Below is a sample of HEDIS scores for the last three years:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Topic | H2018/ CY2017 | H2019/ CY2018 | H2020/ CY2019 | 2019 NCQA Quality Compass National Medicaid Average |
|
| Adolescent Well-Care | 47.45% | 47.45% | 49.88% | 54.26% |
| Annual Dental Visits (2-21 years of age) | 41.63% | 47.82% | 53.24% | 58.03% |
| Breast Cancer Screening | 40.78% | 40.78% | 41.18% | 58.67% |
| Cervical Cancer Screening | 54.26% | 57.21% | 61.31% | 60.65% |
| Childhood Immunizations; combination 10 | 27.01% | 21.65% | 30.17% | 34.79% |
| Chlamydia Screening (female; age 16-24) | 52.18% | 47.00% | 48.17% | 58.34% |
| Comprehensive Diabetes Care, Eye Exam | 44.28% | 46.23% | 45.99% | 58.88% |
| Comprehensive Diabetes Care, blood sugar level testing | 80.54% | 74.70% | 80.54% | 88.55% |
| Comprehensive Diabetes Care, Nephrology Screening | 86.62% | 83.70% | 83.21% | 90.15% |
| Prenatal care (timing of Mom's 1st visit before baby is born) | 87.76% | 84.76% | 93.67% | 83.76% |
| Postpartum Care (Mom's visit after the baby is born) | 73.72% | 64.94% | 76.40% | 65.69% |
| Asthma--Appropriate use of medications (5-18 years of age) | 31.64% | 40.45% | 40.28% | 37.01% |
| Well Child Visit (first 15 months of life, 6 or more visits) | 65.61% | 55.85% | 58.48% | 65.83% |
| Well Child Visits (3-6 years) | 66.34% | 60.65% | 60.51% | 72.87% |

Below is a sample of CAHPS results for the last three years:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Topic | 2017 | 2018 | 2019 | 2019 NCQA Quality Compass National Medicaid Average |
| Rating of health plan overall | 82.00% | 83.76% | 87.22% | 87.15% |
| Rating of health care overall | 82.90% | 88.52% | 88.01% | 88.24% |
| Rating of personal doctor overall | 86.00% | 91.90% | 90.82% | 90.49% |
| Rating of specialist overall | 84.80% | 87.92% | 88.34% | 87.29% |
| Customer Service | 91.00% | 87.56% | 88.30% | 88.56% |
| Getting needed care | 87.80% | 88.70% | 90.08% | 84.85% |
| Getting care quickly | 91.90% | 93.83% | 94.17% | 89.98% |
| How well doctors communicate | 93.60% | 96.81% | 96.33% | 94.13% |
| Coordination of care | 84.20% | 88.85% | 86.00% | 84.06% |

The QI Program and annual evaluation are presented to the QI Committee and HSH Board of Directors for review and approval. If you have questions or would like more information about HSH’s QI Program, call Member Services at 1-855-694-4663 and ask to speak to the Quality Department.