



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

Improving Quality and Satisfaction for Commercial Health Plan Members: 2019

Measuring Key Areas of Quality

Health Plan of Nevada (HPN) measured many key areas of quality in 2019. 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

- **Adult health:**
 - Colorectal cancer screening
 - Adult BMI assessment
 - Controlling high blood pressure

- **Child and teen health:**
 - Childhood immunizations
 - ADHD initiation and continuation of treatment

- **Chronic conditions, like asthma, diabetes, heart disease and high blood pressure:**
 - Use of appropriate medications for people with asthma
 - Persistence of beta-blocker use after a heart attack
 - Comprehensive diabetes care

- **Women's health:**
 - Breast cancer screening
 - Cervical cancer screening
 - Prenatal and postpartum care

- **Behavioral health and substance abuse:**
 - Antidepressant medication management
 - Follow-up appointments after hospitalization for mental illness
 - Initiation and engagement of alcohol or drug dependency treatment

Progress Made in 2019: HMO/POS

Improving Quality for Health Plan of Nevada Members

Health Plan of Nevada showed improvements in many key HEDIS measures in 2019. The largest increases were seen in the:

- Number of adult members whose most recent HbA1c test within the measurement year had a result lower than 8.
 - Increased by 1.70 percentage points from the previous years reported rate
- Number of adult members whose most recent BP reading taken during an outpatient visit or a non-acute inpatient encounter in the measurement year, and was less than 140/90.
 - Increased by 2.19 percentage points from the previous years reported rate
- Number of adults 18-85 years of age who had a diagnosis of hypertension and whose blood pressure was adequately controlled (less than 140/90).
 - Increased by 6.75 percentage points from the previous years reported rate
- Number of adults 18-74 years who had an outpatient visit and whose body mass index (BMI) was documented within the last year.
 - Increased by 3.26 percentage points from the previous years reported rate
- Number of members age 5 to 64 years who had persistent asthma and who were using appropriate medications.
 - Increased by 4.70 percentage points from the previous years 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 4.64 percentage points from the previous years reported rate
- Number of children who received combination 1 immunizations who had 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 9.49 percentage points from the previous years reported rate
- Number of children 6 to 12 years of age who remained on ADHD medication for at least 270 days and had a minimum of two follow visits in nine months following the initiation phase
 - Increased by 5.34 percentage points from the previous years 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 receive an HbA1c screening
- Receive persistent beta-blocker treatment after a heart attack
- Have timely follow-up care with behavioral health providers after a hospitalization for a mental illness
- Receive appropriate anti-depression medication management
- Receive prenatal and postpartum care
- Receive cervical cancer screening
- Receive breast cancer screening
- Receive two follow up visits after 120 days of continued ADHD medication use

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 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.

2019 Survey Results: Four Key Areas of Satisfaction

In 2019, goals for improvement were set by the health plan's Quality Improvement Committee for the four key areas of satisfaction. The 2019 survey results below were then compared against these goals.

- **Rating of health plan:**
 - The goal for Health Plan of Nevada was to have 63.64 percent of health plan members rate the health plan as an 8, 9 or 10 on a 10 point scale.
 - **2019 Survey Results:** 58.39 percent 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 2.11 percentage points from last year.
 - **The goal of 63.64 percent satisfaction was not met.**

- **Rating of all health care:**
 - The goal for HPN is to have 77.51 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
 - **2019 Survey Results:** 70.83 percent of commercial health plan members rated the health care they received as an 8, 9, or 10 on a 10 point scale. This is an increase of 14.97 percentage points from last year.
 - **The goal of 77.51 percent satisfaction was not met.**

- **Rating of getting needed care:**
 - The goal for HPN is to have 86.15 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
 - **2019 Survey Results:** 74.13 percent 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 6.96 percentage points from last year.
 - **The goal of 86.15 percent was not met.**

- **Rating of getting care quickly:**
 - The goal for HPN is to have 84.75 percent of health plan members rate the health care they received as an 8, 9 or 10 on a 10 point scale.
 - **2019 Survey Results:** 72.04 percent 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 into see the person they came to see within 15 minutes of the appointment time. This is an increase of 3.24 percentage points over last year.
 - **The goal of 84.75 percent was not met.**

Going Forward into 2020

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