

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 health care 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 the authority to oversee the QI Program. The Quality Improvement Committee is led by our 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 health care 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.

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 measurement periods (Calendar Year; CY) and current goals:

Measure	CY 2015	CY 2016	CY 2017	CY 2018 Goal
Diabetes A1C testing	85.65%	88.37%	89.23%	89.05%
Diabetes Eye Exam	51.39%	54.34%	52.19%	57.07%
Well Child 15 months	59.90%	60.10%	68.37%	72.32%
Well Child 3-6 years old	59.38%	59.33%	65.94%	77.37%
Adolescent Well Care	46.88%	52.88%	53.28%	58.64%
Timeliness of Prenatal Care	90.28%	90.09%	90.51%	90.73%

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 QI Committee and action plans are implemented to improve any deficiencies.

Below are the results from the last 3 measurement periods:

Measure	2016 Child CAHPS	2017 Child CAHPS	2018 Child CAHPS	2016 Adult CAHPS	2017 Adult CAHPS	2018 Adult CAHPS
Getting Needed Care	88.35%	91.79%	88.04%	78.02%	82.30%	83.50%
Getting Care Quickly	92.33%	90.68%	94.77%	81.33%	86.11%	83.20%
Rating of Health Plan	82.69%	86.46%	89.09%	72.75%	76.64%	78.95%
Rating of Personal Doctor	91.35%	90.91%	92.43%	80.28%	82.37%	85.34%
Rating of Health Care	86.74%	91.22%	87.80%	70.90%	75.77%	76.12%
How Well Doctors Communicate	97.34%	95.27%	96.16%	93.16%	91.87%	93.59%
Customer Service	87.73%	88.58%	92.04%	84.07%	89.58%	85.75%

NCQA Accreditation

Absolute Total Care is proud to have earned accreditation with a status of “Commendable” from the National Committee for Quality Assurance (NCQA). NCQA recognized Absolute Total Care for meeting or exceeding rigorous performance standards based on measures of clinical quality, member satisfaction, and results of the standards and guidelines review.

In summary, Absolute Total Care’s primary quality improvement goal is to improve members’ health status through a variety of meaningful quality improvement initiatives implemented across all care settings and 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 in order to support their efforts to provide high quality health care

- To ensure adequate resources with the expertise required to support and effectively carry out all functions of the QI Program are employed
- Improve HEDIS® and CAHPS® rates
- To facilitate provider adoption of evidence based Preventive Health and Clinical Practice Guidelines

The QI Program and annual evaluation are presented to the QI Committee and Absolute Total Care Board of Directors for review and approval. If you have questions or would like more information about Absolute Total Care's QI Program, Member Services at 1-866-433-6041 and ask for the Quality Department.