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 2023	CY 2024	CY 2025	CY 2025 Goal
Childhood Immunization Status (CIS) Combo 10	18.49%	20.44%	18.69%	17.70%
Immunizations for Adolescents (IMA) Combo 2	29.93%	36.25%	32.16%	33.40%
Weight Assessment & Counseling BMI	76.89%	88.08%	87.83%	87.59%
Timeliness of Prenatal Care	83.45%	87.83%	89.29%	84.40%
Breast Cancer Screening	53.92%	56.23%	53.47%	66.30%
Follow up for Children Prescribed ADHD Medication (Continuation; 180 days)	61.26%	56.77%	59.48%	58.60%

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.