

Quality Improvement Program

How We Measure Up

At Healthy Blue, your health is important to us — and our experienced team can help you stay focused on it. To help us serve you the best we can, we closely look at the access to medical care and programs we give you each year. We measure the quality and safety of them. The results tell us what works the best and what needs to be improved. The Quality Improvement Program is the process of finding how we can improve your care.

What tells us how we're doing?

To measure how we're doing, we use tools from professional organizations, like:

- **Healthcare Effectiveness Data and Information Set (HEDIS)** — to measure quality of care and services
- **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** — a member satisfaction survey

We improved in the following areas:

- BMI percentile
- Counseling for nutrition
- Counseling for physical activity
- Immunization measures
- Breast screening
- Lead screening
- Appropriate testing for children with pharyngitis
- Statin therapy and adherence
- A1c (HbA1c) testing
- HbA1c control (<8.0%)
- Eye exam (retinal) performed
- Medical attention for nephropathy
- Disease-modifying anti-rheumatic drug therapy in rheumatic arthritis
- Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medication
- Cardiovascular monitoring for people with heart issues
- Avoidance of antibiotic treatment in adults with acute bronchitis
- Well-child visits
- Follow-up after emergency department visit for alcohol and other drug dependence
- Follow-up care for children prescribed ADHD medication

Not everything we do can be measured in numbers and scores. But this year, we also:

- Hosted community education sessions focused on pre-natal care, postpartum care and diabetes management
- Participated in a statewide plan to decrease Louisiana's rate of premature babies and to help members manage their ADHD
- Worked with nurse practitioners to make home visits and teach about child care
- Engaged members through text messages and phone calls

Annual Quality Section Web Site - Dynamic Info. Update For Year 2018

This year, we want to make sure that:

- All our members get quality healthcare and service.
- We understand all our members' cultures and languages.
- We work to improve the health of our members.
- We help our members stay well and manage their healthcare needs.

A HEDIS® performance measure is a set of technical specifications that define how to calculate a “rate” for some important indicator of quality. For instance, one HEDIS® measure defines very precisely how plans should calculate the percentage of members who should have received beta blockers that actually were given a prescription. Using these measures, plans can determine what their rate is and how they compare to other plans.

2017 Healthcare Effectiveness Data and Information Set (HEDIS®)

The information from HEDIS® helps us make sure you are getting the services you need. These services help keep you healthy or find health problems early so they can be treated sooner. We keep track of over 75 items. The data reflects calendar year 2017 results. We compared it to our 2016 results.

Our Scores:

Consumer Assessment of Healthcare Providers and Systems (CAHPS)

To measure how we're doing, we use tools from professional organization, like the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

Here are some of our scores and how they changed from 2017 to 2018:

- Adult CAHPS survey scores for overall satisfaction with the Health Plan increased from the 33rd percentile in 2017 to the 50th percentile in 2018
- Child CAHPS survey scores for overall satisfaction with the Health Plan increased from the 33rd percentile in 2017 to the 50th percentile in 2018

Learn more about Quality Management

Have question about the Quality Management program?

Call us or write to us. We can talk to you about:

- What quality management is.
- How we are doing and what our goals are.
- How we are working to make things better for you.

We can also send you information on our Quality Management program. Call 504-834-1271 Monday through Friday from 8 a.m. to 5 p.m. Ask us to mail you a copy of the program with goals, process and results. We can also tell you more about how we make sure you get quality care.

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Do you need help with your healthcare, talking with us, or reading what we send you? Call us toll free at 1-844-521-6941 (TTY 711) to get this for free in other languages or formats.

¿Necesita ayuda con su atención médica? ¿Necesita ayuda para leer lo que le enviamos o para hablar con nosotros? Llámenos al número gratuito 1-844-521-6941 (TTY 711) para conseguir esta información sin costo en otros idiomas o formatos.

www.myhealthybluela.com

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.