



2019 Quality Improvement Work Plan

 Get healthy. Get HaPi. 

HPHC 2019 Quality Improvement Work Plan Summary

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)	<ul style="list-style-type: none"> • Make available to providers on provider website <ul style="list-style-type: none"> ○ “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.

HPHC 2019 Quality Improvement Work Plan Summary

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

Area of Focus	Well-being
Sub-Committee Name	Clinical Programs Health Engagement Quality Subgroup
Project Name	Health Engagement
Areas Impacted*	Sales; Marketing;
Work Plan Classification	Employer-related; NCQA; Marketplace
Program Key Objectives and Scope	Provide scalable, innovative well-being services to enhance member health engagement and provide a catalyst for sales retention and growth.
Proposed Intervention(s)	Engage members in well-being programs