

## Health Alliance Quality Improvement Program

Quality Improvement (QI) at Health Alliance is an iterative process of continuous assessment and monitoring that strives to improve care and service provided to our members.

Based on quality indicator measurements and continuous evaluation of the program components, opportunities for improvement are identified. These opportunities enhance the quality of care and service provided to our members by improving efficiency, increasing the span of healthy life and reducing disparities in the health care provided.

### Our goals

- Establish standards of clinical care and service for members, and measure performance outcomes
- Identify opportunities to enhance clinical care and service for members
- Respond with appropriate interventions to prioritized opportunities to improve clinical care and service
- Measure the effectiveness of interventions and implement actions as needed

### Programs and services

- Annual CAHPS® member satisfaction survey
- Population-based disease management programs for high cholesterol, high blood pressure, diabetes, asthma and chronic obstructive pulmonary disease
- Access to WorldDoc, a comprehensive online medical resource
- Clinical and preventive care practice guidelines distributed to members and made available for physicians' offices
- Preventive health programs encouraging members and practitioners to use appropriate guidelines and early detection services for prevention of illness
- Ambulatory review of contracted provider medical records to ensure confidentiality, documentation of care and other aspects of care are maintained at the highest standards
- Annual participation in the Healthcare Effectiveness Data and Information Set (HEDIS®)
- Credentialing and recredentialing of providers that meet federal and state regulations
- Identification and reporting of patient safety issues
- Appeals process to protect the rights of members, physicians and hospitals as fully as possible
- Behavioral health initiatives that integrate medical care and behavioral health care
- Utilization Management program that incorporates nationally recognized criteria, use of appropriate clinical professionals and risk management
- Pharmaceutical management program that serves members and providers

Through regular monitoring and annual evaluation, we continue to meet the goals of our Quality Management program. For more information about the Quality and Medical Management Program and to review available HEDIS® and CAHPS® results, visit our website, [HealthAlliance.org](http://HealthAlliance.org). Sign on as a provider, then select *About Us / Overview* from the bottom menu and scroll down for the Quality Improvement Program and HEDIS/CAHPS® results. If you don't have access to the Internet, please contact the Quality Management Department at 1-800-851-3379, extension 8112, to request a printed copy.

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