



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

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

Health Plan of Nevada measured many key quality areas 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

- **Adult health**
 - colorectal cancer screening
 - avoiding antibiotic treatment for adults with bronchitis
 - appropriate imaging studies for low back pain
 - glaucoma screening

- **Chronic conditions, like asthma, chronic obstructive pulmonary disease, diabetes, heart disease, and high blood pressure**
 - cholesterol screening tests for people with heart issues
 - ongoing beta blocker use for people who have had a heart attack
 - spirometry testing for people with chronic obstructive pulmonary disease
 - tests and exams for people with diabetes

- **Women's health**
 - breast cancer screening
 - osteoporosis management

- **Behavioral health**
 - appropriate medication use for people with depression
 - follow-up visits after hospital stays for mental health issues

Progress Made in 2009: Improving Quality for Health Plan of Nevada Members

Health Plan of Nevada showed improvements in 9 out of the 19 key HEDIS measures for Medicare Social HMO members in 2009.

The largest increases were seen in the:

- Numbers of adults with diabetes who received a retinal eye exam during the year.
 - Over 5 percent more of adults with diabetes received a retinal eye exam in the past year.
- Numbers of adults with diabetes who received cholesterol tests during the year.
 - Close to 3 percent more of adults with diabetes received cholesterol tests in the past year.
- Numbers of adults with cardiovascular disease who received cholesterol tests during the year.
 - Over 3 percent more of adults with cardiovascular disease received a cholesterol test during the past year.

Health Plan of Nevada showed improvements in 4 out of the 12 key HEDIS measures for Medicare Advantage members in 2009.

The largest increases were seen in the:

- Numbers of adults with chronic obstructive pulmonary disease (COPD) who received a spirometry test.
 - Over 19 percent more adults with COPD received a spirometry test.
- Numbers of adults with cardiovascular disease who received cholesterol tests during the year.
 - Close to 4 percent more of adults with cardiovascular disease received a cholesterol test during the past year.

Health Plan of Nevada is working to improve the rates for Medicare health plan members in other areas that did not improve or change. Focused actions are being taken to improve the numbers of members who:

- Receive breast cancer screening exams at least once every two years.
- Receive appropriate treatment for osteoporosis.
- Visit behavioral health providers on a timely basis after they are hospitalized for a mental illness.
- Have a glaucoma screening done.

Looking at Key Areas of Satisfaction for Health Plan Members

HPN also measures how satisfied Medicare health plan members are with the health plan and the health care they have received. 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: how many members 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 Survey Results: Four Key Areas of Satisfaction

In 2008, goals for improvement were set by the health plan's Quality Improvement Committee for the four key areas of satisfaction. The 2009 survey results below were then compared against these goals.

Medicare Social HMO Survey Results

- **Rating of health plan:**
 - The goal for Health Plan of Nevada was to have 87 percent of health plan members rate the health plan as an 8, 9 or 10 on a 10 point scale.
 - **2009 Survey Results:** Only 82 percent of health plan members rated the health plan as an 8, 9, or 10 on a 10 point scale.
 - **The goal of 87 percent satisfaction was not met.**

- **Rating of all health care:**
 - The goal for HPN is to have 87 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 80 percent of health plan members rated the health care they received as an 8, 9 or 10 on a 10 point scale.
 - **The goal of 87 percent satisfaction was not met.**

- **Rating of getting needed care:**
 - The goal for HPN is to have 91 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, 77 percent of 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.
 - **In 2009, the goal of 91 percent satisfaction was not met.**

- **Rating of getting care quickly:**
 - The goal for HPN is to have 79 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, 69 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 2009, the goal of 79 percent satisfaction was not met.**

Medicare Advantage Survey Results

- **Rating of health plan:**
 - The goal for Health Plan of Nevada was to have 87 percent of health plan members rate the health plan as an 8, 9 or 10 on a 10 point scale.
 - **2009 Survey Results:** In 2009, 79 percent of health plan members rated the health plan as an 8, 9 or 10 on a 10 point scale.
 - **The goal of 87 percent satisfaction was not met.**

- **Rating of all health care:**
 - The goal for HPN is to have 87 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 78 percent of health plan members rated the health care they received as an 8, 9 or 10 on a 10 point scale.
 - **The goal of 87 percent satisfaction was not met.**

- **Rating of getting needed care:**
 - The goal for HPN is to have 91 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 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.
 - **In 2009, the goal of 91 percent satisfaction was not met.**

- **Rating of getting care quickly:**
 - The goal for HPN is to have 79 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, 69 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 2009, the goal of 79 percent satisfaction was not met.**

Going Forward into 2010

Going 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 or for more details about quality improvement activities.