2019 Quality Improvement Work Plan
### Area of Focus: Coordination and Continuity of Medical and Behavioral Healthcare

**Sub-Committee Name:** Med Psych QI Workgroup  
**Project Name:** BH HEDIS Measure Improvement  
**Areas Impacted:** Care Mgt., CPQM, Optum, HEDIS, Marketing and Communications, NMM  
**Work Plan Classification:** HEDIS  
**Program Key Objectives and Scope:** Improve HEDIS Performance on BH HEDIS  
**Proposed Intervention(s):**
- Make available to providers on provider website
  - “Conversation starter” around Depression/Substance Use Disorders and medication adherence using motivational interviewing technique
  - Develop/leverage provider materials with Optum to publish on provider website for providers to share with members
  - Collaborate with Optum and Network Medical Mgt. to work with identified LCUs.

### Area of Focus: Member Connections

**Sub-Committee Name:** Clinical Quality Improvement Committee  
**Project Name:** Improving call quality  
**Areas Impacted:** Member Experience/Services  
**Work Plan Classification:** NCQA  
**Program Key Objectives and Scope:** Improve customer service experience  
**Proposed Intervention(s):** Call evaluations by leadership, expanded use of survey data, increase frequency of Secret Shopper calls

### Area of Focus: Service Quality – Improve Member Experience

**Sub-Committee Name:** Member Experience  
**Project Name:** Improve our members’ experience and health insurance literacy  
**Areas Impacted:** Marketing, Digital, Member Services, Operations, Health Services  
**Work Plan Classification:** Member Experience  
**Program Key Objectives and Scope:** Focus on those areas most important to our members that also prove to be pain points with the goal of improving our member NPS (Net Promoter Score) ratings as well as overall retention  
**Proposed Intervention(s):** Do studies and journey mapping work, identify ways to improve experience (most impactful and efficient); implemented by digital strategy team, health services team, marketing team or mix; hope that issue doesn’t go to call center; change behavior upstream to make sure plan product and information is understood by member, cost-sharing, how to use plan and benefits, etc.
### Area of Focus
Continuity and Coordination of Care/Medication Adherence

### Sub-Committee Name
Clinical Programs Health Engagement Quality Subgroup

### Project Name
Continuity and Coordination of Care/Medication Adherence

### Areas Impacted*
Clinical Programs Health Engagement and Quality and Clinical Compliance Analysts

### Work Plan Classification
NCQA

### Program Key Objectives and Scope
Through coordination of care improve adherence and avoid duplications in drug therapy and adverse events to prescribed medications. Monthly and annual mailings to members focusing on the importance of medication adherence to prescribed medications. Annual adherence/gap in care reports to providers alerting of potential gap in care based on real-time pharmacy claims.

### Proposed Intervention(s)
Through education and coordination of care the team proposes to improve adherence to prescribed medications thereby increasing quality and clinical outcomes demonstrated by improved HEDIS rates.

### Area of Focus
Clinical Quality – Network Medical Management (NMM) Quality Programs

### Sub-Committee Name
Clinical Quality Improvement Committee

### Project Name
Network Quality Programs

### Areas Impacted
Network Medical Management

### Work Plan Classification* Quality Improvement- Provider

### Program Key Objectives and Scope
Align efforts of HPHC’s network with its mission & quality agenda including Physician Group P4P (pay-for-performance), Physician Group Honor Roll, Quality Grants, Hospital P4P

### Proposed Intervention(s)
HEDIS GAPs in care, member quality & cost improvement.
Annual refresh of the program elements to meet business needs of organization

### Area of Focus
Clinical Quality – Member Outcomes

### Sub-Committee Name
Clinical Quality Improvement Committee

### Project Name
Reducing Hospital Readmissions

### Areas Impacted*
Care Management, HEDIS

### Work Plan Classification
NCQA

### Program Key Objectives and Scope
Decrease hospital readmissions after discharge; lower risk of readmission through Care Management

### Proposed Intervention(s)
Transitions in Care Program
### HPHC 2019 Quality Improvement Work Plan Summary

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<th>Well-being</th>
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<td>Project Name</td>
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<td>Areas Impacted*</td>
<td>Sales; Marketing;</td>
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<td>Employer-related; NCQA; Marketplace</td>
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<td>Program Key Objectives and Scope</td>
<td>Provide scalable, innovative well-being services to enhance member health engagement and provide a catalyst for sales retention and growth.</td>
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<tr>
<td>Proposed Intervention(s)</td>
<td>Engage members in well-being programs</td>
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