



**Neighborhood Health Plan's
2010 Quality Work Plan Summary**

Quality Project	Objectives and Activities
MEMBER SAFETY	
Medication Safety	<ul style="list-style-type: none"> • Teach pharmacists, providers, and members about drug recalls, how certain drugs work together, and potential problems with medications • Teach members about drug safety issues • Encourage providers to use e-prescribing in order to improve member safety and provider efficiency
Treatment Safety	<ul style="list-style-type: none"> • Continue the investigation, tracking, and analysis of Serious Reportable Events and Quality-of-Care Occurrences • Reduce the number of complaints about providers; go to the provider's office to investigate complaints when necessary • Improve how NHP providers document member visits in the medical record
EFFECTIVE CARE	
Pediatric Health Care	<ul style="list-style-type: none"> • Increase the number of children who have a lead screening test • Increase the number of children who have vaccinations • Increase the number of children who have check-ups • Increase the number of children who have mental health screenings at their check-ups
Asthma Health Care	<ul style="list-style-type: none"> • Increase the number of members with asthma who take the proper medications • Reduce the number of times members with asthma go to the hospital • Reduce the number times members with asthma go to the emergency room • Increase the number of members with asthma using a controller steroid medicine such as Advair or Pulmicort • Increase the number of lung function tests for members with asthma • Give tools to learn more about asthma to members and to their providers

Diabetes Health Care	<ul style="list-style-type: none"> • Increase the number of members with diabetes who get a test twice that shows blood sugar levels over the last 3 months (HbA1C) • Increase the number of members with diabetes who get a cholesterol test • Increase the number of members with diabetes who get an eye exam • Increase the number of members with diabetes who get medical attention for kidney problems • Increase the number of members with diabetes identified by NHP • Improve care so that members can prevent or delay complications from diabetes
Maternal Health & Poor Birth Outcomes	<ul style="list-style-type: none"> • Reduce the number of babies who are born before their due date • Improve the number of pregnant women who are at risk of complications identified by NHP
Encouraging Health & Wellness	<ul style="list-style-type: none"> • Develop member-friendly, racially and culturally responsive health and wellness materials • Use incentives as proper in NHP's health and wellness programs
MEMBER-CENTERED	
Member Satisfaction with NHP and its Network	<ul style="list-style-type: none"> • Increase the number of members who report their doctors communicate well with them • Increase the number of members who report that NHP's services are helpful • Improve how members rate their health care • Improve how members rate NHP • Improve NHP's services and reduce the number of complaints about customer service • Improve the helpfulness and readability of the new member enrollment kit • Improve the helpfulness of NHP's member website • Increase the number of people who use NHP's website • Improve the correctness of information on NHP's website • Make the Provider Directory more user-friendly • Increase the number of members satisfied with NHP's Case Management, Disease Management, and Utilization Management Programs
Telephone Service	<ul style="list-style-type: none"> • Reduce the number of people who hang up before a Customer Care Center Representative answers the phone • Improve the average speed of answer • Improve the overall quality of the Customer Care Center

TIMELINESS OF CARE	
Access to Services	<ul style="list-style-type: none"> • Increase the number of members who say they got needed care • Increase the number of members who report getting care quickly • Make it easier to get appointments with specialists • Make it easier to get care, tests, or needed care • Improve member satisfaction with after-hours access to care • Make more providers available who meet the cultural, ethnic, and language needs of members
EFFICIENCY	
Claims	<ul style="list-style-type: none"> • Increase the number of claims paid within 30 and 45 days
HEALTH EQUITY	
Racial & Ethnic Health Inequalities	<ul style="list-style-type: none"> • Improve the breast cancer screening rate for African-American women in the Greater-Boston area • Identify inequities and make changes to reduce inequalities when they happen
QUALITY OPERATIONS	
Quality Infrastructure Management	<ul style="list-style-type: none"> • Update and communicate the Quality Management Evaluation, Program Description, and Work Plan • Teach NHP staff the Institute of Medicine's six AIMS for health care and their inclusion in the Quality Management Program
Delegation Oversight	<ul style="list-style-type: none"> • Make sure that the companies and organizations to which NHP assigns certain responsibilities are correctly supervised by NHP

For more information about Neighborhood Health Plan's Quality Work Plan, call 617-979-5868.