



Department of Consumer & Business Services

Insurance Division — 2

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Quality Assessment
Annual Summary

Quality assessment annual summary for 2004.

Due on **June 30** for previous calendar year.

Each insurer offering managed health plans shall have a quality-assessment program that enables the insurer to evaluate, maintain, and improve the quality of health services provided to enrollees.

ORS 743.814, OAR 836-053-1170.

1. Company name: Great-West Healthcare of Oregon, Inc. Filing date: June 28, 2005
2. Company address: 121 S.W. Morrison, Suite 475
City, state, ZIP: Portland, OR 97204
3. Company Web site: www.greatwesthealthcare.com
4. Name, e-mail address, and phone number of the person completing this form:
Linda Fishell, linda.fishell@gwl.com, 303-737-2906
5. Name, title and department of manager responsible for oversight of quality assessment:
Susan Hallett, President, Great-West Healthcare

For the following information, enter the URL, or the name of the publication in which the information appears:

6. Name, title, phone number, address, and e-mail address of the person whom enrollees can contact (other than their provider) regarding quality of care:
Guinevere Blodgett, Quality of Care Manager, Phone: 303-737-1562
E-mail: guinevere.blodgett@gwl.com
8505 E. Orchard Road
Greenwood Village, CO 80111

www.mygreatwest.com (Click 1. Sign on to health plan, 2. Contact us)

URL, or the publication title, date, and page: This site provides contact information to enrollees for their questions, concerns, or complaints. Concerns or complaints about quality of care would be forwarded to the Quality of Care Manager noted in number 6.

7. Name, title and department of the designee for providers to contact with their concerns about quality of care:
Same as above.
Guinevere Blodgett, Quality of Care Manager
URL, or the publication title, date, and page: guinevere.blodgett@gwl.com

8. Does the company use formal program evaluation to maintain and improve the quality of its health services?

The Board of Directors has the authority and is responsible for overseeing and directing the Quality Management Program. Authority and responsibility for the daily operational activities of the Quality Management Program are delegated to the Regional Quality Management Committee, the President, VP/Medical Director, and the Director of Quality Management.

No Yes Who conducts program evaluation?

The Quality Management Program Evaluation is compiled by the Quality Management Director with the assistance of other Health Plan Department Managers and Directors to include: Utilization Management, Claims, Provider Relations, Network Development, Member Services, Appeals & Grievances, etc. The annual Quality Management Program Evaluation is reviewed by the Health Plan's Quality Committees, President, Medical Director, and Board of Directors to evaluate services provided and identify opportunities to improve.

URL, or the publication title, date, and page: GWH 2004 Quality Management Program Description, pages 4-9.

9. How often does the company conduct a formal, systemwide quality assessment?

Never Semiannually Annually Biennially Other (specify): _____

URL, or the publication title, date, and page: GWH 2004 Quality Management Program Evaluation, pages 1 - 43.

10. Does the company systematically assess its enrollees' satisfaction with quality of care?

No Yes Specify means and frequency: Enrollee satisfaction is assessed utilizing a combination of approaches, which includes annual CAHPS survey, biannual Enrollee Satisfaction Survey, quarterly analysis of the Service Center Satisfaction Surveys, and quarterly analysis of enrollee complaint and appeal/grievance data. These measures are not mutually exclusive and in combination, provide valuable information regarding Great-West Healthcare of Oregon operations, satisfaction with care, and services provided by practitioners.

GWH 2004 Quality Management Program Description, pp. 11-12.

URL, or the publication title, date, and page: GWH 2004 Quality Management Program Evaluation, pp 30-36.



11. Does the company prioritize quality-of-care concerns?

Robert Allen, M. D.
VP Medical Director and the Regional Quality Management Committees.
Data related to quality of care and service are reviewed, aggregated, trended, and presented to the Regional Quality Management Committee to identify opportunities for improvement.

No Yes Name and title of person who determines priorities:

URL, or the publication title, date, and page: **GWH 2004 Quality Management Program Description, page 10-11.**

12. List current quality-improvement goals and steps toward accomplishment:

Main goal:	Standardize the structure and responsibilities of program operation and oversight.	Status:	A National QM Program and Workplan were developed, with state specific addenda to address specific regulatory requirements that exceed or are in addition to those identified in the national documents.
Other goal:	Enhance quality monitoring and oversight capability.	Status:	A complete revision of the Board report was accomplished including standardized methodology and performance indicators.
Goal:	Enhance member health and wellness through health risk assessments and member education.	Status:	A new health risk assessment tool was introduced that generates a customized personal report that identifies actionable opportunities to reduce health risks by obtaining preventive care, making lifestyle changes or improving personal safety and wellness habits.

Goal: **Improve inpatient concurrent review proces to better allocate care management resources to those admissions with the greatest potential for positive impact.**

Status:

A major quality improvement project, "Care Optimize" was implemented with the goal of improving the quality of care management outcomes, increasing member touchpoints and satisfaction. Intial performance measurement demonstrates progress in achieving performance goals.

Goal: **Improve enrollee satisfaction assessment capability.**

Status:

A new Enrollee Satisfaction Survey tool was developed as another means of assessing enrollee satisfaction. This will be fielded biannually and results used to identify opportunities for quality improvement initiatives.

URL, or the publication title, date, and page: **GWH 2004 Quality Management Program Evaluation, pp. 1-43.**

13. Does the company include provider participation in its quality assessment?

No Yes How?

Participating practitioners are included as members of Great-West Healthcare's quality management committees that oversee credentialing, peer review, and quality management. Some of their responsibilities include making determinations regarding initial credentialing or continued credentialing status, reviewing and making recommendations on clinical policies, clinical practice guidelines, preventive health guidelines, reviewing enrollee appeals, making recommendations for changes in policies or processes as a result of appeal and grievance trends, analyzing and evaluating summary data, making recommendations for improvement, and conducting peer review.

URL, or the publication title, date, and page: **GWH 2004 Quality Management Program Description pp 6-8.**

14. Does the company credential providers?

No Yes Credential(s) awarded: **1- 3 year initial and/or recredentialing status.**

URL, or the publication title, date, and page: **GWH 2004 Credentialing Program Description, p 4.**

15. Does the company use clinical practice guidelines?

Internally developed clinical practice guidelines for acute and chronic conditions are utilized and are available on request. These are developed based on the following criteria:

No Yes Specify type or source:

- o Current published medical literature and peer reviewed publications
- o Generally accepted standards of medical practice
- o Evidence-based guidelines developed by national organizations and recognized authorities
- o Physician review
- o Government approval status

If no internal guideline exists, Milliman Care Guidelines, Interqual Care Guidelines, or Hayes are utilized.

URL, or the publication title, date, and page: GWH 2004 Quality Management Program Description, p. 10.

16. List non-mandated screening and preventive health benefits covered by any company plan:

Sigmoidoscopy/Colonoscopy	Total cholesterol
Mammography	Immunizations including pneumococcal and influenza
Complete physical exams	Occult blood (fecal)
Rectal and prostate exams	Pap smear and pelvic exams

17. List activities (including HEDIS measures, if available) in the following areas of health promotion and disease prevention:

Tobacco cessation advice given to smokers:	Smoking cessation advice and support group information is available by topic on the member website. Members who complete a health risk assessment and indicate that they smoke are directed to available resources.
URL, or the publication title, date, and page:	<u>www.mygreatwest.com (Click 1. Sign on to health plan, 2. Health Educator, 3. Online Health & Wellness 4. Health Topics, 5. Smoking)</u> <u>www.mygreatwest.com (Click 1. Sign on to health plan, 2. Health Education, 3. Online Health & Wellness 4. Support groups, 5. Smoking)</u>
Diabetes education and home monitoring::	Diabetes education is provided as part of Great-West Healthcare's Disease Management program. Information is also available by topic on the member website.
URL, or the publication title, date, and page:	<u>www.mygreatwest.com (Click 1. Sign on to health plan, 2. Health Education, 3. Disease Management Programs, 4. Type I/II Diabetes)</u> <u>www.mygreatwest.com (Click 1. Sign on to health plan, 2. Health Education, 3. Online Health & Wellness 4. Health Topics, 5. Diabetes)</u>
Pregnancy care begun within first 13 weeks:	Prenatal education is offered through the Great Beginnings Perinatal/Prenatal Health Management Program and as part of Great-West Healthcare's Preventive Health Guidelines. Additional information on support groups and by topic is available on the member website.

URL, or the publication title, date, and page:	<p>www.mygreatwest.com (Click 1. Sign on to health plan, 2. Health Education, 3. Online Health & Wellness 4. Health Topics, 5. Pregnancy)</p> <p>www.mygreatwest.com (Click 1. Sign on to health plan, 2. Health Educaton, 3. Preventive Health Guidelines, 4. Prenatal and Perinatal Guidelines)</p> <hr/>
Childbirth education and parenting support:	<p>This type of education is provided as part of the Great Beginnings Prenatal/Perinatal Health Management Program. Support group and by topic information is also available on the member website .</p> <hr/>
URL, or the publication title, date, and page:	<p>www.mygreatwest.com (Click 1. Sign on to health plan, 2. Health Educaton, 3. Online Health & Wellness 4. Health Topics 5. Neonatal/Perinatal, 6. Support groups)</p> <p>www.mygreatwest.com (Click 1. Sign on to health plan, 2. Health Education 3. Online Health & Wellness 4. Health Topics 5. Neonatal/Perinatal)</p> <hr/>
Immunizations by child’s second birthday:	<p>Education concerning childhood immunizations can be found in the preventive health guidelines, and by topic in the neonatal/perinatal sections of the website.</p> <hr/>
URL, or the publication title, date, and page:	<p>www.mygreatwest.com (Click 1. Sign on to health plan, 2. Health Education, 3. Online Health & Wellness 4. Health Topics 5. Neonatal/Perinatal, 6. Safety & Hygiene Birth to 2 Years)</p> <p>www.mygreatwest.com (Click 1. Sign on to health plan, 2. Health Education, 3. Preventive Health Guidelines, 4. Children 0-18 months, 2-10 years)</p> <hr/>
Nutrition:	<p>There is also a health risk assessment tool available for personal assessment of overall health including nutrition, stress management, etc. Members are directed to nutrion resources. Information on nutrition is available by topic on the member website.</p> <hr/>
URL, or the publication title, date, and page:	<p>www.mygreatwest.com (Click 1. sign on to health plan, 2. Health Education, 3. Online Health & Wellness 4. Health Search, 5. Nutrition)</p> <p>www.mygreatwest.com (Click 1. Sign on to health plan, 2. Health Education, 3. Health Assessment, 4. Take the survey)</p> <hr/>
Cardiovascular health:	<p>Cardiovascular health is addressed through Great-West Healthcare's Disease Management Program and by topic on the member website.</p> <hr/>
URL, or the publication title, date, and page:	<p>www.mygreatwest.com (Click 1. Sign on to health plan, 2. Health Education, 3. Disease Management Programs, 4. Select desired condition)</p> <p>www.mygreatwest.com (Click 1. Sign on to health plan, 2. Health Education, 3. Online Health & Wellness 4. Health Topics 5. Cardiovascular Disease)</p> <hr/>
Injury prevention:	<p>Injury prevention is addressed in the preventive health guidelines for children, and by topic on the member website.</p> <hr/>

URL, or the publication title, date, and page:

**www.mygreatwest.com (Click 1. Sign on to health plan,
2. Health Education, 3. Health topics, 4. Injuries)**

**www.mygreatwest.com (Click 1. Sign on to health plan,
2. Health Education, 3. Health Topics, 4.
Neonatal/Perinatal)**
