

Quality Improvement Program

Absolute Total Care strives to improve the health of all enrolled members by focusing on helping them to be healthy and stay healthy. Absolute Total Care has created a Quality Improvement (QI) Program to support this goal. The goal of the program is to ensure our members receive high quality care and services that are effective, safe, and responsive to their healthcare needs, while understanding their cultural and linguistic needs and preferences. The program extends to all internal departments and measures numerous aspects of the care and services offered through Absolute Total Care.

Absolute Total Care's Board of Directors provides the Quality Improvement Committee (QIC) the authority to oversee the QI Program. The QIC is led by our Chief Medical Director, who provides direction and has lead responsibility for health plan-wide QI Program activities.

The QI Program utilizes a systematic approach to quality using reliable and valid methods of monitoring, analyzing, evaluating, and improving the delivery of healthcare to all members. This systematic approach provides a continuous cycle for assessing the quality of care and service among initiatives, including preventive health, acute and chronic care, behavioral health, over- and under-utilization, continuity and coordination of care and patient safety.

Healthcare Effectiveness Data and Information Set (HEDIS®)

One way Absolute Total Care measures progress towards meeting our goals each year, and determines areas in need of improvement, is by using the Healthcare Effectiveness Data and Information Set, or HEDIS®.

HEDIS® is a measurement tool used by health plans across the nation to evaluate performance in clinical quality and services provided by the health plan. Annual HEDIS® scores are an indicator for Absolute Total Care to evaluate progress towards QI Program goals, and where opportunities exist to improve overall services and health care for our members. Absolute Total Care continuously looks for ways to increase the effectiveness of interventions and identify new initiatives for improvement.

Below are the results from the last three calendar years and current goals:

Measure	CY 2020	CY 2021	CY 2022	CY 2022 Goal
Well Child 30 months (first 15 months of life)	50.75%	55.64%	53.35%	62.06%
Well Child 30 months (15-30 months)	69.74%	68.65%	65.07%	71.41%
Weight Assessment & Counseling BMI	73.48%	65.94%	73.48%	81.16%
Timeliness of Prenatal Care	89.54%	85.64%	84.43%	88.32%
Breast Cancer Screening	57.55%	54.62%	52.18%	51.05%
Follow up for Children Prescribed ADHD Medication (Initiation; 30 days)	63.28%	37.55%	46.10%	43.29%
Antidepressant Medication Management (Continuation; 180 Days)	32.07%	35.89%	28.59%	45.52%

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

Absolute Total Care also utilizes a survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) to assess member satisfaction. The CAHPS® survey is a standard tool for measuring and reporting on member experience with their health plan and services received. CAHPS® is a national tool used by health plans; questions include such items as ability to get an appointment with their primary care physician or specialist and respectful treatment by the providers. The CAHPS® results are reviewed by Absolute Total Care and the QIC and action plans are implemented to improve any deficiencies.

Below are our CAHPS® results from the last three calendar years:

Measure	2021 Child CAHPS	2022 Child CAHPS	2023 Child CAHPS	2021 Adult CAHPS	2022 Adult CAHPS	2023 Adult CAHPS
Getting Needed Care	92.7%	89.3%	87.2%	83.4%	82.7%	82.5%
Getting Care Quickly	90.8%	92.6%	85.8%	82.4%	85.9%	84.6%
Rating of Health Plan	90.1%	90.8%	89.7%	73.1%	76.8%	78.7%
Rating of Personal Doctor	94.8%	90.3%	93.8%	82.2%	86.8%	83.9%
Rating of Health Care	90.3%	89.6%	96.7%	70.6%	76.9%	73.6%
How Well Doctors Communicate	97.2%	95.7%	95.7%	92.7%	93.9%	93.5%
Customer Service	89.6%	92.9%	87.5%	91.2%	88.7%	90.4%

Clinical Practice Guidelines (CPGs)

Absolute Total Care adopts evidence-based clinical practice guidelines (CPGs) to assist practitioners and members with making decisions regarding appropriate healthcare for specific clinical circumstances. These guidelines include clinical, preventive, and behavioral practice guidelines. All guidelines are available to providers on the Absolute Total Care website and by request. Absolute Total Care monitors HEDIS® data and data from a corporate driven clinical initiatives dashboard related to clinical programs to determine practitioners’ adherence to various practice guidelines as approved by the Quality Improvement Committee. Results based on HEDIS® data or the clinical initiatives dashboard are published on the Absolute Total Care website.

Below are the results for the audited CPGs based on HEDIS® data:

Measure	CY 2021	CY 2021 Goal	CY 2022	CY 2022 Goal
Antidepressant Medication Management (Continuation; 180)	35.89%	40.87%	28.59%	45.52%
Follow-Up Care for Children Prescribed ADHD Medication (Initiation Phase)	37.55%	50.27%	46.10%	43.29%
Well Child 30 months (first 15 months of (FE))	55.64%	61.17%	53.35%	62.06%
Well Child 30 months (15-30 months)	68.65%	75.60%	65.07%	71.41%
Child and Adolescent Well-Care Visits	45.12%	54.71%	41.67%	52.69%

Below are the results for the audited CPG based on Clinical Initiatives Dashboard Data:

Calendar Year (CY)	Hydroxyurea Rate	Goal
2022	11.69%	14.65%
2021	10.77%	13.50%

National Committee for Quality Assurance (NCQA) Accreditation

Absolute Total Care is proud to be accredited by the National Committee for Quality Assurance (NCQA). Being accredited by NCQA means Absolute Total Care meets or exceeds rigorous performance standards based on measures of clinical quality, member satisfaction and results of the standards and guidelines review. In 2022, Absolute Total Care also received NCQA's Health Equity Accreditation for meeting or exceeding standards that address inequities to improve healthcare access and outcomes for all members.

In summary, Absolute Total Care's primary quality improvement goal is to improve our members' health status through a variety of meaningful quality improvement initiatives implemented across all care settings and is aimed at improving quality of care and services delivered. The objectives to support this goal are:

- To improve member health outcomes through continuous quality improvement efforts
- To seek input from and work with members, providers, and community resources to ensure quality of care
- To share periodic quality improvement information to participating providers to support their efforts to provide high quality healthcare
- To ensure adequate resources with the expertise required to support and effectively carry out all functions of the QI Program
- Improve HEDIS® and CAHPS® rates
- To facilitate provider adoption of evidence based Preventive Health and Clinical Practice Guidelines
- To improve health equity for members by working to eliminate health disparities and ensure all members receive equitable care

The QI Program and annual evaluation are presented to the QIC and Absolute Total Care's Board of Directors for review and approval.

If you have questions or would like more information about Absolute Total Care's QI Program, call 1-866-433-6041 and ask for the Quality Improvement Department.