



## Quality Improvement Department: Program and Goals

The Quality Improvement (QI) Program seeks to accomplish the following objectives: 1) to assess the quality of care delivered to DHMP members, and 2) to evaluate the manner in which care and services are delivered to these individuals. The QI 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 appropriate, safe and effective clinical practice through established care standards and best practice guidelines.
- » Improve the health outcomes of our members by providing education to our members on the importance of preventive screening, chronic condition care compliance and self-management. DHMP's health promotion activities span from monthly campaigns, newsletters, community outreach and Population Health Programs.
- » Specific outcome measures QI tracks and monitors include:

HEDIS 2021 MEASUREMENT YEAR	COMMERCIAL	MEDICAID	CHP+	MEDICARE
Well-Child Visits in the First 30 Months of Life (First 15 Months)	84.43%	54.34%	50%	N/A
Well-Child Visits in the First 30 Months of Life (15 Months - 30 Months)	88.96%	54.42%	63.29%	N/A
Timeliness of Prenatal Care	96.5%	88.56%	N/A	N/A
Breast Cancer Screenings	76.61%	39.05%	N/A	65%
Postpartum Care (7 - 84 days)	96.5%	77.86%	N/A	N/A
Asthma Medication Ratio	66.67%	50.97%	N/A	N/A
Cervical Cancer Screening	82.73%	39.36%	N/A	N/A
Controlling Blood Pressure	60.83%	54.39%	N/A	69.83%
Eye Exam for Members with Diabetes	48.91%	41.55%	N/A	75.91%
Colorectal Cancer Screening	63.26%	N/A	N/A	68.61%

\* Major Time Range Spec Change (from 21-56 days to 7-84 days)

To learn more, visit: [DenverHealthMedicalPlan.org/Quality-Improvement-Program](https://DenverHealthMedicalPlan.org/Quality-Improvement-Program)