

2015 QUALITY IMPROVEMENT (QI) EXECUTIVE SUMMARY (Achievements) & 2016 GOALS



Care1st Health Plan administers a robust ongoing Quality Improvement Program with a goal to ensure that members receive the highest quality of care and services. The QI Program’s effectiveness is evidenced by the fact that Care1st continues to be an NCOA Accredited PLAN Keeping members healthy is a partnership between our practitioners and providers, the member and Care1st!

2015 highlights include:

- Care1st has implemented quality improvement outreach efforts for diabetes care, well child services (physicals and immunizations), management of Hypertension, and Cervical Cancer Screening. We have seen improvement in these specific measures!

Clinical Quality Key Achievements:

Medi-Cal Measures	Los Angeles		San Diego	
	2014 Rate*	2015 Rate*	2014 Rate*	2015 Rate*
Adult BMI Assessment	66.42	83.66	69.83	86.86
Weight Assessment – BMI	42.62	71.29	54.99	75.67
Weight Assessment – Nutrition	72.13	74.94	62.29	75.67
Weight Assessment – Physical Activity	53.01	64.48	37.96	64.96
Child Immunization	68.88	74.21	65.45	69.34
Cervical Cancer	59.54	63.50	43.31	49.64
Controlling High Blood Pressure	46.65	57.42	42.82	59.37
Diabetes Care: HbA1c Test	75.91	87.04	81.27	87.59
Diabetes Care: Eye Exam	41.85	51.59	37.71	53.53
Diabetes Care: Nephropathy	80.78	86.06	82.24	84.18
Prenatal	84.68	84.91	81.02	79.08
Postpartum	52.73	55.47	60.58	66.18
Well-Child 3-6 Years	72.69	74.70	67.34	66.18

Medicare Measures		
	2014 Rate*	2015 Rate*
Colorectal Cancer Screening	66%	71%
Adult BMI Assessment	95%	96%
Medication Review	93%	95%
Functional Status Assessment	48%	61%
Pain Screening	85%	86%
Retinal Eye Exam	78%	75%
Nephropathy Care	93%	94%
A1c Control	74%	75%
Controlling High Blood Pressure	73%	75%
Breast Cancer Screening	79%	76%

*Represents the Measurement Year of the study

Care1st Health Plan Member Satisfaction rates improved in:

1. Getting help/information for customer service for Medicare and Los Angeles Medi-Cal members
2. Satisfaction with Personal Doctor for Los Angeles Medi-Cal members
3. Health Care for Los Angeles and San Diego Medi-Cal
4. Members surveyed are Satisfied with Specialist Doctor at 90th percentile for Los Angeles Medi-Cal

Key Achievements in improving Access to Care:

- ◆ Care1st works with contracted Medical Groups and IPAs ensuring the referral approval process is easy so members receive necessary care
- ◆ Daily monitoring of pharmacy fill rejections for new Medicare members to assure that needed medications are made available.
- ◆ Care1st expanded our provider network, including specialists, so members can have access to care and services
- ◆ In 2015, expanded our services to Merced county (Medicare)

2016 QI Program Goals:

- ◆ Collaborate with Providers and Medical Groups by providing data and resources needed to ensure members obtain all preventive and clinical services.
- ◆ Care1st will be doing additional member surveys throughout the year regarding recent Primary Care and Specialist visits. The goal is to identify any areas where we can improve our care and services.
- ◆ Continue to improve coordination of care and access to care for members by enhancing the provider network
- ◆ Enhance existing member and provider outreach programs that focus on preventive and chronic conditions that:
 - Continue to improve the control of blood pressure in members with high blood pressure
 - Continue to educate and work with our members in the care of diabetes

