



## Quality Improvement Program

### How we measure up

At BlueCross BlueShield, your health is important to us — and our experienced team can help you stay focused on it. Our Quality Improvement program works hard to improve our members' services. Each year, we measure the quality and safety of our programs so we can:

- Find ways to make them better.
- Create new programs.

### What tells us how we're doing?

We use tools like:

- **Healthcare Effectiveness Data and Information Set (HEDIS®)** — this measures the quality of our care and services
- **Consumer Assessment of Healthcare Providers and Systems (CAHPS®)** — this is a survey that lets members give feedback on our plan

This year, we want to make sure that:

- All our members get quality health care 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 health care needs.

### Our 2018 results

In 2018, preventive measures like well-child services and diabetes care improved 4 percentage points or more.

### Here are some areas where we improved:

Measure	2017	2018
Well-child visit — 15 months	66%	74%
Adolescent immunizations	76%	85%
Diabetes care — overall	53%	57%
Diabetic eye exams	59%	66%

Our adult CAHPS survey results also improved in the following areas:

Measure	2017	2018
Rating of health plan	73%	79%
Rating of personal doctor	77%	81%
Rating of specialist	76%	86%
Overall points earned (maximum of 13)	4.56	8.90

### **Areas we still need to improve**

There are some areas we're still working to improve, like:

- Adolescent well-child visits.
- Education given at the well-child visits.
- Member follow-up visits.

<b>Measure</b>	<b>2017</b>	<b>2018</b>
Adolescent well-child visits	69%	67%
Weight assessment and counseling for children	86%	81%
Follow-up for children on ADHD medication	52%	45%
Follow-up after hospitalization for a mental illness	57%	51%

### **Our quality programs**

#### **Continuity and coordination of care**

Primary care providers (PCPs), specialists, hospitals and urgent care centers need to communicate to improve quality of care. Surveys and medical record reviews look at communication between PCPs, specialists and/or facilities. We give providers and facilities the results along with ways they can improve.

#### **Patient safety**

BlueCross BlueShield helps providers make sure members receive the right medication in the right dosage and avoid negative drug interactions. Some of our pharmacy-related programs that help do this are:

- Polypharmacy: We tell providers about members with multiple medications and prescribers.
- Age appropriateness: We tell providers when a medication is not recommended because of a person's age.

#### **Health promotion**

BlueCross BlueShield health promotion includes health risk assessments, member outreach and community events. We do targeted outreach with members to:

- Learn about problems they have getting care.
- Educate them about the importance of a healthy lifestyle.

We use claims history to choose members and make sure they received recommended preventive and routine health care. Our health program representatives participate in community events and tell people about:

- Women's health.
- Prenatal care.
- Children's wellness visits.

#### **Case management programs**

Case management programs help members with health concerns take control of their care by:

- Coordinating quality health care services.

- Making sure members know how to manage their condition.

Case managers work with members, their families and caregivers to improve health outcomes. They do this by:

- Developing individual care plans.
- Providing education and health care resources.

Members may be referred to a case management program by providers, other internal programs and self-referral.

### **Disease Management program**

Disease management helps members meet health care goals. We encourage member education and self-care by working with members and/or family members and caregivers.

Disease managers may:

- Coordinate health care services.
- Support relationships between members and providers.
- Provide interventions to help members be as healthy as they can be.

The Disease Management program includes seven NCQA-accredited programs:

- Asthma
- Coronary heart disease (CAD)
- Congestive heart failure (CHF)
- Diabetes
- HIV/AIDS
- Major depressive disorder
- Schizophrenia

Disease Management also offers programs for:

- Bipolar disorder.
- Hypertension.
- Substance use disorder.

### **Learn more about Quality Management**

Questions about the Quality Management program?

Call us at 1-866-231-0847 (TTY 711) Monday through Friday, 8:30 a.m. to 6 p.m. Eastern time.

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. Just ask us to mail you a copy of the program and our goals, process and results.

If you'd like to write to us instead, just send your request to:

BlueCross BlueShield of Western New York

P.O. Box 38

Buffalo, NY 14240

**[www.bcbswny.com/stateplans](http://www.bcbswny.com/stateplans)**

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