

## Improving Quality and Satisfaction for Commercial Health Plan Members 2023

### Measuring Key Areas of Quality

Health Plan of Nevada (HPN) measured many key areas of quality in 2022. 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*

- Controlling blood glucose levels
- Controlling high blood pressure

#### *Child and Teen Health*

- Childhood and adolescent immunizations
- Well-child visits

#### *Chronic Conditions*

- 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 2022: Improving Quality for Health Plan of Nevada Members

Health Plan of Nevada saw improvements in many key HEDIS measures in 2022. The largest increases were seen in the:

- Number of adult diabetic members who had appropriate blood glucose levels indicating well-controlled diabetes.
  - Increased by 1.22 percentage points from the 2021 reported rate.
- Number of adult diabetic members who had a retinal eye exam.
  - Increased by 14.11 percentage points from the 2021 reported rate.
- Number of adult diabetic members who have a controlled blood pressure (less than 140/90).
  - Increased by 5.60 percentage points from the 2021 reported rate.
- Number of women who had breast cancer screening.
  - Increased by 1.35 percentage points from the 2021 reported rate.
- Number of women who received timely prenatal care.
  - Increased by 3.14 percentage points from the 2021 reported rate.
- Number of children, who by their 2<sup>nd</sup> birthday, had received the following immunizations; four diphtheria, tetanus, and pertussis (DTaP); three inactivated poliovirus (IPV); one measles, mumps, and rubella (MMR); three haemophilus influenza type B (HiB); three hepatitis B; one varicella-zoster virus (chicken pox or VZV); and four pneumococcal conjugate vaccinations.
  - Increased by 3.65 percentage points from the 2021 reported rate.
- Number of children who had well-child visits in the first 15 months of life.
  - Increased by 3.61 percentage points from the 2021 reported rate.
- Number of adults who are using their asthma medication appropriately.
  - Increased by 6.46 percentage points from the 2021 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 cervical cancer screening.
- Receive timely postnatal care.
- Receive weight assessment and counseling for nutrition and physical activity.
- Receive an annual flu immunization.
- 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.

### 2023 Survey Results

In 2022, goals for improvement were set by the health plan's Quality Improvement Committee for the four key areas of satisfaction. The 2023 survey results below were then compared against these goals.

#### *Rating of Health Plan*

- The goal from Health Plan of Nevada was to have 45.2 percent of health plan members rate the health plan as a 9 or 10 on a 10-point scale.
- 2023 survey results: 35.7 percent of commercial health plan members rated the health plan a 9 or 10 on a 10-point scale. This is a decrease of 7.3 percentage points from last year.
- The goal of 45.2 percent satisfaction was not met.

#### *Rating of Health Care*

- The goal for HPN is to have 50.9 percent of health plan members rate the health care they received as a 9 or 10 on a 10-point scale.
- 2023 survey results: 43.0 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 5.5 percentage points from last year.
- The goal of 50.9 percent satisfaction was not met.

#### *Getting Needed Care*

- The goal of HPN is to have 79.3 percent of health plan members rate that they were always or usually able to get needed care.

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- 2023 survey results: 78.0 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 an increase of 2.5 percentage points from the last year.
- The goal of 79.3 percent was not met.

## *Getting Care Quickly*

- The goal for HPN is to have 69.3 percent of health plan members rate that they were always or usually able to get care quickly.
- 2023 survey results: 76.3 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 an increase of 10.3 percentage points over last year.
- The goal of 69.3 percent was met.

## *Going Forward into 2024*

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.