





Quality Improvement: CAHPS Survey/Results

DHMP CAHPS SURVEYS

Each year, Denver Health Medical Plan (DHMP) conducts Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys to evaluate the health care experiences of our members. Surveys are administered to a randomly selected sample of members in each line of business. The following table outlines the results, comparing DHMP's percentile ranking to other health plans nationally.

FOCUS AREAS FOR IMPROVEMENT

Key driver analysis is conducted to understand the impact that different aspects of plan service and provider care have on members' overall satisfaction with their health plan, personal doctor, specialist, and health care in general. To identify high priority areas of improvement, the relative importance and current performance on individual measures are analyzed. Improvement of these high priority areas has the greatest impact on member perception and scores overall. Based on CY 2021 results, the following areas have the largest potential for improvement:

- » Rating of Health Plan
- » Getting Needed Care
- » Getting Care Quickly
- » Rating of Specialist

	MEDICARE [†]		MEDICAID		сомм		EXCHANGE		CHP+	
	2020	2021*	2020	2021	2020	2021	2020	2021*	2020	2021
Composite Measures			1			I	20			
Getting Appointments and Care										
Quickly	74.6%	75.8%↑	73.5%	79.9%个	78.3%	80.0%个	82.5%	75.4%↓	85.9%	86.2%1
How Well Doctors Communicate	91.9%	90.7%↓	94.2%	94.2%→	95.9%	96.7%↑	93.1%	94.1%↑	96.9%	94.9%↓
Getting Needed Care	76.6%	76.0%↓	74.5%	84.1%个	77.5%	74.6%↓	71.9%	69.6%↓	80.5%	83.4%1
Health Plan Customer Service	87.3%	88.3%↑	89.1%	91.5%个	82.3%	74.1%↓	NR	NR	86.1%	87.0%1
Care Coordination	87.5%	85.2%↓	92.6%	87.5%↓	88.0%	82.9%↓	84.3%	83.3%↓	91.1%	90.9%↓
Getting Prescription Drugs	86.8%	87.4%↑								
Claims Processing					75.2%	65.9%↓				
Overall Measures			1						I.	
Rating of Health Care Quality	86.1%	83.9%↓	70.3%	75.8%个	82.4%	77.3%↓	76.1%	68.1%↓	66.5%	76.5%1
Rating of Personal Doctor	92.9%	93.2%↑	88.3%	86.2%↓	87.7%	83.7%↓	90.2%	83.1%↓	85.1%	82.8%↓
Rating of Specialist	87.4%	87.8%↑	82.7%	84.0%个	87.0%	82.8%↓	71.4%	77.2%↑	77.1%	71.2%↓
Rating of Health Plan	84.4%	84.5%↑	74.8%	72.4%↓	66.4%	65.9%↓	59.3%	46.6%↓	65.0%	70.9%1
Rating of Drug Plan	88.1%	88.0%↓								*

2020 HEDIS Scores

Final MY2020 HEDIS Results Summary (2020 data year) – all LOBs

	Medicare		Medicaid		Commercial		Exchange		СНР	
	MY2019	MY2020	MY2019	MY2020	MY2019	MY2020	MY2019	MY2020	MY2019	MY2020
			HEDIS	STARS M	easures			3		
Breast Cancer Screening (BCS)	75.47%	68.05%ê	46.01%	42.60% ê	75.09%	72.01% ê	NA	NA	NQ	NQ
Colorectal Cancer Screening (COL)	73.48%	76.16% é	-	-	63.99%	59.85% ê	58.27%	53.29% ê	NQ	NQ
Adult BMI Assessment (ABA)	99.03%	Retired	92.46%	Retired	93.67%	Retired	98.44%	Retired	NQ	NQ
Osteoporosis Management in Women Who had a Fracture (OMW)	NA	NA	-		-	-	-	-	-	25
Diabetic Retinal Exam (CDC)	77.37%	63.02% ê	45.70%	36.25% ê	51.39%	37.89% ê	NA	NA	NQ	NQ
Kidney Disease Monitoring (CDC)	94.16%	99.31% é	83.75%	Retired	88.16%	Retired	NA	NA	NQ	NQ
Blood Sugar Controlled (HbA1C<9) (CDC)	81.51%	73.24%ê	66.42%	47.54%ê	72.04%	54.90% ê	NA	NA	NQ	NQ
Controlling Blood Pressure (CBP)	68.13%	65.69% ê	NQ	NQ	61.80%	55.72% ê	65.08%	61.54% ê	NQ	NQ
Rheumatoid Arthritis Management (ART)	90.14%	84.85% ê	Retired	Retired	Retired	Retired	-	-		-
Statin Therapy for Patients with Cardiovascular Disease (SPC)	89.66%	92.57% é	76.14%	73.66%ê	NA	NA	NA	NA	NQ	NQ