

Health Plan of Nevada

2015 Quality Improvement Workplan

for Commercial Members

Health Plan of Nevada prepares a workplan each year that shows the quality projects that are in place. Health Plan of Nevada's *2015 Quality Improvement Workplan* spotlights projects that help maintain the quality of health care and services for health plan members.

Key Focus Areas in the 2015 *Quality Improvement Workplan*:

- Adult Health
- Child and Teen Health
- Women's Health
- Management of Chronic Conditions
- Behavioral Health
- Customer Service
- Member Satisfaction
- Patient Safety
- Case Management

Health Plan of Nevada 2015 Quality Improvement Workplan

Project Name	Key Objectives/Activities
Adult Health	
Colorectal Cancer Screening	<ul style="list-style-type: none"> Continue to improve the colorectal screening rate for members aged 50 to 75 years old.
Ambulatory Care Emergency Department Visits	<ul style="list-style-type: none"> Reduce inappropriate emergency room utilization
Flu Shots	<ul style="list-style-type: none"> Improve the rate of members aged 50 through 64 who get a flu shot.
Antibiotics Used to Treat Adults with Acute Bronchitis	<ul style="list-style-type: none"> Reduce the number of adults who get antibiotics to treat acute bronchitis.
Use of Imaging Studies For Low Back Pain	<ul style="list-style-type: none"> Reduce overuse of imaging studies in evaluating individuals with acute low back pain.
Child and Teen Health	
Adolescent Immunizations	<ul style="list-style-type: none"> Improve the rate of childhood shots for children and teens aged 4 to 13 years old.
Childhood Immunizations	<ul style="list-style-type: none"> Improve the rate of childhood shots for children aged 2 years old.
Appropriate Testing For Children With Pharyngitis	<ul style="list-style-type: none"> Improve the rates of proper strep testing for members aged 2 to 18 years old with pharyngitis and who were given antibiotics.
Appropriate Treatment For Children With Upper Respiratory Infections (URI)	<ul style="list-style-type: none"> Reduce the rate of antibiotics being given to members aged 3 months to 18 years old with a diagnosis of URI.
Women's Health	
Breast Cancer Screening	<ul style="list-style-type: none"> Improve the breast cancer screening (e.g., mammogram) rate for women aged 52 to 69 years old.
Cervical Cancer Screening	<ul style="list-style-type: none"> Improve the cervical cancer screening (e.g., Pap smear) rate for women aged 21 to 64 years old.
Prenatal & Postpartum Care	<ul style="list-style-type: none"> Improve the rates of timely prenatal and postpartum care for pregnant woman.
Chlamydia Screening	<ul style="list-style-type: none"> Improve the rates of members aged 16 through 26 who get a chlamydia screen.
Management of Chronic Conditions	
Childhood Asthma and Adult Asthma	<ul style="list-style-type: none"> Improve the proper asthma medication use by members who are aged 5 to 64 years old. Put in place projects that will help people with asthma better manage their health.
Diabetes	<ul style="list-style-type: none"> Improve care for members aged 18 to 75 years old with diabetes. Improve the number of members with diabetes who receive key diabetes tests and exams. These tests and exams include hemoglobin A1C tests, eye exams, blood pressure and kidney disease monitoring tests.
Heart Failure	<ul style="list-style-type: none"> Improve care for members aged 18 years and older with heart failure. Continue projects to reduce the numbers of hospital stays for health plan members with heart failure.

Project Name	Key Objectives/Activities
Cholesterol Management For Individuals With Cardiovascular Conditions	<ul style="list-style-type: none"> • Improve care for members aged 18 to 75 years old with heart disease. • Put into place projects to address issues related to cholesterol management.
Controlling High Blood Pressure	<ul style="list-style-type: none"> • Improve blood pressure control for members with high blood pressure. • Put into place projects that address issues related to high blood pressure.
Beta Blocker Treatment After A Heart Attack and Persistence Of Beta Blocker Treatment	<ul style="list-style-type: none"> • Increase proper medication use of beta blockers for members aged 18 years and older who had a heart attack or who have ischemic vascular disease.
Behavioral Health	
Follow-Up After Hospital Stays for Mental Health Issues	<ul style="list-style-type: none"> • Improve follow-up care for members aged 6 years and older who were in the hospital for treatment for selected mental health issues.
Anti-Depressant Medication Management	<ul style="list-style-type: none"> • Improve the use of medications to manage depression.
Follow Up Care For Children With Attention Deficit Hyperactivity Disorder (ADHD)	<ul style="list-style-type: none"> • Improve follow up care for children with ADHD.
Alcohol And Other Drug Dependence	<ul style="list-style-type: none"> • Improve care for members aged 13 years and older who are dependent on alcohol and other drugs.
Nicotine Dependence	<ul style="list-style-type: none"> • Reduce the number of members who smoke.
Member Satisfaction	
Member Satisfaction	<ul style="list-style-type: none"> • Improve the numbers of health plan members who are satisfied with the health plan. • Look at how satisfied health plan members are with programs designed to help them stay well. Programs being looked at include the Disease Management Program, the Case Management Program and Telephone Advice Nurse Line.
Patient Safety	
Patient Safety	<ul style="list-style-type: none"> • Educate health plan members more about how to use medications safely. • Ensure that health plan members sign up for Portable Medical Records and advance directives through the Southwest Medical Associates' medical group. • Evaluate the success of the Post Discharge Clinic at the Southwest Medical Associates' medical group. • Work with health care providers to improve the discussions between health care providers and members. • Improve the coordination of care between primary providers and other providers such as hospitals, home health agencies, skilled nursing facilities and surgical centers. • Facilitate activities to increase cultural competency in all areas of healthcare delivery.
Practitioner Availability	<ul style="list-style-type: none"> • Ensure that health plan members have access to medical and behavioral health care providers for routine, urgent and after hours care.

Project Name	Key Objectives/Activities
	<ul style="list-style-type: none">• Make sure that providers are available to members in all service areas.