

Improving Quality and Satisfaction for Commercial Health Plan Members 2023

Measuring Key Areas of Quality

Sierra Health and Life (SHL) measured many key areas of quality in 2022. To review the success of the health plan, SHL collects and reports on a national set of performance measures. These performance measures are called the Healthcare Effectiveness Data and Information Set (HEDIS[®]). Health plans across the country use these different measures to look at how well a health plan is doing at improving quality for health plan members.

Key Areas of Focus

Adult Health

- Colorectal cancer screening
- Controlling high blood pressure

Child and Teen Health

- Childhood and adolescent immunizations
- Weight assessment and counseling for BMI, nutrition, and physical activity

Chronic Conditions

- Use of appropriate medications for people with asthma
- Comprehensive diabetes care (such as eye exams and hemoglobin A1c testing)

Women's Health

- Breast cancer screening
- Cervical cancer screening

Progress in 2022: Improving Quality for Sierra Health and Life Members

Sierra Health and Life saw improvements in many key HEDIS measures in 2022. The largest increases were seen in the:

- Number of adult diabetic members whose blood pressure was adequately controlled (less than 140/90).
 - Increased by 3.41 percentage points from the 2021 reported rate.
- Number of adult members with hypertension whose blood pressure is adequately controlled.
 - Increased by 9.23 percentage points from the 2021 reported rate.
- Number of adult members who used appropriate medications for their asthma.
 - Increased by 6.60 percentage points from the 2021 reported rate.
- Number of women who had breast cancer screening.
 - Increased by 2.52 percentage points from the 2021 reported rate.
- Number of children and adolescents who had an outpatient visit and had evidence of a BMI assessment, and counseling for nutrition and physical activity.
 - BMI assessment increased by 1.50 percentage points from the 2021 reported rate.
 - Counseling for nutrition increased by 3.87 percentage points from the 2021 reported rate.
 - Counseling for physical activity increased by 2.65 percentage points from the 2021 reported rate.

Sierra Health and Life is working to increase our rates in other areas that did not improve or change.

Focused actions are being taken to improve the number of members who:

- Are diabetic and receive a retinal eye exam.
- Are diabetic and whose blood glucose levels are adequately controlled.
- Receive colorectal cancer screening.
- Receive cervical cancer screening
- Receive timely prenatal and postpartum care.
- Receive childhood and adolescent immunizations.

Looking at Key Areas of Satisfaction for Health Plan Members

Sierra Health and Life also measures how satisfied commercial health plan members are with the health plan and the health care they have received. SHL contracts with an outside survey firm to conduct the survey.

Four Areas of Satisfaction

Rating of Health Plan

- This rating looks at the percentage of members who rated the health plan as a 9 or 10 on a 10-point scale.

Rating of All Health Care

- This rating looks at the percentage of members who rated the health care they received as a 9 or 10 on a 10-point scale.

Getting Needed Care

- This rating looks at the percentage of members who stated that it was always or usually easy to get appointments with specialists and to get needed care, tests or treatment.

Getting Care Quickly

- This rating looks at three key areas. The three areas focused on how many members responding to the survey stated that:
 - It was always or usually easy to get care as soon as they thought it was needed.
 - It was always or usually easy to get an appointment at a doctor's office or clinic as soon as they thought it was needed.
 - It was always or usually easy to get in to see the person they came to see within 15 minutes of the appointment time.

2023 Survey Results

In 2022, goals for improvement were set by the health plan's Quality Improvement Committee for the four key areas of satisfaction. The 2023 survey results below were then compared against these goals.

Rating of Health Plan

- The goal for Sierra Health and Life was to have 42.8 percent of health plan members rate the health plan as a 9 or 10 on a 10-point scale.
- 2023 survey results: 35.8 percent of commercial health plan members rated the health plan as a 9 or 10 on a 10-point scale. This is a decrease of 5.0 percentage points from last year.
- The goal of 42.8 percent satisfaction was not met.

Rating of Health Care

- The goal for SHL is to have 46.4 percent of health plan members rate the health care they received as a 9 or 10 on a 10-point scale.
- 2023 survey results: 39.5 percent of commercial health plan members rated the health care they received as a 9 or 10 on a 10-point scale. This is a decrease of 4.7 percentage points from last year.
- The goal of 46.4 percent satisfaction was not met.

Getting Needed Care

- The goal of SHL is to have 85.8 percent of health plan members rate that they were always or usually able to get needed care.

- 2023 survey results: 79.2 percent of commercial health plan members stated that it was always or usually easy to get appointments with specialists and to get care, tests or treatment they thought were needed. This is a decrease of 2.5 percentage points from the last year.
- The goal of 85.8 percent was not met.

Getting Care Quickly

- The goal for SHL is to have 90.2 percent of health plan members rate that they were always or usually able to get care quickly.
- 2023 survey results: 78.5 percent of commercial health plan members stated that it was always or usually easy to get needed care, get an appointment at a doctor's office or clinic and get in to see the person they came to see within 15 minutes of the appointment time. This is a decrease of 7.4 percentage points over last year.
- The goal of 90.2 percent was not met.

Going Forward into 2024

Sierra Health and Life realizes that there is always room for improvement and will continue to put projects into place that will improve the quality of health care and services for health plan members.