



State of Hawaii Guide to QExA Medicaid Managed Care Plans in 2011

Ratings for Patient Satisfaction and Quality Measures

Reporting Category ¹	Evercare QExA	Ohana QExA
Patient Satisfaction²		
Patient Satisfaction With Access and Services		
Health Plan Satisfaction	★	★
Doctors' Communication and Service	★★★	★★★
Getting Care	★★	★★
Coordination of Care	★★	★★★★
Quality Measures³		
Living with Illness		
Asthma/COPD Care	★★	★★★
Diabetes Care	★★★	★★
Heart Conditions Care	★★	★
Preventive Care		
Cancer Screening	★	★
Emergency Care		
Emergency Room Use	★★★	★
Behavioral Health Care		
Behavioral Health	★★★★	★★★

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

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

¹ 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' scores. A poor star rating is below 25% of all Medicaid health plans' scores.

² 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.

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



Appendix

QExA Medicaid Managed Care Plans Quality Measure Rates in 2011

Measure Name	Evercare Rate	Ohana Rate
Use of Correct Medications for People with Asthma	85.2%	89.9%
Use of Correct Medications to Treat People with COPD		
♦ <i>Prescribed Corticosteroid</i>	61.2%	59.7%
♦ <i>Prescribed Bronchodilator</i>	79.0%	79.2%
Diabetes Care:		
♦ <i>Eye Exam</i>	59.2%	54.0%
♦ <i>HbA1c Good Control (<7.0%)</i>	28.2%	27.8%
♦ <i>HbA1c Poor Control (>9.0%)⁴</i>	50.9%	59.5%
♦ <i>HbA1c Testing</i>	80.9%	82.1%
♦ <i>Cholesterol Test</i>	80.7%	74.8%
♦ <i>Good Cholesterol Control (<100 mg/dL)</i>	40.1%	25.6%
♦ <i>Checking for Kidney Problems</i>	81.6%	79.7%
♦ <i>Monitoring Blood Pressure (<140/90)</i>	38.9%	51.1%
Controlling Cholesterol for Patients with Heart Problems		
♦ <i>Cholesterol Test</i>	83.6%	78.3%
♦ <i>Good Cholesterol Levels (<100 mg/dL)</i>	42.5%	29.8%
Controlling High Blood Pressure	41.0%	45.7%
Breast Cancer Testing	49.5%	43.4%
Cervical Cancer Testing	44.0%	47.9%
Colorectal Cancer Testing	24.3%	27.3%
Emergency Visits per 1,000 member months ⁴	64.2	81.1
Follow-Up After Hospitalization for Mental Illness		
♦ <i>Follow-Up Within 7 days</i>	35.4%	54.8%
♦ <i>Follow-Up Within 30 days</i>	53.9%	69.7%
Antidepressant Medication Management		
♦ <i>Continued Medication Treatment for 84 days</i>	60.0%	52.9%
♦ <i>Continued Medication Treatment for 180 days</i>	43.5%	34.1%

⁴ The score for this measure is reversed since lower rates mean better performance.

Appendix

Patient Satisfaction and Quality Measures

Patient Satisfaction^{5,6}

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.

Coordination of Care: Members think their doctor and their children's doctor are staying up to date on the care they got from another doctor.

Quality Measures^{5,6}

Asthma/COPD Care: Members get the correct medicines to treat asthma and COPD.

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.

Cancer Screening: Members get the tests they need to prevent breast, cervical, and colorectal cancer.

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

Behavioral Health Care: Members get follow-up care after they were in the hospital for a mental illness. Also, members took medicine to treat depression.

⁵ 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).

⁶ The health plan populations may have different traits, such as gender, race, and income, and got care in a different way that can affect measure results.