



An Anthem Company

Quality Improvement Program

How we measure up

At Empire, your health is important to us — and our experienced team can help you stay focused on it. Our Quality Improvement program works hard to improve our members' services. Each year, we measure the quality and safety of our programs so we can:

- Find ways to make them better.
- Create new programs.

What tells us how we're doing?

We use tools like:

- Healthcare Effectiveness Data and Information Set (HEDIS[®]) — this measures quality of our care and services.
- Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) — this is a survey that lets members give feedback on our plan.

National and state quality programs

National Committee for Quality Assurance (NCQA)

NCQA uses surveys and HEDIS scores to look at our:

- Policy and procedures.
- Quality programs.
- Customer satisfaction.
- Quality and access to care.

This year, we want to make sure that:

- All our members get quality health care and service.
- We understand all our members' cultures and languages.
- We work to improve the health of our members.
- We help our members stay well and manage their health care needs.

2018 HEDIS results

HEDIS is a set of measures accredited health plans use to tell them about the quality of their care and services. The results help us make sure members get the services they need to:

- Stay healthy.
- Find health problems early so they can be treated sooner.

HEDIS looks at seven areas:

- | | |
|---|---|
| • Effectiveness of care | • Relative resource use |
| • Access/availability of care | • Health plan descriptive information |
| • Experience of care | • Measures collected using electronic clinical data systems |
| • Utilization and risk adjusted utilization | |

We keep track of over 75 items. The data below shows some of our results from 2015-2017. We compared it to the average Medicaid rate in the United States.

We improved in the following areas:

HEDIS measure	2015	2016	2017
Adolescent well-care visits	68.68%	70.41%	71.58%
Well-visits for 3- to 6-year-olds	86.03%	85.81%	86.22%
Appropriate testing for children with pharyngitis	89.70%	89.44%	89.98%
Breast cancer screening	73.33%	71.45%	73.46%
Comprehensive diabetes care — eye exams	63.23%	64.81%	63.02%
Spirometry testing for chronic obstructive pulmonary disease (COPD)	56.79%	54.44%	56.33%

Areas we still need to improve:

HEDIS measure	2015	2016	2017
Adult body mass index (BMI) assessment	83.26%	80.79%	83.94%
Annual dental visits	61.52%	60.89%	59.26%
Comprehensive diabetes care — blood pressure less than 140/90	66.56%	65.51%	53.77%
Beta blocker treatment after heart attack	83.91%	80.88%	81.94%

2018 CAHPS results

Empire is committed to keeping our members happy. We use tools like the CAHPS survey to let members give feedback on:

- The health plan.
- Providers.
- Their experience getting the care they need.

The results tell us how we can better serve our members.

The tables below show some of our scores and how they changed from 2015-2017.

We improved in the following areas:

CAHPS adult survey	2015	2016	2017
Getting care quickly	74.84%	71.84%	77.16%
Coordination of care	79.61%	79.62%	80.46%
How well doctors communicate	88.94%	89.56%	91.49%

CAHPS child survey	2015	2016	2017
Getting needed care	81.99%	78.16%	81.22%
Coordination of care	77.92%	75.33%	80.83%
How well doctors communicate	90.72%	90.08%	91.93%

Areas we still need to improve:

CAHPS adult survey	2015	2016	2017
Overall health care	72.82%	74.34%	71.26%

CAHPS adult survey	2015	2016	2017
Rating of your personal doctor	72.53%	80%	76.33%
Rating of your specialist	76.07%	76.97%	77.94%

CAHPS child survey	2015	2016	2017
Getting care quickly	83.79%	84.22%	83.68%
Customer service	89.39%	86.41%	85.19%
How well doctors communicate	90.72%	90.08%	91.93%

Our quality programs

Chronic disease and prevention

We look at chronic health problems like asthma, heart disease and diabetes. We try to find out how to prevent the diseases through checkups, shots and screenings.

Behavioral health

We review behavioral and mental health problems like substance abuse and depression. We look to find how doctors and therapists can best work together so you can get the care you need.

Patient safety

We try to find the best ways to stop and prevent medical errors.

Coordinated care

We have programs to help you and your doctor work together to help you get and stay healthy.

Community health

Our mission is to improve the health of New Yorkers. We've created programs in your community to help do that.

Service quality

We put our members first. We offer you many ways to tell us if you're happy with the care you get and with our service. We also talk to your doctors to see what they think of our service to make sure we know where to improve.

Case management

For our members with serious health problems, we help them learn how to use and follow their customized health care plans. If you have conditions like coronary heart disease (CAD) or certain mental health issues, we work with your doctor to set and meet personal goals to better your health.

Learn more about Quality Management

Have question about the Quality Management program?

Call us or write to us. We can talk to you about:

- What quality management is.
- How we are doing and what our goals are.
- How we are working to make things better for you.

We can also send you information on our Quality Management program. Just ask us to mail you a copy of the program and our goals, processes and results.

www.empireblue.com/ny

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