



## State of Hawaii Guide to QUEST Medicaid Managed Care Plans in 2011

### Ratings for Patient Satisfaction and Quality Measures

Reporting Category <sup>1</sup>	AlohaCare QUEST	HMSA QUEST	Kaiser QUEST
<b>Patient Satisfaction<sup>2</sup></b>			
<b>Patient Satisfaction With Access and Services</b>			
Health Plan Satisfaction	★★★	★★★★	★★★★★
Doctors' Communication and Service	★★★	★★★	★★★★★
Getting Care	★★	★★	★★★
<b>Quality Measures<sup>3</sup></b>			
<b>Living with Illness</b>			
Asthma Care	★	★	★★★★★
Diabetes Care	★	★★	★★★★★
Heart Conditions Care	★	★	★★★
<b>Preventive Care</b>			
Vaccinations for Children	★	★★	★★★★★
Women's Preventive Health	★	★★★	★★★★★
<b>Emergency Care</b>			
Emergency Room Use	★★★★★	★★★★★	★★★★★

Star Rating	
★★★★★	Best
★★★★	Very Good
★★★	Good
★★	Fair
★	Poor

**Note: Patient Satisfaction and Quality Measures are explained in detail in the Appendix.**

<sup>1</sup> The best star rating is at or above 90% of all Medicaid health plans' scores. A very good star rating is at or between 75% and 89% of all Medicaid health plans' scores. A good star rating is at or between 50% and 74% of all Medicaid health plans' scores. A fair star rating is at or between 25% and 49% of all Medicaid health plans' score. A poor star rating is below 25% of all Medicaid health plans' scores.

<sup>2</sup> Patient Satisfaction measures are collected from surveys to get consumer and patient thoughts on health care. These surveys cover important topics, such as doctors' communication skills and how easy it is to obtain care.

<sup>3</sup> Many health plans use Quality Measures to measure performance on important areas of care.



## Appendix

### QUEST Medicaid Managed Care Plans Quality Measure Rates in 2011

Measure Name	AlohaCare Rate	HMSA Rate	Kaiser Rate
Use of Correct Medications for People with Asthma	79.4%	85.9%	96.2%
Diabetes Care:			
Eye Exam	42.0%	51.6%	72.6%
HbA1c Good Control (<7.0%)	17.0%	24.7%	25.9%
HbA1c Poor Control (>9.0%) <sup>4</sup>	67.7%	53.3%	39.8%
HbA1c Testing	74.3%	76.4%	92.8%
Cholesterol Test	66.4%	76.6%	89.7%
Good Cholesterol Control (<100 mg/dL)	22.8%	36.3%	46.5%
Checking for Kidney Problems	69.7%	70.8%	90.7%
Monitoring Blood Pressure (<140/90)	46.2%	56.2%	80.4%
Controlling Cholesterol for Patients with Heart			
Cholesterol Test	73.7%	77.4%	NA <sup>5</sup>
Good Cholesterol Levels (<100 mg/dL)	34.2%	30.5%	NA <sup>5</sup>
Controlling High Blood Pressure	43.6%	47.7%	77.6%
Childhood Vaccinations	58.6%	70.6%	89.1%
Breast Cancer Testing	40.6%	53.8%	78.4%
Cervical Cancer Testing	58.2%	71.2%	84.4%
Chlamydia Testing in Women	55.0%	62.0%	69.3%
Emergency Visits per 1,000 member months <sup>4</sup>	41.6	39.2	22.3

#### **Patient Satisfaction<sup>6</sup>**

**Health Plan Satisfaction:** Members think their health plan and their children's health plan are doing a good job and they are happy with their care.

**Doctors' Communication and Service:** Members think all of their doctors do a good job of explaining things to them and their children, and that they spend enough time with them and their children. Also, members think their personal doctor and specialist are doing a good job taking care of them and their children.

**Getting Care:** Members think they get the care they need for themselves and their children, and that they get the care they need quickly.

#### **Quality Measures<sup>7</sup>**

**Asthma Care:** Members get the correct medicines to treat asthma.

**Diabetes Care:** Members get the tests they need to prevent problems with diabetes.

**Heart Conditions Care:** Members get the tests they need to prevent heart problems and show good control of cholesterol and blood pressure.

**Vaccinations for Children:** Children get the vaccines they need to keep them healthy.

**Women's Preventive Health:** Women get the tests they need to prevent breast cancer, cervical cancer, and to treat infections can cause problems.

**Emergency Room Use:** Measures the number of visits members made to the emergency department. In this case, more stars mean fewer visits.

<sup>4</sup> The score for this measure is reversed since lower rates mean better performance.

<sup>5</sup> Not Applicable (NA) means the plan was not able to provide enough data for this measure.

<sup>6</sup> Patient Satisfaction and Quality Measures were obtained from trusted sources, Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys and Healthcare Effectiveness Data and Information Set (HEDIS®), respectively. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ). HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

<sup>7</sup> The health plan populations may have different traits, such as sex, race, and income, and got care in a different way that can affect measure results.