QUALITY IMPROVEMENT PROGRAM

Each year, an annual evaluation of the QI Program is conducted to assess the overall effectiveness of the health plan’s quality improvement processes. The evaluation reviews all aspects of the Quality Improvement Program, emphasizing whether the Program has demonstrated improvements in the quality of care and service provided to members. The annual evaluation includes:

- A summary of completed and ongoing quality improvement activities that address quality and safety of clinical care and quality of service
- A review of the HEDIS 2010 performance for dates of service in 2009
- Trending of measures to assess performance in the quality and safety of clinical care and quality of service
- Analysis of the results of all initiatives including potential and actual barriers to achieving goals
- Evaluation of the overall effectiveness of the program including progress toward influencing safe clinical practices.

Some accomplishments for 2010 include the following:

- Received a 1% quality incentive bonus from New York State
- Scored 20 points out of 20 points for ambulatory sensitive hospital admissions
- Served meals to the needy in NYC and Syracuse food pantries
- Successfully implemented a fourth quarter incentive program for members and providers
- Painted Murals in pediatric clinics
- Opened an office in the Bronx
- Walked in rainstorms to raise funds for charity
- Encouraged and fostered teamwork across the business segments
- Moved to a new office
- Interviewed over 300 applicants and hired 60 sales reps
- Rebranded to UnitedHealthcare Community Plan
- In collaboration with our UHN colleagues, hired and trained 7 contractors for upstate expansion
- In collaboration with Medicare and Retirement signed up over 500 members to the AARP Medicare product
- Received approval to implement a new enrollment system
- Passed CHP audits
- Passed Article 44/49 focused review with 0 deficiencies
- Trained Member service staff and passed NYSDOH secret shop audits
- Deployed 4 brand new RV’s
- Implemented hiring plan to support 2011 growth
- Established a provider data management team
- Fostered new community relationships

If you would like further information about our Quality Improvement Program, our annual goals or our progress towards meeting our goals, please call Maria Lamar at 212-898-7935.