absolute total care.
Healthy Connections

100 Center Point Circle
Columbia, SC 29210

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 QI Committee the authority to oversee the QI Program. The QI 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 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 2017	CY 2018	CY 2019	CY 2019 Goal
Well Child 15 months	68.37%	68.37%	72.51%	71.95%
Weight Assessment& Counseling BMI	79.56%	84.18%	87.59%	87.10%
Timeliness of Prenatal Care	90.51%	91.48%	93.67%	87.59%
Breast Cancer Screening	62.88%	64.09%	61.67%	61.47%
Follow up for Children Prescribed ADHD Medication (Initiation; 30 days)	52.16%	53.06%	44.08%	49.27%
Antidepressant Medication Management (Continuation; 180 Days)	22.92%	25.10%	23.13%	37.58%

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)
Absolute Total Care also utilizes a survey called the Consumer Assessment of Healthcare Providers and Systems, or 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 three measurement periods:

Measure	2018 Child CAHPS	2019 Child CAHPS	2020 Child CAHPS	2018 Adult CAHPS	2019 Adult CAHPS	2020 Adult CAHPS
Getting Needed Care	88.04%	86.27%	88.6%	83.50%	85.95%	81.2%
Getting Care Quickly	94.77%	93.88%	94.2%	83.20%	84.22%	88.6%
Rating of Health Plan	89.09%	89.40%	73.9%	78.95%	79.31%	76.5%
Rating of Personal Doctor	92.43%	92.62%	90.3%	85.34%	84.02%	86.2%
Rating of Health Care	87.80%	91.29%	87.9%	76.12%	68.57%	61.5%
How Well Doctors Communicate	96.16%	97.01%	95.9%	93.59%	93.10%	93.7%
Customer Service	92.04%	91.52%	88.9%	85.75%	92.57%	88.8%

Clinical Practice Guidelines (CPGs)
Absolute Total Care adopts evidence-based 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 medical records, 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 QI Committee. Individual practitioners are notified of any results <80% when compliance is audited via medical record review.

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 2019	CY 2019 Goal
Antidepressant Medication Management (Continuation; 180 Days)	23.13%	37.58%
Follow up for Children Prescribed ADHD Medication (Initiation; 30 days)	44.08%	49.27%
Well Child 3-6 years old	59.85%	76.72%
Adolescent Well Care	52.07%	60.85%
Sickle Cell-Hydroxyurea Utilization	107.2%	110.0%

National Committee for Quality Assurance (NCQA) Accreditation
Absolute Total Care is proud to be accredited by the 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 summary, Absolute Total Care's primary QI goal is to improve members' health status through a variety of meaningful QI 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 QI efforts
- To seek input from and work with members, providers, and community resources to ensure quality of care
- To share periodic QI information to participating providers in order 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 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, call Provider Services at 1-866-433-6041 and ask for the Quality Improvement Department.