

2007 HEDIS, CAHPS and YAHCS Quality Awards

Introduction

MRMIB staff evaluated the quality of care provided to Healthy Families Program (HFP) children by 24 managed health care plans based on 2007 data from the Healthcare Effectiveness Data and Information Set (HEDIS), Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey and Young Adult Health Care Survey (YAHCS).

Analysis Methodology

MRMIB staff analyzed health plan data on nine HEDIS, nine CAHPS and six YAHCS measures. The specific measures are included as Attachment 1. The percentages from the individual measures were used to compute an aggregate score for each health plan in HEDIS, CAHPS and YAHCS. MRMIB conducted a cluster analysis of the aggregate percentages to identify the health plans with superior performance in each category. The clusters by measure are included as Attachment 2.

Cluster Analysis

The purpose of cluster analysis is to place health plans into groups or “clusters” in which the health plans in a given cluster are similar to each other. In other words, the analysis assigns health plans to different “clusters” based on their performance by minimizing differences within clusters and maximizing differences between them. For example, while the HEDIS scores ranged from 25% to 75%, the differences in scores within each cluster are approximately the same, between 4% and 5%.

Health plans were assigned into five clusters:

- **Superior**
- **Above Average**
- **Average**
- **Below Average**
- **Poor**

MRMIB presents outstanding achievement awards to the following HFP health plans whose scores were superior:

HEDIS:

Alameda Alliance for Health
CalOptima Kids
Kaiser Foundation Health Plan
San Francisco Health Plan

CAHPS:

Anthem Blue Cross EPO
Kaiser Foundation Health Plan
Ventura County Health Care Plan

YAHCS:

Health Plan of San Mateo

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2007 HEDIS Measures

Measure	Definition
Childhood Immunization Status, Combination 2 and 3	The percentage of children under the age of 2 who received the recommended immunizations by their second birthday.
Well-Child Visits in the First 15 Months of Life	The percentage of children who had 6 or more well-child visits during the first 15 months of life.
Well-Child Visits in the 3 rd , 4 th , 5 th and 6 th Years of Life	The percentage of children ages 3 to 6 years old who received at least one well-child visit with a PCP.
Adolescent Well-Care Visits	The percentage of adolescents ages 12 to 18 years of age who had one or more well-care visits with a PCP or OB/GYN.
Children and Adolescents' Access to Primary Care Practitioners	The percentage of children who had a visit with a PCP during the measurement year. There are four categories of age groupings in this measure: 12 to 24 months, 25 months to 6 years, 7 to 11 years and 12 to 18 years.
Use of Appropriate Medications for People with Asthma	The percentage of children ages 5 to 18 years who were identified as having persistent asthma, and received a medication that is considered appropriate for the long-term control of asthma.
Appropriate Treatment for Children with Upper Respiratory Infections	The percentage of children ages 3 months to 18 years who had an upper respiratory infection and were not prescribed an antibiotic.
Appropriate Testing for Children with Pharyngitis	The percentage of children ages 2 to 18 years were diagnosed with pharyngitis and received a Group A streptococcus test prior to being dispensed an antibiotic.
Chlamydia Screening	The percentage of sexually active young women ages 16 to 18 years who were screened for chlamydia.

2007 CAHPS Measures

Measure	Definition
Rating of Health Plan	Measures how satisfied respondents were with their child's health plan.
Rating of Health Care	Measures how satisfied respondents were with their child's health care.
Rating of Doctor or Nurse	Measures how satisfied respondents were with their child's doctor or nurse.
Rating of Specialist	Measures how satisfied respondents were with their child's specialist.

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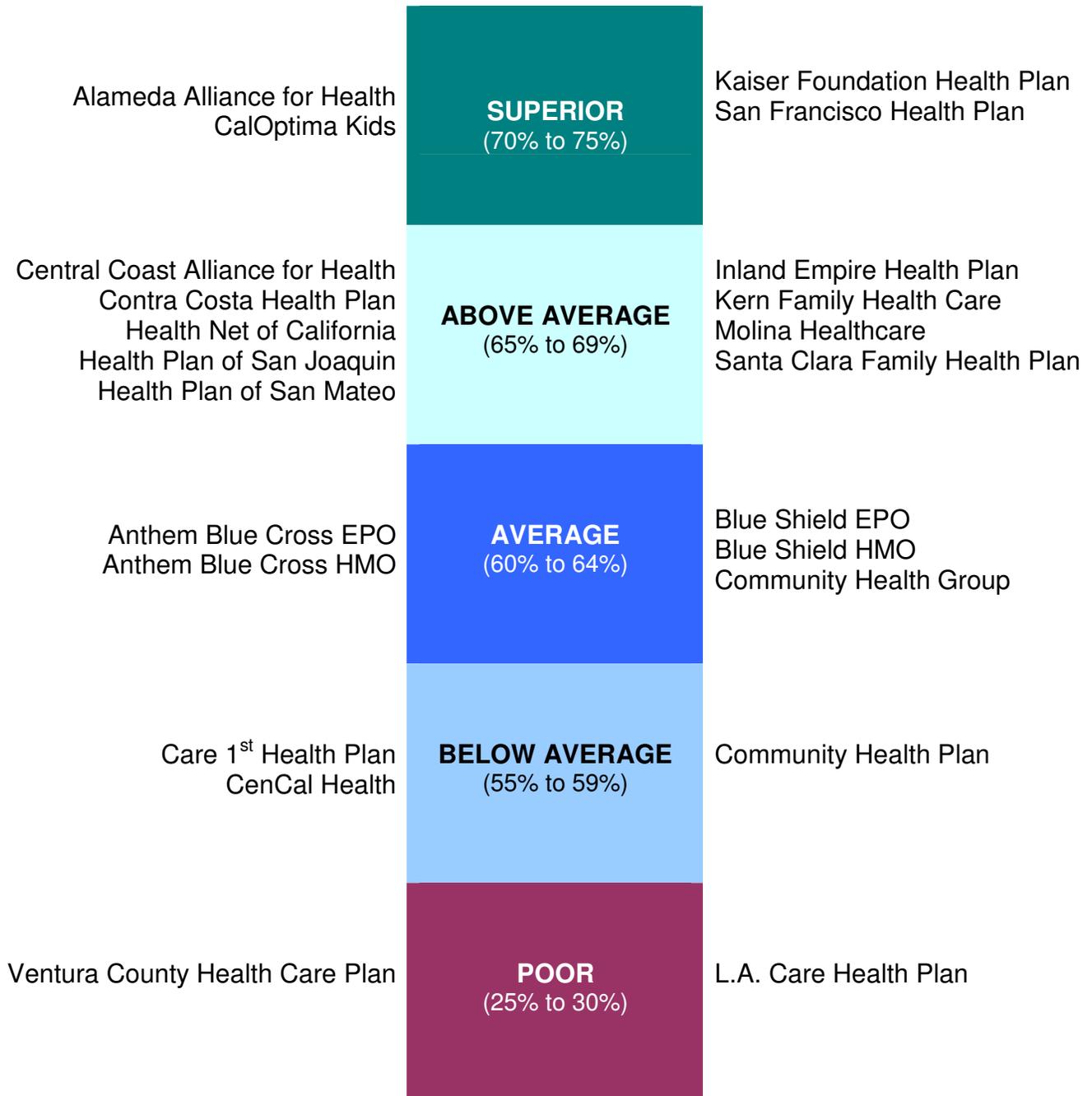
Measure	Definition
Getting Needed Care	Measures the experiences of members when attempting to get the care they believed their child needed.
Getting Care Quickly	Measures the experiences of members when attempting to get the care they believed their child needed as soon as they wanted.
How Well Doctors Communicate	Measures the experiences of members when communicating with their child's doctor or other healthcare provider.
Courteous and Helpful Office Staff	Measures the experiences of members with the office staff at their child's doctor's office.
Customer Service	Measures the experiences of members with the written materials and customer service they received from their child's health plan.

2007 YAHCS Measures

Measure	Definition
Counseling and screening to prevent risky behaviors	The percentage of teens who indicated their doctor talked to them about risky behaviors.
Counseling and screening to prevent unwanted pregnancy and STDs	The percentage of teens who indicated their doctor talked to them about STDs, condoms and birth control.
Counseling and screening related to diet, weight and exercise	The percentage of teens who indicated their doctor talked to them about their weight, healthy eating, diet and exercise.
Counseling and screening related to depression, mental health and relationships	The percentage of teens who indicated their doctor talked to them about depression, mental health and relationships.
Care provided in a confidential and private setting	The percentage of teens who indicated their doctor talked to them privately and told them that what they talked about was confidential.
Communication and experience of care	The percentage of teens who were satisfied with the care they received from their doctor, their ability to understand their doctor and the helpfulness of the office staff.

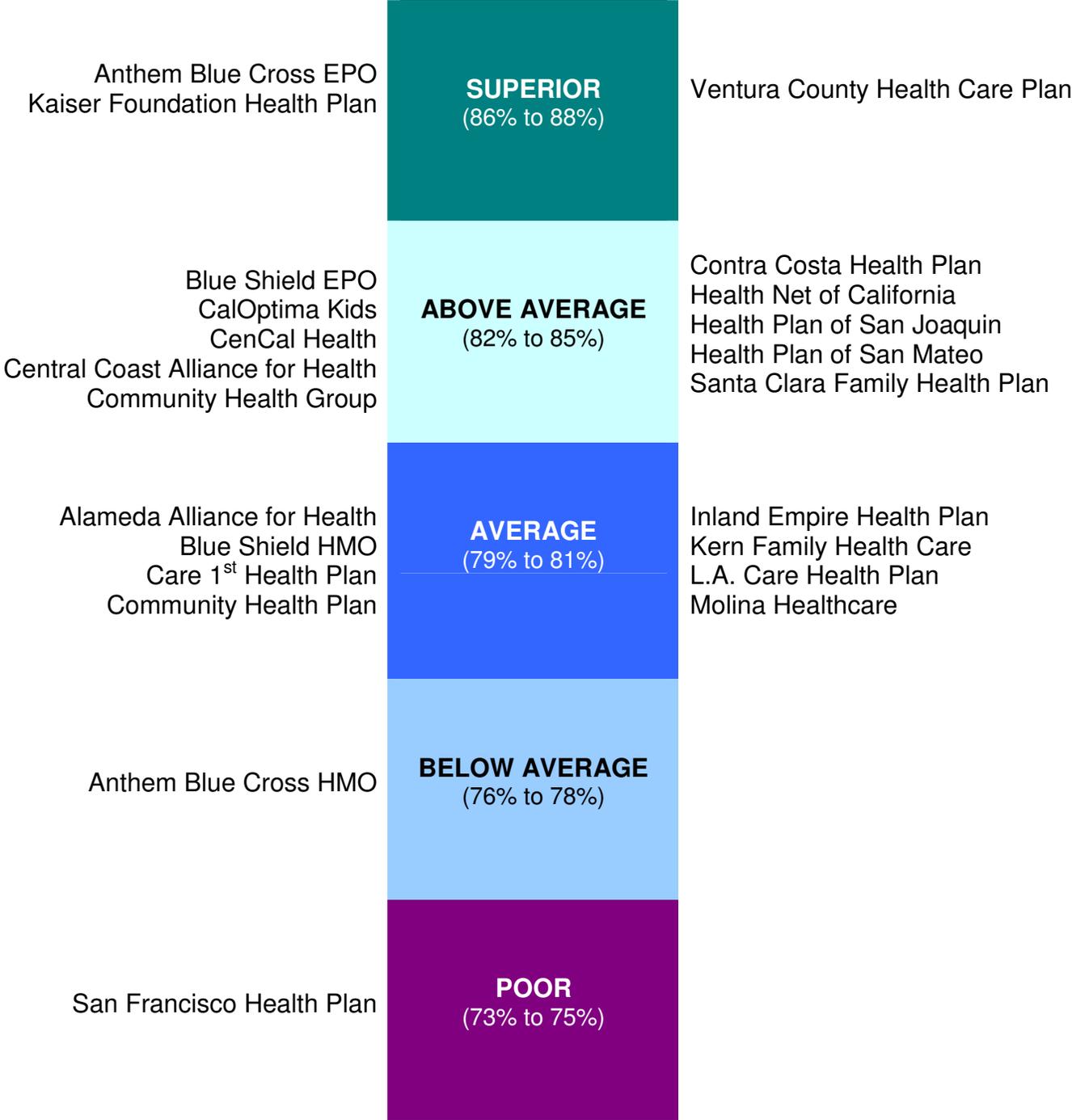
**Managed Risk Medical Insurance Board
Healthy Families Program**

Cluster Analysis for 2007 HEDIS Measures



**Managed Risk Medical Insurance Board
Healthy Families Program**

Cluster Analysis for 2007 CAHPS Measures



**Managed Risk Medical Insurance Board
Healthy Families Program**

Cluster Analysis for 2007 YAHCS Measures

