 3<sup>rd</sup> year in a row, SmartChoice and Nevada Check Up have increased their lead screening rates. In 2010, the rates were increased by 2.92 and 8.93 percentage points respectively.
- Appropriate treatment for children with upper respiratory infection.
  - The rates increased in both SmartChoice and Nevada Check Up at 3.3 and 2.7 percentage points respectively.
- Appropriate treatment for children with pharyngitis.
  - These rates increased by 2.7 percentage points in both SmartChoice and Nevada Check Up.
- The childhood immunization rate for Nevada Check Up increased by 4 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 members and children who received well care visits and dental care.
  - The well care visit rate for children for the first fifteen months of life increased for the second year in a row for both for both SmartChoice and Nevada Check Up members, at 2.2 and 6.7 percentage points respectively.
  - The dental visit rate for SmartChoice members increased by just under 4 percentage points in 2010.
- Number of women who received key women's health care tests and exams.
  - Over four percent more women enrolled in SmartChoice received health care within three to eight weeks after delivering a baby.
  - Both cervical cancer and chlamydia screening rates have increased as compared to 2009 for women enrolled in SmartChoice.

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;
- 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**

Health Plan of Nevada also measures the satisfaction of health plan members with the health plan and the health care received. In 2010, surveys were sent to adults enrolled in SmartChoice and parents of children enrolled in SmartChoice or Nevada Check Up. Health Plan of Nevada 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.

## 2010 Medicaid Adult Survey Results: Four Key Areas of Satisfaction SmartChoice

In 2010, goals for improvement were set by the health plan's Quality Improvement Committee for the key areas of satisfaction. The 2010 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.
  - **2010 Survey Results:** Over 65 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 was 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 2010, 67.8 percent of SmartChoice members rated the health care they received as an 8, 9, or 10 on a 10 point scale, which was just short of our goal.
  - **The goal of 68 percent satisfaction was not met.**
  
- **Rating of getting care quickly:**
  - The goal for HPN was 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 2010, 84 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 2010, the 80 percent goal was met.**

### Going Forward into 2011

We realize that there is always room for improvement. Health Plan of Nevada 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.*

## **2010 Medicaid Child Survey Results: Four Key Areas of Satisfaction Nevada Check Up**

In 2010, goals for improvement were set by the health plan's Quality Improvement Committee for the key areas of satisfaction. The 2010 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.
  - **2010 Survey Results:** In 2010, 86 percent of health plan members 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 Health Plan of Nevada 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 2010, 78 percent of health plan members rated their health care 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 Health Plan of Nevada 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 2010, 72 percent of health plan members stated that it was always or usually easy to get appointments with specialists and to get needed care, tests or treatment.
  - **In 2010, the goal of 76 percent was not met.**
  
- **Rating of getting care quickly:**
  - The goal for Health Plan of Nevada 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 2010, 76 percent of 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 2010, the goal of 80 percent was not met.**

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## 2010 Medicaid Child Survey Results: Four Key Areas of Satisfaction SmartChoice

In 2010, goals for improvement were set by the health plan's Quality Improvement Committee for the key areas of satisfaction. The 2010 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.
  - **2010 Survey Results:** In 2010, 76 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 met.**
  
- **Rating of all health care:**
  - The goal for Health Plan of Nevada 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 2010, 74 percent of SmartChoice members rated the health care their child 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 Health Plan of Nevada is to have 76 percent of health plan members rate the health care their child received as an 8, 9 or 10 on a 10 point scale.
  - **Survey Results:** In 2010, there were not enough respondents to measure this goal.
  - **In 2010, the rate for getting needed care could not be measured.**
  
- **Rating of getting care quickly:**
  - The goal for Health Plan of Nevada is to have 80 percent of health plan members rate the health care their child received as an 8, 9 or 10 on a 10 point scale.
  - **Survey Results:** In 2010, 82 percent of health plan 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 2010, the goal of 80 percent was met.**

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