

Quality Improvement Program

Absolute Total Care 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 the results from the last three measurement periods and current goals:

Measure	CY 2014	CY 2015	CY 2016	CY 2017 Goal
Diabetes A1C Testing	82.71%	85.65%	88.37%	87.34%
Diabetes Eye Exam	40.80%	51.39%	54.34%	56.25%
Well Child 15 Months	61.57%	59.90%	60.10%	64.46%
Well Child 3-6 Years Old	58.33%	59.38%	59.33%	73.61%
Adolescent Well Care	39.58%	46.88%	52.88%	53.24%
Timeliness of Prenatal Care	93.29%	90.28%	90.09%	87.88%

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 the results from the last three measurement periods:

Measure	2015 Child CAHPS	2016 Child CAHPS	2017 Child CAHPS	2015 Adult CAHPS	2016 Adult CAHPS	2017 Adult CAHPS
Getting Needed Care	87.5%	88.35%	91.79%	83.1%	78.02%	82.30%
Getting Care Quickly	93.3%	92.33%	90.68%	84.6%	81.33%	86.11%
Rating of Health Plan	84.9%	82.69%	86.46%	72.6%	72.75%	76.64%
Rating of Personal Doctor	89.4%	91.35%	90.91%	66.2%	80.28%	82.37%
Rating of Health Care	89.3%	86.74%	91.22%	70.4%	70.90%	75.77%
How Well Doctors Communicate	94.2%	97.34%	95.27%	92.5%	93.16%	91.87%
Customer Service	90.3%	87.73%	88.58%	86.4%	84.07%	89.58%

National Committee for Quality Assurance (NCQA) Accreditation

Absolute Total Care is proud to have earned accreditation with a status of “Commendable” from the 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 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.