

2017 QI Program Executive Summary/2018 Goals

Blue Shield of California Promise Health Plan (Care1st Health Plan until 12/31/2018) has a strong QI program. Our goal is to make sure that you get the best care and services. We know our QI program is strong because we are still approved by the National Committee for Quality Assurance (NCQA). NCQA is an organization that checks the quality of health care and by reviewing programs and standards of health plans.¹

We are proud of our success with our Clinical Quality:

- We talked to members about taking care of their diabetes
- We gave educational material to parents about “What to do when your child gets sick”
- We talked to members about healthy eating and weight management
- We reminded members about the importance of medication management and timely refills for chronic conditions.

In 2017, we did well on the following:

Medi-Cal Measures - Los Angeles	2017 Rate*	2016 Rate*	2015 Rate*
Testing for Pharyngitis	22.95	20.06	17.59
Pharmacotherapy Management of COPD: Rate 1- Corticosteroids	57.60	65.63	56.25
Well Child 3-6 Years	75.56	67.60	74.70
Diabetes Care: Rate 3 – HbA1c <8.0	46.47	40.88	33.25
Diabetes Care: Nephropathy	92.70	91.73	86.06
Follow-Up for Children w/ADHD Meds: Rate 1 – Initiation	23.03	21.03	20.91
Follow-up for Children w/ADHD Meds: Rate 2 – Cont.	23.81	20.43	18.09
Prenatal- Postpartum	58.78	51.82	55.47

Medi-Cal Measures - San Diego	2017 Rate*	2016 Rate*	2015 Rate*
Weight Assessment - BMI	87.70	83.21	75.67
Weight Assessment - Nutrition	79.23	76.64	75.67
Weight Assessment – Physical Activity	69.40	66.67	64.96
Medication Management for people with Asthma – 50%	66.29	63.39	42.07
Medication Management for people with Asthma – 75%	41.57	41.37	24.83
Diabetes Care: Rate 3 —HbA1c<8.0	53.53	49.39	48.42
Diabetes Care Nephropathy	91.48	89.78	84.18
Prenatal- Postpartum	69.21	64.72	66.18

Medicare Measures	2017 Rate*	2016 Rate*	2015 Rate*
Colorectal Cancer Screening	74%	72%	71%
Adult BMI Assessment	97%	100%	96%
Medication Review	82%	97%	95%
Nephropathy Care	98%	98%	94%
A1c Control	82%	78%	75%

*Represents the Reporting Year of the study



Success in improving Member Satisfaction

- We improved the rating of Health Plan (Medicare)² and (Medi-Cal LA)³
- We improved the rating of Specialist (Medi-Cal LA)³ and (Medi-Cal SD)⁴
- Members surveyed are satisfied with Getting Needed Prescription Drugs (Medicare)²
- We improved the rating for health care (Medi-Cal LA)³ (Medi-Cal SD)⁴

Success in improving Access to Care

- We continue to work with our doctors to make referrals easy for you
- Our pharmacy reviews medication prescriptions and works with your doctor to make sure you get the medicines you need
- We have more doctors and specialists so you do not have to travel far to get care
- We continue to provide language services to members who speak non-English languages

Our plans for 2018 are:

- Continue to work with your doctor and medical group. We will give them data and resources to make sure you get all preventive and clinical services.
- Improve our care and services to you. We may ask you how your visit went with your doctor. Please make sure you let us know.
- Continue to improve the treatment and control of asthma.
- Make sure there are enough doctors that you can see.
- Continue to work with you in the care of diabetes, hypertension, COPD and other chronic conditions.

A hard copy is available upon request by calling 1-877-472-4332. To download a copy, visit our website at: <https://www.blueshieldca.com/>

Blue Shield of California Promise Health Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

Blue Shield of California Promise Health Plan complies with applicable state and federal civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age or disability.

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-855-905-3825. (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-905-3825 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-855-905-3825（TTY：711）。

You can get this information for free in other formats, such as large print, braille or audio. Call 1-855-905-3825 (TTY: 711), 8:00a.m. – 8:00p.m., seven days a week. The call is free.

IMPORTANT NOTE: To view important information on Non-Discrimination requirements, you can go to our website at <https://www.blueshieldca.com/promise/affordable-care-act.asp>.