

Quality Improvement Program

How we measure up

At Amerigroup Washington, your health is important to us — and our experienced team can help you stay focused on it. To help us serve you the best we can, we closely look at the access to medical care and programs we give you each year. We measure the quality and safety of them. The results tell us what works the best and what needs to be improved. The Quality Improvement Program is the process of finding how we can improve your care.

What tells us how we're doing?

To measure how we're doing, we use tools from professional organizations, like:

- **Healthcare Effectiveness Data and Information Set (HEDIS®)** — to measure quality of care and services
- **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** — a member satisfaction survey

We improved in the following areas:

HEDIS	2016	2017	Change
Childhood immunizations (shots) for adolescents	17%	26%	9% ↑
Well-child care: ages 3-6 years	65%	69%	4% ↑

This year, we want to make sure that:

- All our members get quality health care and service
- We understand all our members' cultures and languages
- We work to improve the health of our members
- We help our members stay well and manage their health care needs

A HEDIS performance measure is a set of technical specifications that define how to calculate a "rate" for some important indicator of quality. For instance, one HEDIS measure defines very precisely how plans should calculate the percentage of members who should have received beta blockers that actually were given a prescription. Using these measures, plans can determine what their rate is and how they compare to other plans.

2017 Healthcare Effectiveness Data and Information Set (HEDIS)

The information from HEDIS helps us make sure you are getting the services you need. These services help keep you healthy or find health problems early so they can be treated sooner. We keep track of over 75 items. The data reflects calendar year 2017 results. We compared it to our scores from 2016.



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Our Scores:

Consumer Assessment of Healthcare Providers and Systems (CAHPS)

To measure how we're doing, we use tools from professional organizations, like the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. See tables below for some of our scores and how they changed from 2017 to 2018.

CAHPS	2017	2018	Change
Rating of specialist (adults)	82%	84%	2%↑
Getting care quickly (adults)	78%	84%	6%↑
Getting needed care (adults)	79%	84%	5%↑
Coordination of care (adults)	75%	78%	3%↑

Learn more about Quality Management

Have questions about the Quality Management program?

Call us or write to us. We can talk to you about:

- What quality management is
- How we are doing and what our goals are
- How we are working to make things better for you

We can also send you information on our Quality Management program. Call 1-800-600-4441 (TTY 711) from 8 a.m. to 5 p.m. Pacific time.

Ask us to mail you a copy of the program with goals, process and results. We can also tell you more about how we make sure you get quality care.