

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 2022	CY 2023	CY 2024	CY 2024 Goal
Childhood Immunization Status (CIS) Combo 10	21.41%	18.49%	20.44%	34.79%
Immunizations for Adolescents (IMA) Combo 2	29.93%	29.93%	36.25%	41.61%
Weight Assessment& Counseling BMI	73.48%	76.89%	88.08%	87.59%
Timeliness of Prenatal Care	84.43%	83.45%	87.83%	88.58%
Breast Cancer Screening	52.18%	53.92%	56.23%	59.51%
Follow up for Children Prescribed ADHD Medication (Continuation; 180 days)	59.91%	61.26%	56.77%	59.13%
Antidepressant Medication Management (Continuation; 180 Days)	28.59%	28.41%	30.52%	59.46%

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 2023	CY 2024	CY 2024 Goal
Antidepressant Medication Management (Continuation; 180)	28.41%	30.52%	59.46%
Follow-Up Care for Children Prescribed ADHD Medication (Initiation Phase)	47.36%	47.54%	49.60%
Well Child 30 months (first 15 months of life)	55.21%	62.92%	64.99%
Well Child 30 months (15-30 months)	69.11%	76.28%	73.09%
Child and Adolescent Well-Care Visits	48.72%	51.33%	58.07%
Glycemic Status Assessment for Patients with Diabetes (GSD)	61.07%	61.56%	60.83%
Blood Pressure control for Patients with Diabetes (BPD)	69.34%	72.02%	73.59%
Eye Exam for Patients with Diabetes (EED)	44.77%	53.04%	59.41%

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

Measure	CY 2023	CY 2024	Goal
Hydroxyurea Rate	11.49%	15.30%	12.60%

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 addition, Absolute Total Care maintains 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.