

## **2017–2018 Quality Improvement (QI) Program Accomplishments and Progress Toward Goals**

### **Program Achievements and Outcomes Highlights Include:**

- In 2018, CalOptima was proud to again be the top-rated Medicaid plan five years in a row in California according to the National Committee for Quality Assurance (NCQA) Medicaid Health Insurance Plan Ratings 2018–2019.
- CalOptima’s Medi-Cal program successfully achieved a commendable accreditation status by NCQA for 2018.
- The Department of Health Care Services (DHCS) recognized CalOptima for “Outstanding Performance 2018” for a large-scale plan.

### **Quality Key Achievements**

The Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) is the nationally recognized tool used to measure the quality of health care our members receive. These are high-level results of our HEDIS 2018 (measurement year 2017) efforts:

- Medi-Cal: 76 percent of the measures (48 of 62) scored better when compared to last year.
- All Clinical Measures with a minimum performance level (MPL) set by Department of Healthcare Services achieved goal.
- The following measures made significant improvement from the previous year:
  - Childhood Immunizations
  - Cervical Cancer Screening
  - Appropriate Testing for Children with Pharyngitis
  - Appropriate Treatment for Children with Upper Respiratory Infection

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of patient surveys rating health care experience. For the 2018 (measurement year 2017) adult and child CAHPS survey efforts, the Rating of Health Plan measure improved from the previous year.

### **Program Activities Include:**

#### **Healthy Community**

CalOptima is building a healthy community for our members through our Quality Improvement Projects (QIP). In 2017–2018, improvement projects focused on enhancing or improving:

- Access to Care
- Diabetes Screening and Treatment
- Improving Readmission Rates
- Initial Health Assessment Rate
- Coordination of Care for Long-Term Support Services (LTSS)

#### **Member Satisfaction**

CalOptima measures quality and service to our members in many ways:

- We issue an annual member satisfaction survey for our members to rate their satisfaction with several important areas including Getting Needed Care, Getting Care Quickly, How Well Doctor’s Communicate and Rating of Health Plan.

- We review member experience survey results alongside potential quality of care, complaints and grievances, and member call center data looking for any provider patterns that require intervention or corrective action.
- A team meets monthly to review data reflective of member experience pain points and acts to address them to improve the member experience.

CalOptima has launched a Provider Coaching Pilot that includes:

- Physician shadow coaching
- Physician, manager and staff workshops and trainings to improve customer service
- Physician-Patient Communication Online Training for Physicians

### **Access to Care**

- We regularly monitored our provider network to assure that our members have access to care and services.
- We worked with our contracted health networks to ensure that there is an adequate network of providers and that members can obtain timely appointments and expand access where needed.
- In 2017–2018, CalOptima collaborated with providers to host CalOptima Days, a health and wellness event targeting well-care visits and immunizations for children and teens.
- In 2018, CalOptima contracted directly with behavioral health providers to create a behavioral health provider network and assure that our members have access to behavioral health care and services.

These activities reflect CalOptima’s commitment to the quality of care that our members receive from our provider partners. Although individual measures may vary in their level of accomplishment, our overall effort has been a considerable success. As we continue to monitor our performance and refine our methods, we are confident that our QI efforts will continue to make a positive impact.

### **Quality Health Care Delivery System**

Our action plan to deliver a quality health care delivery system is to engage and support providers in the provision of quality health care services for our members. In 2017–2018, CalOptima worked in collaboration with our contracted health networks and providers to improve the following children and women’s health measures:

- Prenatal and Postpartum Visit
- Cervical Cancer Screening
- Breast Cancer Screening
- Childhood and Adolescent Immunizations and Well-Care Visits

Additionally, we collaborated with providers and members to educate them in the appropriate use of antibiotics when the diagnosis is bronchitis.

### **Efficient and Sound Infrastructure**

For CalOptima, 2018 was a significant year. CalOptima took major steps in the growth of its Quality Program infrastructure to make it more efficient and sound:

- The Quality Improvement Committee (QIC) oversees the Medi-Cal, OneCare and OneCare Connect QI programs. As part of the 2018 QI Program, the QIC reorganized its committee structure and formally adopted new subcommittees — Member Experience Subcommittee and the Clinical Operations/Population Health Subcommittee.

- CalOptima’s Delegation Oversight Committee continues to provide oversight of the health networks and annually reviews audit results and discusses delegation and oversight responsibilities across all programs.
- CalOptima continued to support all activities to maintain NCQA accreditation status.

**Program Goals:**

- To remain the top-rated Medicaid plan in California according to the National Committee for Quality Assurance (NCQA) Medicaid Health Insurance Plan Ratings
- To be known as having “Outstanding Performance” for a large-scale plan by the Department of Health Care Services
- To maintain commendable accreditation status by NCQA
- To improve member experience
- To increase member access to care