

Quality Improvement Program

The purpose of the Quality Program is to support the mission of the Health Plan to improve the health of its Member's and the community it serves. Every effort is made to empower Members to become active participants in their personal health status through educated, informed decision making. Collaboration with healthcare providers ensures the rendering of safe, high quality care with the appropriate utilization of applicable services. The core goal of the Quality Program is to improve the health of our membership through initiatives focusing on chronic disease, patient safety, continuity of care and quality of service.

GlobalHealth's 2016 Quality Program and Work Plan goals and initiatives encompass both internal focus and external collaborative efforts, such as partnerships with community practitioners with the goal of providing quality and comprehensive healthcare to Members in an integrated manner. Communication between GlobalHealth and the providers and Members is a primary key to providing a quality health care program across all spectrums.

The core efforts of the work plan are plan wide and revolve around the improvement of targeted performance measures, improving transition from one setting to another to ensure strong continuity of care, empowering members with chronic diseases to become active partners in improving their own health status, maximizing patient safety, increasing overall member experience, and meeting external regulatory and accreditation demands. Overall improved health of membership and increased service quality is the desired outcome.

2016 Quality Program Goals:

- Improve Member health by improving performance for preventive health, behavioral health, and chronic and acute care services.
- Improve Member Health Outcomes through Care Gap Closure and Medication Adherence
- Improve Transitions in Care for High Risk Members with Chronic Conditions
- Improve Member education of chronic disease states and engage the Member in Case Management plans
- Focus on reducing All- Cause Readmission Rates across the plan
- Focus on Cardiovascular (CAD) Disease, Congestive Heart Failure (CHF) and Diabetes through Case Management
- Increase Member outreach by adding staff to our Case Management, Pharmacy and Quality departments
- Improve Patient Safety
- Maintain a high level of Member and provider satisfaction
- 4-STAR rated Medicare Advantage Plan
- Meet or Exceed External Regulatory and Accreditation Standards (CMS, NCQA)
- Strive towards exceeding industry quality measure benchmarks: HEDIS® CAHPS® or /the CMS Health Outcomes Survey ("HOS").

For more information on the Quality Improvement Program and our progress towards goals, please contact GlobalHealth for additional information.

Quality Standards

Behavioral Health Resources

GlobalHealth delegates all behavioral health services to a Managed Behavioral Health Organization (MBHO) – Mental Health Network, Inc. (“MHNet”). MHNet oversees the quality improvement initiatives and quality management accreditation and compliance requirements related to Behavioral Health (BH). This program is committed to facilitating timely continuity and coordination of care for all members seeking medically necessary behavioral health services. GlobalHealth provides oversight and management of MHNet and their processes by annually reviewing their Quality Improvement and Utilization Management programs and quarterly reviewing quality and utilization reporting. These services are offered to our entire managed care population, Commercial and Medicare Advantage Members.

Medical Record Review Standards

GlobalHealth requires that information in medical records be maintained in a manner that is confidential, current, comprehensive and organized (for easy retrieval by the treating practitioner and GlobalHealth). The standards pertain to assessment, treatment, health promotion, patient safety, and confidential coordination and continuity of care. Our Quality Improvement Committee establishes performance goals. Random samples of Primary Care Physician charts are reviewed each year during the annual HEDIS® audit. A Clinical Quality Specialist will work with your office staff to schedule a medical record review.

Facility/Office Site Standards

GlobalHealth may perform office site visits for any practitioners at the time of initial credentialing, or re-credentialing. GlobalHealth will also respond to and investigate complaints from any source regarding deficiencies in the physical site of the practice. Continued contracting may depend on a satisfactory site review. Please review the Provider Manual for more details.

Appointment Availability Standards

GlobalHealth is committed to ensuring that our provider network is sufficient for Members to receive care in a timely manner. Our Quality department and provider relations monitor access and availability through CAHPS®, internal phone surveys with a random sample of members and on-site surveys. Any deficiencies are reported to the Quality Improvement Committee for review and action.

Provider Satisfaction

GlobalHealth is committed to improving our working relationship with our providers. Annually, we ask providers to participate in a short survey that provides us feedback on the process and what items we need to address.

Patient Safety Programs

Clinical Practice & Preventive Guidelines

The guidelines are reviewed annually to ensure the guidelines being used are current and reflect evidence based medicine while promoting best practices. The goal is to improve the quality of care and to provide educational references for physicians. The guidelines are also reviewed in relation to their relevance in quality measurement standards, such as HEDIS®.

Member Education

GlobalHealth's goal is to provide Members with information about clinical and pharmacy related issues so that Members can make well-informed, appropriate and safe health choices.

Information Resources:

- GlobalHealth Wellness pages on our website
- Case Management – Proactive Communication Program
- Pharmacy Proactive Outreach Program
- Coordination of Care among Member's providers
- Quality HEDIS Care Gaps Outreach Program
- Clinically based Quality Improvement Programs, with focus on Beta Blocker use, Osteoporosis prevention and treatment.

Proactive Communication – Case Management

The goal of this program is to improve the health status of Members with complex diseases or complicated illnesses. Members with higher clinical risks due to the complexity of their disease states are identified and assigned to GlobalHealth's Proactive Communication Case Management program. Our staff reaches out to these Members to assist them with transition of care, medication adherence, disease state education and clinical care assistance.

Proactive Outreach – Pharmacy

With a similar goal as the Proactive Communication, the Pharmacist Outreach Program focuses on the prescription medication needs of the Member. Members with certain disease states, such as diabetes, hypertension and hypocholesteremia, who appear to non – compliant or are utilizing high risk or higher cost medications are identified. Our Pharmacy staff contacts these Members to provide them with medication related health information, educate them about prescription options (when appropriate) and assist them with, starting medication related discussion with their PCP.

Coordination and Transitions of Care

In order to better address the Member's needs during an episode of care, clinical staff contacts the Member within two days of discharge from inpatient care, Emergency Department or Urgent Care to address any outstanding needs and ensure the Member understands the Aftercare Plan and facilitate coordination of care among providers as the Member transitions through level of care.

Quality HEDIS Care Gaps Outreach

The Quality Improvement department clinical staff identifies Members who have outstanding HEDIS measure activity, and contacts the Member to provide education about the preventive, screening or treatment activity. If the member is agreeable, the clinical will facilitate the referral or appointment or coordinate with the PCP to address the care gap.

Internal Utilization Reporting

GlobalHealth is focused on continued and on-going internal process improvements to provide a safe and more efficient health care experience to our Members by using an advanced population health analytics platform that leverages the data sources including Electronic Health Records, Health Risks Assessments, socioeconomics and well-being data for predictive risk and prescriptive care management.

Credentialing

The GlobalHealth Credentialing team confirms that all health professionals within the GlobalHealth network have proper credentials to perform their job functions while providing a safe environment for our membership. All health professionals undergo initial credentialing to verify education, licensure, sanctions, lawsuits, etc. A log of Member complaints against providers and facilities is maintained and any quality or safety concerns are investigated.

Physician HEDIS and Pharmacy Report Card

GlobalHealth will provide HEDIS based Care Gap reports to physicians that identifies preventive or screening services that have not been utilized or non-compliance and provides recommendations by patient for improvement over time.

GlobalHealth works with our Pharmacy Benefit Managers (“PBM”) to provide pharmaceutical reports to physicians that track prescription utilization, identifies high risk medication and provides recommendations by patient for improvement over time. The report will also provide an avenue to promote greater adherence to the formulary with medication regimes that are consistent with industry-wide best practices. The more resources GlobalHealth can make available to a physician; the more comprehensive the care the physician can provide to the membership.

Drug Utilization Review (DUR) at the Point of Sale

To prevent potential drug-to-drug interactions (DDI) and to improve formulary adherence and proper dosing, a DUR is performed for every prescription request within seconds of the pharmacist entering the prescription into their system. The pharmacist is notified immediately of a potential DDI, improper dosage or a comparable formulary drug.

HEDIS

GlobalHealth conducted HEDIS reviews for commercial and Medicare populations. The 2016 HEDIS scores improved an average of 17% over 2015 scores for Generations Medicare, 7% for GlobalHealth Medicare and 2.5 % for Commercial.

CAHPS

CAHPS (Consumer Assessment of HealthCare Providers and System) is an annual survey that asks Members about their experiences with their provider, the plan and pharmacy. All CAHPS surveys are public domain. This means you can download the survey and use it to assess your patients experience with care or explore the questions related to providers.

Partnerships

GlobalHealth considers our providers an integral part of the Quality team. We encourage our providers and members to ask questions, provide feedback and make recommendations. A copy of the GlobalHealth Quality Improvement Program and Plan are available to members and providers upon request. The Quality Department can be reached at

Local: 405-280-5600
Toll-Free: 877-280-5600
TTY/TDD: 711 or 800-722-0353
Monday-Friday 9:00AM - 5:00PM Central
email: quality@globalhealth.com

Note: Do not email PHI to this email.

