



UnitedHealthcare Community Plan (Rhode Island) Summary of 2011 Quality Improvement Program Activities

A summary of accomplishments for 2011 and opportunities for improvement identified for 2012 are listed below. To learn more about UnitedHealthcare Community Plan's (Rhode Island) Quality Improvement Program and the health plan's progress on meeting its Quality Improvement goals or to request a paper copy of this document, please call Member Services at 1-800-587-5187 (TTY 711).

Introduction

Each year, UnitedHealthcare Community Plan (Rhode Island) evaluates the effectiveness of its Quality Improvement Program for enrolled Medicaid Rite Care, Rhody Health Partners (RHP) and Children with Special Healthcare Needs (CSN). The health plan evaluates overall quality improvement activities and processes to improve the health of plan members. The health plan also evaluates the service provided to members and providers. The evaluation includes:

- A summary of completed and ongoing quality improvement activities and studies that address the quality and safety of clinical care and the availability of needed services.
- A review of HEDIS® performance for dates of service in the previous calendar year, including trending of measures to assess opportunities for improvement in clinical outcomes.
- A review of CAHPS® performance to assess members' satisfaction with the quality of service provided by network providers and health plan staff.
- An 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 on developing safe clinical practices.

Accomplishments

Some of the key accomplishments in 2011 include the following:

- Achieved NCQA reaccreditation and maintained our 'Excellent' status.
- Recognized as the #16 Medicaid health plan in America, according to the national rankings developed by the National Committee for Quality Assurance (NCQA). This is an increase from #26 in 2010.
- The health plan showed performance improvement during HEDIS 2011 when compared to HEDIS 2010 for the following measures: Immunization for Adolescents – Combo 1; Antidepressant Medication Management (84-day treatment); Avoidance of Antibiotic Treatment for Adults with Acute Bronchitis; Well Child Visits in the 3rd – 6th Years of Life; and Cervical Cancer Screening.
- Provider satisfaction results in 2011 for overall rating of the health plan as 'Excellent' or 'Very Good' showed a slight increase compared to the 2010 results. This is the second year in a row where provider satisfaction improved. The key strengths that have been identified include the following: timeliness of claims payment process, accuracy of claims payment process, helpfulness of the Provider Administrative Guide and updates and assistance provided by care management staff in facilitating treatment coordination.
- Member satisfaction results for the 2011 Adult CAHPS survey revealed improvements in members' satisfaction with the health plan.
- The health plan conducted the CAHPS Child Medicaid without Chronic Conditions Member survey for the first time.
- The health plan increased its community presence and outreach through participation at community agency events, volunteer programs, health fairs, and school events throughout Rhode Island.

- In 2011, the health plan developed a Member Advisory Committee to gather feedback from members regarding plan services, member materials and opportunities for improvement. The committee meets quarterly.
- The Pharmacy department implemented a new process in October 2011 for the convenience of the member and the physician community; some medications are now approved for longer periods of time.
- The health plan implemented the Baby Blocks Program. This program supports the member during the maternity process and well child care.

What's Next in 2012?

Specific information about the objectives, goals, metrics and reporting mechanisms proposed for 2012 are outlined in the 2012 Quality Improvement Program Description and the 2012 Quality Improvement Work Plan. In general, UnitedHealthcare Community Plan's (Rhode Island) Quality Improvement Program strives to achieve the Quality Compass HEDIS 90th percentile on all measures as applicable.

Some of UnitedHealthcare Community Plan's planned activities for 2012 include:

- Ongoing monitoring and process improvements to improve provider satisfaction with the medical and pharmacy authorization processes.
- Ongoing monitoring, process improvements and member outreach to improve member satisfaction with UnitedHealthcare Community Plan's (Rhode Island) Member Services department.
- Ongoing monitoring of metrics to assure members receive the right care at the right care at the right time at the right place.
- Conduct Member Advisory Committee meetings on a quarterly basis to obtain feedback from our members and identify opportunities to improve.
- Develop and implement provider specific tools that will allow providers to create reports letting providers know what services their patients have received and what services their patients are due to receive.
- Identify new opportunities and implement new programs that will assist in helping our members maintain healthy lifestyles.

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