



Neighborhood Health Plan™

Summary of Neighborhood Health Plan's 2010 Quality Improvement Program Evaluation

Every year, Neighborhood Health Plan (NHP) develops an annual Quality Work Plan with specific objectives, goals, and planned activities for clinical quality improvements, service quality improvements, and patient safety. The 2010 Quality Work Plan included initiatives in 26 areas. Some of these were:

- **Maternal and Child Health Care**
- **Pediatric and Adolescent Health Care**
- **Diabetes Care Management**
- **Asthma Care Management**
- **Disease Care Management**
- **Encouraging Wellness and Prevention**
- **Clinical Practice Guidelines**
- **Medical Record Documentation**
- **Continuity and Coordination of Care**
- **Health Equity**
- **Claims Payment Services**
- **Customer Service**
- **Availability of Practitioners**
- **Accessibility of Services**
- **Member and Provider Satisfaction**
- **Pharmacy Safety**
- **Serious Reportable Events and Quality-of-Care Incidents**
- **Behavioral Health**

At the end of each year, NHP assesses its performance for each initiative and whether or not the established goal was achieved. For many initiatives, the measures used for the goals are those established by HEDIS® (the Health Effectiveness Data and Information Set) and CAHPS® (the Consumer Assessment of Healthcare Providers and Systems). Some goals are set internally or by NHP's customers, such as MassHealth. The results of this Quality Evaluation drive the development of the following year's Quality Work Plan.

Achievements

NHP is proud to report that many notable achievements occurred in 2010. For example, the HEDIS goal for the percent of members with diabetes who received at least two blood glucose tests and who received an eye examination was met. The rate of adolescents that had a check-up not only met the HEDIS® goal, it increased significantly. NHP achieved its goal for the behavioral health screening of youth as required by the state's Children's Behavioral Health Initiative.

Opportunities for improvement are also reflected in the 2010 Quality Evaluation. These include claims payment, customer service, and member access to care. Quality initiatives related to these opportunities are included in the 2011 Quality Work Plan.

The quality of NHP's asthma program earned it the National Environmental Leadership Award in Asthma Management by the U.S. Environmental Protection Agency (EPA). This award is intended to celebrate the outstanding programs that are improving the lives of people with asthma by delivering strong environmental asthma management as part of their comprehensive asthma care services. NHP was one of only five programs to receive this award. NHP received a Best Practice Award from the National Committee on Quality Assurance (NCQA) for its initiative to increase mammography screening among the African-American population. Based on criteria that measure clinical performance and member satisfaction among many Medicaid and Commercial health insurance plans, NHP ranked #4 in Medicaid and as one of the top 50 Commercial health plans in America according to a joint ranking by [U.S. News & World Report](#) and the NCQA. This is the second year in a row that Neighborhood Health Plan has earned this distinction.

NHP can be proud of its accomplishments in 2010. And in the spirit of continuous quality improvement, the Quality Management Work Plan created for FY 2011 sets the bar yet higher