



2016 Quality Improvement Program Evaluation High Level Summary

Overview:

Minuteman Health's (MHI) annual quality programs are dedicated to ensuring that all MHI members receive a high quality of care at the most affordable price. The programs work to ensure MHI and its provider networks continuously evolve toward member-centric care. MHI's annual quality programs and its initiatives are comprised of five categories: structure of the quality program, regulatory requirements, quality of clinical service, patient safety and quality of member service/experience.

For more details about the Quality Improvement Program, processes and goals, contact the Member Services Team at 855-644-1776.

Summary:

This document is a brief summary of MHI's Quality Improvement activities and accomplishments for 2016. During 2016, MHI continued to develop its quality infrastructure and processes. New programs aimed at improving the health of MHI's members were developed and implemented, existing programs were analyzed and opportunities for improvement were identified. As a result of data analysis of MHI's quality improvement work plan, potential programs to be implemented in the future were also identified.

Notable 2016 Accomplishments:

- Implemented the MinuteMember Wellness Rewards Program—a member incentive program to encourage fully insured members who are eighteen years of age or older to visit their In-Plan Primary Care Provider (PCP) for an annual preventive visit. MHI mailed \$50 checks to 7,027 members who completed a preventive visit
- Provided members with an action plan to reinforce the value of building a relationship with a primary care provider and help them plan where to get care when they need care in a hurry
- Developed an Emergency Care member communication campaign called “Which to Choose” to educate members on the range of options available for unplanned-care needs before the need arises. Members received information about how to find the closest In-Plan Emergency Rooms, In-Plan Urgent Care Facilities and In-Plan Walk-In Health Clinics
- Expanded provider reports to support member-centric care and improve the quality of care members receive by reducing fragmentation of care and increasing use of recommended screenings that members receive
- Enhanced internal reporting capability across all programs to facilitate a more comprehensive approach to evaluating program outcomes and identifying opportunities for improvement
- Formalized the Quality Assurance process to review quality of care concerns and created the Quality Assurance Committee
- Established a presence on social media with #WellnessWednesday and #MinuteMemberTip messaging

- Implemented targeted outreach to members prescribed multiple medications who had no provider visits
- Disseminated information to members through newsletters and social media about opioid safety
- Implemented the MinuteMoms Healthy Pregnancy Program to provide education and tools to parents of newborns and toddlers, inform them about the importance of immunizations and provide information about parenting strategies and community resources
- Implemented Tobacco Cessation Program. Letters were mailed to members that self-identified as smokers. The letter included resources available for members seeking to quit smoking. The 2016 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) rate of eligible members that received information on Smoking Cessation, Strategies and Medications is 48.1% in Massachusetts and 28% in New Hampshire
- Created an online self-enrollment signup form for MHI's care management programs on the MHI website
- Completed a two-phase Flu Vaccine Reminder Program. Phase One – a newsletter reminder to all members; Phase Two – a targeted reminder to members with chronic conditions at risk for complications who have not had the flu vaccine by mid-November. MHI Identified 2,821 at risk members and mailed reminder letters
- Created a new and improved website based on member and provider feedback
- Improved longer-than-expected waiting time to speak with customer service. 2016 CAHPS rate for customer service in Massachusetts was 76.83 or average compared to other Qualified Health Plans. New Hampshire rate was above average at 82.33

Opportunities for 2017:

- Rebrand member advisory committee
- Receive additional supplemental lab data feeds
- Expand interventions for members with Behavioral Health and Substance Use Disorder Diagnosis

Conclusion:

2016 was a year of continued growth for MHI in both MA and NH, including the NH Premium Assistance Program. As MHI continues to grow its membership and analyzes the needs of these new members, new programs and revisions to existing programs will be imperative.