



## Quality Improvement Program Summary

At Martin's Point Health Care (MPHC) we are committed to providing care and service that meets the highest standards for safety, effectiveness, and **customer experience**. We continually collect and analyze data to monitor our performance and identify areas for improvement. This document provides a brief overview of the types of data we use and some of our quality improvement activities.

Standard measures of clinical quality and customer experience allow individuals to compare health plans and make informed choices when it comes to the right health plan provider for themselves and their family members. Two key measure sets are the Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) and Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>).

Nearly all health plans in the United States use HEDIS<sup>®</sup> to measure **quality of care**. MPHC strives to be among the best health plans in the nation by helping our members receive high quality care. In collaboration with our network providers, we support effective and affordable screening and treatment practices to prevent health issues and manage chronic conditions.

CAHPS<sup>®</sup> surveys ask patients about their experiences with their health plans, prescription plans, and care providers. The surveys focus on factors patients say are important to them such as getting care easily and quickly, quality of care provided by their primary care provider, coordination of care, and overall service quality. Our teams continually analyze CAHPS<sup>®</sup> data and other performance indicators in our mission to provide the best service to our members. Member survey results show Martin's Point continually exceeds top benchmarks for member satisfaction.

The National Committee for Quality Assurance (NCQA), the leading authority on health plan quality, issues annual ratings for commercial health plans based on HEDIS<sup>®</sup> performance and CAHPS<sup>®</sup> scores. Our US Family Health Plan (in ME, NH, NY, PA, VT) is rated at **4.5 out of 5 Stars**. You can review our Health Plan Ratings at [healthinsuranceratings.ncqa.org](http://healthinsuranceratings.ncqa.org).

In addition to being highly rated, our US Family Health Plan is also **NCQA Accredited**. This means that we've elected to participate in a rigorous, comprehensive review of our performance. The Martin's Point US Family Health Plan has received NCQA's seal of approval at Excellent (ME) and Commendable (NH, VT, NY, PA) levels.



While we work to ensure optimal health of individual members, we are also increasingly turning our attention toward **population health** concerns as we focus on the well-being of our **community**. For example, we analyze data and reach out to both members and health care providers to reduce health care “gaps” such as missed screening interventions. We are always innovating and looking for new ways to improve our performance as well as the health of our member populations.

MPHC’s population health programs are available to members through self-referral and through targeted outreach, based on specific criteria. Our current population health programs include:

- **Chronic Care Program**—Care management services for adults with chronic diseases such as asthma, diabetes, hyperlipidemia, morbid obesity with sleep apnea, congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), uncontrolled hypertension, amyotrophic lateral sclerosis (ALS), multiple sclerosis (MS), and other chronic, debilitating conditions.
- **Maternity Program**—Care management services for pregnant members to promote health for both mothers and newborns.
- **Behavioral Health Program**—Care management services for members of any age with primary or secondary mental health diagnoses and/or substance abuse diagnoses. Members recently hospitalized for a behavioral health condition and children and adolescents being treated with specific high-risk medications are a priority for this program.
- **ECHO Program**—The ECHO program is offered to US Family Health Plan pediatric beneficiaries (of active-duty sponsors) who are diagnosed with autism, developmental delays, moderate or severe mental retardation, a serious physical disability, or an extraordinary physical, complex medical, or psychological condition.

**If you feel you or your loved one could benefit from care management, please call our Health Management department at 1-877-659-2403 to ask about enrolling.**

- **Colorectal Cancer Screening**—Targeted outreach. Insure FIT kit mailed to members between the ages of 50–75 years of age with a gap in their colorectal cancer screening.

**If you would like to receive a colorectal screening test kit, please call Member Services at 1-888-674-8734**

The following programs are available through Martin's Point targeted outreach (not available through self-referral):

- **Breast Cancer Screening**—Mailed reminder postcard to female members 50–74 years of age with a gap in their mammography for breast cancer screening.
- **Gaps in Care Mailings**—Throughout the year, MPHC may send member mailings out addressing specific gaps in care. Members are identified through claims information. These efforts may change from year to year based on our analysis of available data.

- **COPD**—Members carrying a diagnosis of COPD discharged from an acute care hospital or Emergency Department visit will receive a post-discharge call from a MPHC nurse care manager for medication reconciliation and are offered a follow-up call with a pharmacist for medication review.
- **CHF Pilot Program**—Care management services for US Family Health Plan members 18 years or older with a diagnosis of congestive heart failure who also have a Martin's Point PCP at the Portsmouth (NH) Health Care Center. Services include self-management education, creation of member-centered goals, assistance with navigation of the system and community resources, collaboration with providers with a focus on closing gaps in care to reduce exacerbation of disease process and decrease hospitalization.

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CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).