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Quality Improvement Program

Absolute Total Care (Medicare-Medicaid Plan) strives to improve the health of all enrolled members by focusing on helping them be healthy and stay healthy. Absolute Total Care has created a Quality Improvement (QI) Program to support this goal. The main 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 throughout 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 the health plan’s 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 toward meeting our goals each year and determines areas in need of improvement is by using 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 toward QI Program goals and show where opportunities exist to improve overall services and healthcare for our members. Absolute Total Care continuously looks for ways to increase the effectiveness of interventions and identify new initiatives for improvement.

Below are our results for selected measures from 2015 (baseline year) and 2016:

| Measure | CY 2015 | CY 2016 |
|--|---------|---------|
| Diabetes HgbA1C Testing | 90.79% | 91.58% |
| Diabetes HgbA1c Adequate Control (<8%) | 23.68% | 53.68% |
| Diabetes Eye Exam | 48.68% | 46.32% |
| Diabetes Medical Attention to Nephropathy | 90.79% | 90.43% |
| Controlling High Blood Pressure (BP <150/90) | 41.30% | 40.34% |

CY = Contract Year

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

Absolute Total Care also utilizes the CAHPS survey 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 on the survey ask about topics such as the ability to get an appointment with their primary care provider 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 our CAHPS scores from 2016:

| Measure | 2016 Medicare-Medicaid Plan CAHPS |
|-------------------------------|-----------------------------------|
| Getting Needed Care | 62.2% |
| Getting Care Quickly | 53.6% |
| Rating of Health Plan | 70.7% |
| Rating of Personal Doctor | 78.5% |
| Rating of Health Care Quality | 61.3% |
| How Well Doctors Communicate | 79.8% |
| Customer Service | 79.6% |

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 quality improvement efforts.
- Seek input from and work with members, providers, and community resources to ensure quality of care.
- Share periodic QI information to participating providers in order to support their efforts to provide high quality healthcare.
- 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.
- 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, please call Member Services at 1-866-433-6041 (TTY: 711) and ask for the Quality Department.

