

Quality Improvement Strategy: Summary

Issuer Name: BridgeSpan Health Company

QHPs to which this Quality Improvement Strategy (QIS) applies: All QHPs in the Exchange

QIS Title: Improving Diabetes Care for Members Diagnosed with Type 1 or Type 2 Diabetes

QIS Topic Area: Improve Health Outcomes and Reduce health and health care disparities

QIS Description: Improving Diabetes Care is a clinically focused quality improvement strategy (QIS). It seeks to improve members' health through multiple educational and outreach interventions. The interventions are designed to work in a matrix organization, which includes Case and Disease Management and the Quality Program department in conjunction with other departments across BridgeSpan. A member will have improved health outcomes by managing chronic diseases utilizing quality reporting and interventions. To provide additional incentive to our members, BridgeSpan will be offering a \$25 gift card for eligible members who complete the required 3 diabetes tests within the measurement period (annually).

Rationale for QIS: Diabetes ranks as the seventh leading cause of death in the United States. Diabetes prevalence rates vary by age, ethnicity, race and geography. This QIS will focus on improving and maintaining the health of Marketplace members with diabetes. Members will be included in case and disease management programs as well as care gap interventions.

Activities that Will Be Conducted to Implement the QIS:

Monthly identification of diabetic members; evaluate for case or disease management.

- Nurse assessment calls
- Telephonic outreach, focusing on the three identified diabetes measures
- Educational articles posted on the member website
- Analyze Marketplace enrollee survey data

'Improving Diabetes Care updates and challenges' will be added to the quarterly Joint Operating Committee meetings between the health plan and provider, if data warrants discussion.

We can improve health outcomes with effective case management, care coordination, chronic disease management, medication adherence and quality reporting.

We plan on reducing health care disparities by addressing any identified language services and/or Community outreach needed.

QIS Goal 1: The goal is to have the Marketplace members' diabetic measures meet or exceed the NCQA Quality Compass 75th percentile.

Measure(s) used to track progress of Goal 1:

Diabetes Care includes Hemoglobin A1c testing, Retinal eye exams and Nephropathy Monitoring (kidney screening).

The goal is to have the diabetic measures meet or exceed the NCQA Quality Compass 75th percentile. Baseline measurement for the three diabetes measures, HEDIS 2017 (data year 2016) BridgeSpan rates:

- 1.) Hemoglobin A1c testing = 91.98%. Quality Compass 2017 = 75th Percentile
- 2). Retinal eye exams = 50.00%. Quality Compass 2017 = 50th Percentile
- 3). Nephropathy Monitoring (kidney screening) = 89.69%. Quality Compass 2017 = 50th Percentile

How measure reflects progress toward Goal 1:

The total number of members with required testing (Numerator) divided by the total number of members with diabetes (Denominator) to obtain the HEDIS rates, which are used to measure progress.

QIS Goal 2 (if applicable):

Begin to collect and analyze Marketplace member demographics, including race and ethnicity data to ensure BridgeSpan addresses any health care disparities.

Measure(s) used to track progress of Goal 2:

QHP-Enrollee Experience Survey

Using the baseline QHP-Enrollee Experience Survey (EES) from 2015 as a reference, we were able to identify demographic elements used in the survey. The elements collected are helpful in identifying race, ethnicity and demographic data. Going forward the data can be analyzed and used in planning appropriate interventions for any disparities identified.

How measure reflects progress toward Goal 2:

The collected QHP-EES data will be analyzed and used in planning appropriate interventions for any disparities identified.