QI Interventions Reported Among Top Performing IPAs

**Member Experience QI Interventions among Top Performers**

- Worked with external consultants to transform the culture of the practices with a focus on member satisfaction including training for physicians and office staff
- Annual patient satisfaction surveys with un-blinded physician-level results distributed
- Communication Leading to Excellence and Ameliorating Risk (CLEAR) training program offered to offices
- Timely Care and Service (Access)
  - Blocked off office appointment schedule to increase same day appointment availability and hospital follow-up visits
  - Expansion of urgent care availability

**QI Interventions among Top Performers Crossing Multiple HEDIS Measures**

- EHR alerts
- Population management system that identifies target populations and members who are due for selected services
- Investment in quality and risk management software
- Dedicated HEDIS expert resource
- Provider and staff training on coding
- Physician bonus incentives outside L.A. Care Physician P4P
- Perform selected preventive care services at affiliated urgent care centers
- Case management support and follow-up for closing gaps in care
- Live agent telephonic outreach
- Reminder mailings with/without lab requisition
- Robo call/IVR member reminders
- Back to School Children’s Health Fair that included education on the importance of well child exams, vaccinations for children, diabetic and women’s health
- Adult Health Fair educating on the importance of diabetic self-management and having a diabetes management nurse check HbA1c and cholesterol levels on-site for free using a droplet blood analyzer
Value Initiative for IPA Performance (VIIP) + Pay for Performance (P4P)

QI Interventions Reported Among Top Performing IPAs - Continued

Measure-Specific QI Interventions among Top Performers

- **CDC**
  - Diabetes program
  - **CDC - Eye:**
    - VSP member outreach
    - Share non-compliant list with ophthalmology group(s)
    - In office retinal imaging w/ outside interpretation
    - Direct auto-approved referral

- **BCS**
  - Member outreach from diagnostic imaging center
  - Onsite mammography

- **CCS**
  - Blocked off office visits that were “Pap test only” visits

- **PPC**
  - PPC patient coordinator focused on member outreach at earliest notification of pregnancy
  - OB practice outreach
  - Review pregnancy-related authorization as basis for reaching out for post-partum visits
  - Avoid scheduling postpartum visits in the mornings, reducing no-show rates
  - Adjusted the timing of the postpartum visit from six weeks to four weeks post-delivery to allow for rescheduled appointments for no-shows to the original appointments made in the hospital.

- **CIS-3**
  - Pediatric triage nurse identified children who were due/overdue for immunizations and scheduled appointments