News about how the Quality Management (QM) team is working for you

The Quality Management program is centered on Valley Health Plan's (VHP) vision and mission.

The scope and content of the quality program represents the entire VHP delivery system. The team’s monitoring and evaluation activities involve a planned, systematic, and ongoing process to improve the quality of care and service members receive.

QM Program Goals

VHP’s Quality Management Program goals are to ensure that our members receive high quality care and service wherever they access care. The team accomplishes this by ensuring standards and regulations are followed by care givers, addressing member satisfaction concerns, and ongoing monitoring for anti-fraud activities, member grievances, potential quality issues, and unusual risk occurrences. Our monitoring includes medical and behavioral services provided to our members. The team is also focused on identifying opportunities for performance improvement throughout the care delivery system.

What has the quality management team been up to during the last year?

During 2019, the quality management efforts and activities focused on member safety, access and availability, health management programs, prevention health, and member experience.

Some of the highlights for 2019 were:

• Started reviewing closing gaps in care through a quality initiative to reduce racial health disparities.
• Created a multidisciplinary “Women’s Health” workgroup to target preventive screening for breast cancer screening.
• Implemented a Hospital Acquired Conditions and C/Section incentive program.
• Worked and supported a provider to undertake National Committee for Quality Assurance (NCQA) Patient Center Medical Home (PCMH) accreditation, thereby increasing the number of PCMH providers serving members in the Valley Health Plan network.
• Targeted focus on Prediabetes through education (Perspectives Spring – Summer 2019).
• Maintained AAAHC accreditation.

What are some of the quality management team activities we are working on in 2020?
• Preparing for AAAHC accreditation review.
• Expand providing Gaps in Care reports with providers.
• Enhance HEDIS training for providers and VHP staff.
• Continuing to implement activities which will result in improvement in quality of clinical care and outcomes, and member and provider experience.

Overall, the quality team is excited to implement these activities and will continuously look for opportunities to improve performance.