

## Improving Quality and Satisfaction for Commercial Health Plan Members 2022

### Measuring Key Areas of Quality

Health Plan of Nevada (HPN) measured many key areas of quality in 2021. 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
- Controlling high blood pressure

#### *Child and Teen Health*

- Childhood and adolescent immunizations
- 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 2021: Improving Quality for Health Plan of Nevada Members

Health Plan of Nevada saw improvements in many key HEDIS measures in 2021. The largest increases were seen in the:

- Number of adult diabetic members who had appropriate blood glucose levels indicating well-controlled diabetes.
  - Increased by 5.60 percentage points from the 2020 reported rate.
- Number of adult diabetic members who had a retinal eye exam.
  - Increased by 1.95 percentage points from the 2020 reported rate.
- Number of adult diabetic members who have a controlled blood pressure (less than 140/90).
  - Increased by 1.46 percentage points from the 2020 reported rate.
- Number of women who had a postnatal care visit within seven to 84 days following delivery.
  - Increased by 4.85 percentage points from the 2020 reported rate.
- Number of children, who by their 2<sup>nd</sup> 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 9.98 percentage points from the 2020 reported rate.
- Number of children and adolescents who had an outpatient visit and had evidence of counseling for nutrition and counseling for physical activity.
  - Counseling for nutrition increased by 3.53 percentage points from the 2020 reported rate.
  - Counseling for physical activity increased by 4.70 percentage points from the 2020 reported rate.
- Number of children and adults who are using their asthma medication appropriately.
  - Increased by 5.20 percentage points from the 2020 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:

- Receive breast cancer screening
- Receive cervical cancer screening
- Receive prenatal care
- Receive adolescent immunizations

## 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 a 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 a 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.

### 2022 Survey Results

In 2021, goals for improvement were set by the health plan's Quality Improvement Committee for the four key areas of satisfaction. The 2022 survey results below were then compared against these goals.

#### *Rating of Health Plan*

- The goal from Health Plan of Nevada was to have 46.6 percent of health plan members rate the health plan as a 9 or 10 on a 10-point scale.
- 2022 survey results: 43.0 percent of commercial health plan members rated the health plan a 9 or 10 on a 10-point scale. This is a decrease of 1.4 percentage points from last year.
- The goal of 46.6 percent satisfaction was not met.


#### *Rating of Health Care*

- The goal for HPN is to have 54.0 percent of health plan members rate the health care they received as a 9 or 10 on a 10-point scale.
- 2022 survey results: 48.5 percent of commercial health plan members rated the health care they received as a 9 or 10 on a 10-point scale. This is a decrease of 2.9 percentage points from last year.
- The goal of 54.0 percent satisfaction was not met.

#### *Getting Needed Care*

- The goal of HPN is to have 82.7 percent of health plan members rate that they were always or usually able to get needed care.

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- 2022 survey results: 75.5 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 a decrease of 3.3 percentage points from the last year.
- The goal of 82.7 percent was not met.

## *Getting Care Quickly*

- The goal for HPN is to have 82.1 percent of health plan members rate that they were always or usually able to get care quickly.
- 2022 survey results: 66.0 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 in to see the person they came to see within 15 minutes of the appointment time. This is a decrease of 12.2 percentage points over last year.
- The goal of 82.1 percent was not met.

## *Going Forward into 2023*

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.