



# Neighborhood Health Plan™

## **Summary of Neighborhood Health Plan's 2009 Quality Improvement Program Evaluation**

Every year, Neighborhood Health Plan develops an annual Quality Work Plan with specific objectives, goals, and planned activities for clinical quality improvements, service quality improvements, and patient safety. The 2009 Quality Work Plan included initiatives in the following areas:

- **Maternal and Child Health Care**
- **Pediatric and Adolescent Health Care**
- **Diabetes Care Management**
- **Asthma Care Management**
- **Care Management Satisfaction and Effectiveness**
- **Disease Care Management**
- **Encouraging Wellness and Prevention**
- **Clinical Practice Guidelines**
- **Consistency in Applying Clinical Criteria**
- **Medical Record Documentation On-Site Review**
- **Continuity and Coordination of Care**
- **Health Equity**
- **Claims Payment Services**
- **Telephone Service and Email Response**
- **Enrollment Services**
- **Availability of Practitioners**
- **Accessibility of Services**
- **New Member Understanding of Marketing Information**
- **Member and Provider Satisfaction**
- **Website Accuracy and Ease of Use**
- **Drug Recalls**
- **Pharmacy Quantity Limits and On-Line Pharmacy Edits**
- **Serious Reportable Events and Quality-of-Care Occurrences**
- **Provider Complaints and Site Visits**
- **The e-Rx Collaborative**
- **Behavioral Health**

At the end of each year, NHP assesses its performance for each initiative and whether or not the established goal was achieved. For many initiatives, the measures used for the goals are those established by HEDIS® (the Health Effectiveness Data and Information Set) and CAHPS® (the Consumer Assessment of Healthcare Providers and Systems). Some goals are set internally or by NHP's customers, such as MassHealth. The results of this Quality Evaluation drive the development of the following year's Quality Work Plan.

**Achievements**

NHP is proud to report that many notable achievements occurred in 2009. For example, the HEDIS goal for the percent of members with asthma who are using a control inhaled steroid is approximately 91%. NHP went over that goal for the first time in 2009. Member feedback on NHP's diabetes and asthma educational tools also exceeded HEDIS's goals. The Maternal and Child Health Program met its target of identifying more than 20% of MassHealth women prior to delivery who receive disease management. It also met the goal of identifying more than 75% of pregnancies prior to delivery. Another important initiative that exceeded targets included the screening of children for behavioral health issues at well-child visits.

In the area of service, member satisfaction with NHP's care management programs was very high and all goals were met. Although claims payment goals at the 30-day levels were met, the goal for claims paid within 45 days was not met. Access to care represents an opportunity for improvement for NHP.

**Continuous Quality Improvement**

NHP can be proud of its accomplishments in 2009. Its ranking as #4 in Medicaid and as one of the top 50 Commercial health plans in America according to a joint-ranking by *U.S. News & World Report* and the National Committee for Quality Assurance is testimony to those accomplishments. And in the spirit of continuous quality improvement, the Quality Management Work Plan created for FY 2010 sets the bar yet higher.

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