

# **Health Plan of Nevada**

## **2016 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 *2016 Quality Improvement Workplan* spotlights projects that help maintain the quality of health care and services for health plan members.

#### **Key Focus Areas in the 2016 *Quality Improvement Workplan*:**

- Adult Health
- Child and Adolescent Health
- Women's Health
- Management of Chronic Conditions
- Behavioral Health and Substance Abuse
- Customer Service
- Member Satisfaction
- Patient Safety
- Access & Availability

## Health Plan of Nevada 2016 Quality Improvement Workplan

Project Name	Key Objectives/Activities
<b>Adult Health</b>	
<b>Colorectal Cancer Screening</b>	<ul style="list-style-type: none"> <li>Continue to improve the colorectal screening rate for members aged 50 to 75 years old.</li> </ul>
<b>Adult BMI Assessment</b>	<ul style="list-style-type: none"> <li>Improve the documentation of BMI assessment at outpatient visits in adults' ages 18 to 74 years old.</li> </ul>
<b>Child and Adolescent Health</b>	
<b>Children &amp; Adolescent Access to Primary Care Practitioners</b>	<ul style="list-style-type: none"> <li>Improve the number of children &amp; adolescents ages 1-19 years old who had a PCP visit.</li> </ul>
<b>Well-Child Visits</b>	<ul style="list-style-type: none"> <li>Improve the rates of well child visits and well care for children and teens.</li> </ul>
<b>Women's Health</b>	
<b>Breast Cancer Screening</b>	<ul style="list-style-type: none"> <li>Improve the breast cancer screening (e.g., mammogram) rate for women aged 50 to 74 years old.</li> </ul>
<b>Management of Chronic Conditions</b>	
<b>Comprehensive Diabetes Care</b>	<ul style="list-style-type: none"> <li>Improve care for members aged 18 to 75 years old with diabetes.</li> <li>Improve the numbers of members who receive key diabetes tests and exams. These tests and exams include hemoglobin A1C, eye exams, and high blood pressure and kidney disease monitoring tests.</li> </ul>
<b>Behavioral Health</b>	
<b>Follow-Up After Hospital Stays for Mental Health Issues</b>	<ul style="list-style-type: none"> <li>Improve follow-up care for members aged 6 years and older who were in the hospitalized for treatment of select mental health disorders.</li> </ul>
<b>Member Satisfaction</b>	
<b>Member Satisfaction</b>	<ul style="list-style-type: none"> <li>Improve the numbers of health plan members who are satisfied with the health plan.</li> <li>Look at how satisfied health plan members are with programs designed to help them stay well including Disease Management Program, the Case Management Program and Telephone Advice Nurse Line.</li> </ul>
<b>Patient Safety</b>	
<b>Patient Safety</b>	<ul style="list-style-type: none"> <li>Educate health plan members more about how to use medications safely.</li> <li>Ensure that health plan members complete advance directives through the Southwest Medical Associates' medical group.</li> <li>Monitor providers' medical records for compliance with standards and privacy laws.</li> <li>Assess member satisfaction using complaints/appeals and satisfaction data to identify opportunities for improvement.</li> <li>Work with health care providers to improve the discussions between health care providers and members.</li> <li>Improve the coordination of care between primary providers and other providers such as hospitals, home health agencies, skilled nursing facilities and surgical centers.</li> <li>Facilitate activities to increase cultural competency in all areas</li> </ul>

<b>Project Name</b>	<b>Key Objectives/Activities</b>
<b>Practitioner Availability</b>	of healthcare delivery. <ul style="list-style-type: none"><li>• Ensure that health plan members have access to medical and behavioral health care providers for routine, urgent and after hours care in all service areas.</li></ul>