

## IN THIS ISSUE

### ADMINISTRATION

- ▶ [Upcoming Medical Record Audits for 2013](#)
- ▶ [Spring Access Surveys Begin Soon](#)
- ▶ [Introducing EmblemHealth Neighborhood Care](#)
- ▶ [Annual CAHPS Surveys Beginning](#)
- ▶ [New Benefit Plans](#)
- ▶ [Laboratory Services](#)
- ▶ [Enhanced Autism Mandate Effective November 1, 2012](#)
- ▶ [Medicaid and Medicare Updates](#)
- ▶ [Claims Corner](#)
- ▶ [Improvements to Our Online Doctor Search](#)
- ▶ [What You Need to Know About ICD-10 Today](#)
- ▶ [Behind the Scenes](#)

### CLINICAL

- ▶ [EmblemHealth. Among the Healthiest Companies To Work For](#)
- ▶ [Early Elective Deliveries \(Healthy Babies Are Worth the Wait\)](#)
- ▶ [2013 Quality Program at EmblemHealth](#)
- ▶ [Health Outcomes Survey](#)
- ▶ [Brand vs. Generic: Implications to Health Care](#)
- ▶ [Tips to Reduce Antibiotic Use](#)
- ▶ [Support the Fight Against Breast Cancer: Promote Routine Screenings](#)
- ▶ [Counseling Your Young and Adolescent Patients](#)
- ▶ [Clinical Corner](#)
- ▶ [News&Notes Archive](#)

## UPDATE DIRECTORY INFORMATION ▶

## 2013 Quality Program at EmblemHealth

EmblemHealth's [Quality Improvement Program](#) establishes the framework and processes that facilitate continuous improvement of medical and behavioral health care and services provided to EmblemHealth, GHI and HIP plan members.



A key objective is to assist members in becoming more active and more knowledgeable participants in their own care, including preventive care, by implementing initiatives and health management programs that focus on education. To support initiatives and to assist our providers to improve the care and service members receive, we continue to provide tools and resources via [News&Notes](#), (such as you are reading now), on-hold messaging, educational detailing visits and [Web site](#) updates.

In addition, we send you direct mailings. Many of these mailings ask you to address medical issues with your patients, whom we have identified from our claims and other supporting data, to ensure that we maintain best practices on behalf of our members, your patients. Please make note of these requests and take action on them.

We also monitor care and services provided and evaluate whether it meets or exceeds established regional and national standards of care, through our National Committee for Quality Assurance and URAC accreditation processes and our annual Healthcare Effectiveness Data and Information Set (HEDIS®), Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and New York State Department of Health Quality Assurance Reporting Requirements (QARR) scores. The program also includes activities that promote patient safety and improve cultural competencies within our provider networks.

### Clinical Measures

The 2013 Program focuses on a broad range of clinical measures some of which include:

- Screenings for breast, cervical and colorectal cancer
- Screening for glaucoma
- Lead screening for infants
- Smoking and tobacco use cessation
- Controlling high blood pressure
- Persistence of beta blocker treatment after a heart attack
- Medication adherence for asthma, rheumatoid arthritis and depression
- Effective diabetes management
- Childhood and adolescent immunization
- Appropriate use of antibiotics



Monitoring EmblemHealth's quality measures resulted in HIP Commercial HMO being rated the top performing plan in New York City and Long Island for QARR 2011, and a rating for HIP Medicaid as the top-performing plan in New York City, Long Island and the Hudson Valley region. This is detailed in the [New York State 2012 Regional Consumers Guides](#). In addition, HIP Medicaid earned the highest level of recognition from the State of New York 2012 Quality Incentive for Medicaid Program for the success of our quality oversight.

The EmblemHealth Quality Improvement Program is overseen by the Board of Directors and is supported by a comprehensive [Quality Improvement Committee structure](#) that includes participation from our practicing network physicians. Learn how our [Quality Improvement Program is performing](#).

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)  
CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ)

[Home](#) | [Behind the Scenes](#) | [Printer Friendly Page](#) | [Print Full Issue](#)

