



Quality Improvement

The QI Program seeks to accomplish the following objectives: (1) to assess the quality of care delivered to DHMP/DHMC members, and (2) to evaluate the manner in which care and services are delivered to these individuals. The Quality Improvement team is committed to maintaining a standard of excellence and enacts/monitors programs, initiatives, and policies related to this purpose. The subsequent section summarizes our member goals and strategies for meeting these aims.

QI PROGRAM STRIVES TO ACHIEVE THE FOLLOWING GOALS FOR ALL MEMBERS:

- » Ensure quality of care and services that meet the State of Colorado, CMS and NCQA requirements, utilizing established, best practice goals and benchmarks to drive performance improvement.
- » Measure, analyze, evaluate and improve the administrative services of the plan.
- » Measure, analyze, evaluate and improve the health care services delivered by contracted practitioners.
- » Promote medical and preventive care delivered by contracted practitioners that meets or exceeds the accepted standards of quality within the community.
- » Achieve outcome goals related to member health care access, quality, cost and satisfaction.
- » Empower members to make healthy lifestyle choices through health promotion activities, support for self-management of chronic conditions, community outreach efforts and coordination with public/private community resources.
- » Encourage safe and effective clinical practice through established care standards and best practice guidelines.
- » Educate members about patient safety through health promotion activities, member newsletters and community outreach efforts.
- » Specific outcome measures QI tracks and monitors include:

2019 MEASURES	COMMERCIAL	MEDICAID	CHP+	MEDICARE
Breast Cancer Screenings	73.13% (25th percentile)	46.48% (10th percentile)		71.49% (5th percentile)
Colorectal Cancer Screenings	58.45% (25th percentile)			62.29% (5th percentile)
Prenatal and Postpartum Care (PPC) – Timeliness of Prenatal Care	88.05% (50th percentile)	71.90% (10th percentile)		
Prenatal and Postpartum Care (PPC) – Postpartum Care	80.89% (50th percentile)	56.69% (25th percentile)		
Adolescent Well-Care Visits	44.49% (25th percentile)	45.30% (10th percentile)	37.64% (25th percentile)	

To learn more about the QI Program visit:
denverhealthmedicalplan.org/quality-improvement-program