



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

Improving Quality and Satisfaction for Commercial Health Plan Members 2020

Measuring Key Areas of Quality

Health Plan of Nevada (HPN) measured many key areas of quality in 2020. To review the success of the health plan, HPN collects and reports on a national set of performance measures. These 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

Adult Health

- Colorectal cancer screening
- Adult body mass index (BMI) assessment
- Controlling high blood pressure

Child and Teen Health

- Childhood and adolescent immunizations
- Attention-deficit/hyperactivity disorder (ADHD) initiation and continuation of treatment
- Weight assessment and counseling for nutrition and physical activity

Chronic Conditions (Asthma, Diabetes, Heart Disease and High Blood Pressure)

- Use of appropriate medications for people with asthma
- Comprehensive diabetes care (such as eye exams and hemoglobin A1c testing)

Women's Health

- Breast cancer screening
- Cervical cancer screening
- Prenatal and postpartum care

Progress in 2020: Improving Quality for Health Plan of Nevada Members

Health Plan of Nevada saw improvements in many key HEDIS measures in 2020. The largest increases were seen in the:

- Number of adult members aged 18-85 years of age who had a diagnosis of hypertension and whose blood pressure was adequately controlled (less than 140/90).
 - Increased by 7.08 percentage points from the 2019 reported rate.
- Number of adult members aged 50-75 years who had appropriate screening for colorectal cancer.
 - Increased by 4.34 percentage points from the 2019 reported rate.
- Number of female members aged 21-64 who were screened for cervical cancer.
 - Increased by 4.97 percentage points from the 2019 reported rate.
- Number of women who received prenatal care in the first trimester, on the enrollment start date or within 42 days of enrollment in the organization.
 - Increased by 2.74 percentage points from the 2019 reported rate.
- Number of women who delivered that had postpartum care on or between 7 and 84 days after delivery.
 - Increased by 7.39 percentage points from the 2019 reported rate.
- Number of children aged 6-12 years of age who remained on ADHD medication for at least 270 days and had a minimum of two follow-up visits in nine months following the initiation phase.
 - Increased by 4.84 percentage points from the 2019 reported rate.
- Number of children, who by their 2nd birthday, had received the following immunizations; four diphtheria, tetanus and acellular pertussis (Dtap), three polio (IPV), one measles, mumps and rubella (MMR), three haemophilus influenza type B (HiB), three hepatitis (HepB), one chicken pox (VZV), four pneumococcal conjugate (PCV), one hepatitis A (HepA), two or three rotavirus (RV) and two influenza (flu).
 - Increased by 3.9 percentage points from the 2019 reported rate.
- Number of children who received one dose of meningococcal vaccine, one tetanus, diphtheria toxoids and acellular pertussis (Tdap) vaccine and have completed the human papillomavirus (HPV) vaccine series by their 13th birthday.
 - Increased by 7.3 percentage points from the 2019 reported rate.
- Number of children and adolescents aged 3-17 years of age who had an outpatient visit with a PCP or OB/GYN and had evidence of a BMI percentile assessment, counseling for nutrition and counseling for physical activity.
 - BMI percentile assessment increased by 5.63 percentage points from the 2019 reported rate.
 - Counseling for nutrition increased by 6.79 percentage points from the 2019 reported rate.
 - Counseling for physical activity increased by 4.11 percentage points from the 2019 reported rate.

Health Plan of Nevada is working to increase our rates in other areas that did not improve or change.

Focused actions are being taken to improve the number of members who:

- Are diabetic and have an adequately controlled blood pressure (less than 140/90).
- Receive breast cancer screening.

Looking at Key Areas of Satisfaction for Health Plan Members

Health Plan of Nevada also measures how satisfied commercial health plan members are with the health plan and the health care they have received. HPN contracts with an outside survey firm to conduct the survey.

Four 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:
 - It was always or usually easy to get care as soon as they thought it was needed.
 - 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.
 - It was always or usually easy to get in to see the person they came to see within 15 minutes of the appointment time.

2020 Survey Results

In 2020, goals for improvement were set by the health plan's Quality Improvement Committee for the four key areas of satisfaction. The 2020 survey results below were then compared against these goals.

Rating of Health Plan

- The goal from Health Plan of Nevada was to have 63.80% of health plan members rate the health plan as an 8, 9 or 10 on a 10-point scale.
- 2020 survey results: 64.80% of commercial health plan members rated the health plan as an 8, 9 or 10 on a 10-point scale. This is an increase of 6.40 percentage points from last year.
- The goal of 63.80% satisfaction was met.

Rating of Health Care

- The goal for HPN is to have 70.85% of health plan members rate the health care they received as an 8, 9 or 10 on a 10-point scale.
- 2020 survey results: 68.40% of commercial health plan members rated the health care they received as an 8, 9 or 10 on a 10-point scale. This is a decrease of 2.4 percentage points from last year.
- The goal of 70.85% satisfaction was not met.

Rating of Getting Needed Care

- The goal of HPN is to have 77.31% of health plan members rate that they were always or usually able to get needed care.
- 2020 survey results: 76.30% of commercial health plan 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. This is an increase of 2.2 percentage points from the last year.
- The goal of 77.31% was not met.

Rating of Getting Care Quickly

- The goal for HPN is to have 75.42% of health plan members rate that they were always or usually able to get care quickly.
- 2020 survey results: 75.50% of commercial 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 in to see the person they came to see within 15 minutes of the appointment time. This is an increase of 3.5 percentage points over last year.
- The goal of 75.42% was met.

Going Forward into 2021

Health Plan of Nevada realizes that there is always room for improvement and we will continue to put projects into place that will improve the quality of health care and services for health plan members.