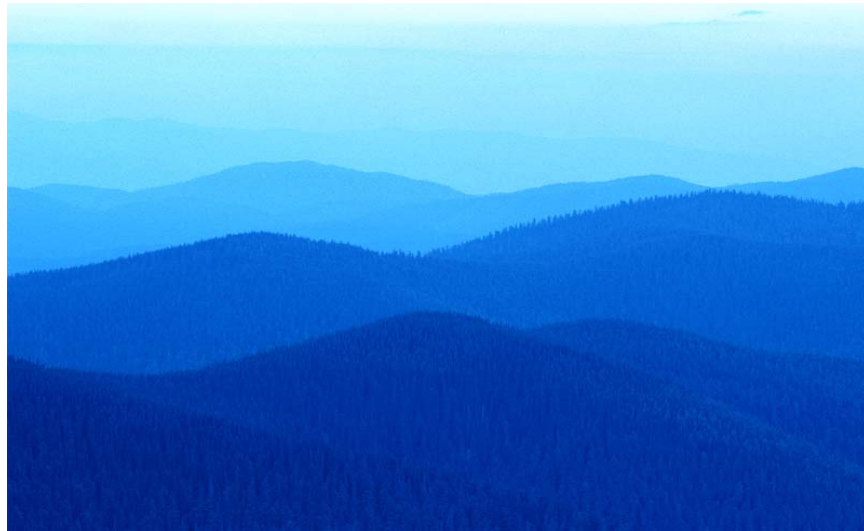


MEDICA®

CLINICAL PERFORMANCE MEASURES REPORT 2011-2012

Section 1 Quality Measures by Condition: Plan-Level



MEDICA®

CLINICAL PERFORMANCE MEASURES REPORT 2011-2012

Section 1 Quality Measures by Condition: Plan-Level

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Introduction

Report Purpose

Business units throughout Medica collect and analyze clinical quality data. Data elements range from condition-specific measures, reported by Medica product and by individual clinic, to performance indicators for hospital quality and safety. To make this information available and understandable to Medica staff and customers, Medica annually prepares a set of documents that collectively make up the Clinical Performance Measures Report.

The report consists of four separate sections:

1. **Quality Measures by Condition: Plan-Level**
2. Quality Measures by Condition: Clinic-Level
3. Quality Measures by Hospital
4. Appendices

Section Overview

This section, “Quality Measures by Condition: Plan Level”, displays aggregate and product-specific quality measures for thirty conditions and services. Data are collected using either or both of the following:

HEDIS

HEDIS data are collected either from claims (administrative method) or claims plus medical record review (hybrid method). Data are collected no earlier than one month after the measurement year ends (i.e. January 2011 for the 2010 measurement year). The standard sample size is 411 claims and/or records, though in some cases the sample size may be reduced depending on the health plan’s performance in the previous year.

Results are compared to the health plan aggregate score using a 95% confidence interval as the basis of comparison. Color-coding shows results that are significantly above, below or roughly the same as the health plan aggregate. The confidence interval means that there is 95% certainty that the data fall within the reported range.

HEDIS criteria are developed under the supervision of the NCQA Committee on Performance Measurement (CPM). The CPM includes purchaser, consumer, health plan and provider representatives, with support from additional clinical and technical advisory panels. HEDIS measures are reviewed and updated annually.

(Source: HEDIS® 2012, Volume 2: Technical Specifications. © 2011 by the National Committee for Quality Assurance.)

C&SQR

C&SQR results are derived from primary care medical record reviews at the clinic group level. All record samples are randomly selected from medical claims. A minimum of 30 records must be selected per criteria element to qualify for publication. Scores are based on the number of

“Yes” answers to each criteria question reviewed. An “NA” response is not counted in the overall score.

Results are compared to the health plan aggregate score using a 95% confidence interval as the basis of comparison. Color-coding shows results that are significantly above, below or roughly the same as the health plan aggregate. The confidence interval means that there is 95% certainty that each participating clinic group falls within the reported range.

All review criteria are based on ICSI medical practice guidelines, professional association recommendations from the American Diabetes Association and the American Academy of Pediatrics as well as Minnesota Department of Human Services recommendations for Child & Teen Checkups.

Reading the Report

Data displays are color-coded to illustrate comparisons to previous year’s performance, to average or aggregate numbers, or to specified performance levels. Each data table includes a color-code key. Preceding the data sets is an overview of data sources and collection methodology.

Each data set includes comparisons to 2010 and 2009 performance. Color-coding is based on comparisons of 2011 results to 2010.

Clinical Measure Descriptions

(HEDIS measure descriptions from: HEDIS® 2012, Volume 2: Technical Specifications. © 2011 by the National Committee for Quality Assurance.)

Advance Directive (*Commercial/Medicaid, Medicare*)

2011 HEDIS

- Care for older adults: The percentage of members with evidence of advance care planning in the measurement year.

2010 Clinical and Service Quality Review

- Evidence in the medical record that the patient does or does not have an advance directive.

Alcohol and Drug Assessment and Treatment (*All products*)

2011 HEDIS

- Initiation of Treatment: The percentage of members who initiate treatment through an inpatient alcohol or drug admission, outpatient visit, intensive outpatient encounter or partial hospitalization within 14 days of the diagnosis.
- Engagement of Treatment: The percentage of members who initiated treatment and who had two or more additional services with an alcohol or drug diagnosis within 30 days of the initiation visit.

Asthma, Adult/Pediatric Combined (*Commercial, Medicaid*)

2011 HEDIS

- The percentage of members 5-50 years of age during the measurement year who were identified as having persistent asthma and who were appropriately prescribed medication during the previous year.
- The percentage of members 5-50 years of age during the measurement year who were identified as having persistent asthma and who were appropriately prescribed medication during the previous year.

Asthma, Pediatric (*Commercial, Medicaid*)

2011 HEDIS

- The percentage of members 5-11 years of age during the measurement year who were identified as having persistent asthma and who were appropriately prescribed medication during the previous year.

Attention Deficit Hyperactivity Disorder (ADHD) (*Commercial, Medicaid*)

2011 HEDIS

- Initiation Phase: The percentage of members 6-12 years of age as of the episode start date with an ambulatory prescription dispensed for ADHD medication, who had one follow-up visit with practitioner with prescribing authority during the 30-day initiation phase.
- Continuation and Maintenance Phase: The percentage of members 6-12 years of age as of the episode start date with an ambulatory prescription dispensed for ADHD medication, who remained on the medication for at least 210 days and who, in addition to the visit in the Initiation Phase, had at least two follow-up visits with a practitioner within 270 days (nine months) after the initiation phase ended.

Beta-Blocker Treatment After Heart Attack (*All products*)

2011 HEDIS

- The percentage of members 18 years of age and older during the measurement year who were hospitalized and discharged alive from July 1 of the prior measurement year to June 30 of the measurement year with a diagnosis of acute myocardial infarction and who received persistent beta-blocker treatment for six months after discharge.

Blood Lead Screening/Testing (*Medicaid*)

2011 HEDIS

- The percentage of children two years of age who had one or more capillary or venous blood lead tests for lead poisoning by their second birthday.

Breast Cancer Screening/Diagnosis (*All products*)

2011 HEDIS

- The percentage of women 40-69 years of age who had a mammogram to screen for breast cancer.

Bronchitis/Upper Respiratory Infection (*Commercial, Medicaid*)

2011 HEDIS

- Adults: The percentage of adults 18-64 years of age with a diagnosis of acute bronchitis who were not dispensed an antibiotic prescription.
- Children: The percentage of children 3 months-18 years of age who were given a diagnosis of upper respiratory infection and were not dispensed an antibiotic prescription.

Child and Teen Checkup (*Medicaid*)

2010 Clinical and Service Quality Review

- Documentation of a complete (all elements documented) Child and Teen Checkup (C&TC) for eligible patients age 0-12 months, 15 months-4 years, 5-10 years and 11-20 years. C&TC elements vary by age group.

Chlamydia Screening (*Commercial, Medicaid*)

2011 HEDIS

- The percentage of women 16-20 years of age who were identified as sexually active and who had at least one test for chlamydia during the measurement year.
- The percentage of women 21-24 years of age who were identified as sexually active and who had at least one test for chlamydia during the measurement year.
- The percentage of women 16-24 years of age who were identified as sexually active and who had at least one test for chlamydia during the measurement year.

2010 Clinical and Service Quality Review

- Documentation that a chlamydia screen was done for the sexually active patient at the time of a preventive health or OB/GYN-related visit.

Cholesterol Management for Patients with Cardiovascular Conditions (*All products*)

2011 HEDIS

- The percentage of members 18-75 years of age who were discharged alive for acute myocardial infarction, coronary artery bypass graft or percutaneous transluminal coronary angioplasty from January 1-November 1 of the year prior to the measurement year, or who had a diagnosis of ischemic vascular disease during the measurement year and the year prior to measurement year, who had each of the following during the measurement year:
 - LDL-C screening
 - LDL-C control (<100 mg/dL)

Chronic Obstructive Pulmonary Disease (COPD) (*All products*)

2011 HEDIS

- Spirometry: The percentage of members 40 years of age and older with a new diagnosis or newly active chronic obstructive pulmonary disease who received appropriate spirometry testing to confirm the diagnosis.

Colorectal Cancer Screening (*All products*)

2011 HEDIS

- The percentage of members 50-80 years of age who had appropriate screening for colorectal cancer.

Depression (*All products*)

2011 HEDIS

- Acute Phase: The percentage of newly diagnosed and treated members who remained on an antidepressant medication for at least 84 days (12 weeks).
- Effective Continuation Phase: The percentage of newly diagnosed and treated members who remained on an antidepressant medication for at least 180 days (six months).

2010 Clinical and Service Quality Review

- If patient admits depression or symptoms of depression, and has not been previously diagnosed with a depressive disorder, documentation that further assessment was done using a depression diagnosing questionnaire.

Diabetes (*All products*)

2011 HEDIS

- The percentage of members 18-75 years of age with diabetes (type 1 and type 2) who had each of the following:
 - Hemoglobin A1c (HbA1c) testing
 - HbA1C good control (< 7.0)
 - HbA1c poor control (>9.0) (lower result better)
 - Retinal eye exam performed
 - LDL-C screening
 - LDL-C control (<100 mg/dL)
 - Medical attention for nephropathy
 - Blood pressure control (<130/80)
 - Blood pressure control (<140/90)

Glaucoma (*Medicare, MSHO*)

2011 HEDIS

- The percentage of Medicare members 65 years and older, without a prior diagnosis of glaucoma or glaucoma suspect, who received a glaucoma eye exam by an eye care professional for early identification of glaucomatous conditions.

High Blood Pressure (Hypertension) Management (*All products*)

2011 HEDIS

- The percentage of members 18-85 years of age who had a diagnosis of hypertension and whose blood pressure was adequately controlled (<140/90) during the measurement year.

Immunizations, Childhood (*Commercial, Medicaid*)

2011 HEDIS

- The percentage of children two years of age who had four diphtheria, tetanus and acellular pertussis, three polio, one measles, mumps and rubella, two H influenza type B, three hepatitis B, one chicken pox and four pneumococcal conjugate vaccines by their second birthday. The measure calculates a rate for each vaccine and two separate combination rates.

Medical Record Documentation (*Aggregate result for all products*)

2010 Clinical and Service Quality Review

- There is a separate, up-to-date problem list documented in the medical record.
- A medication list, including over-the-counter drugs, was updated at the last visit. The list must show clear evidence of the medications the patient is currently taking.

Medication Management (*Medicare, MSHO*)

2011 HEDIS

- The percentage of members 18 years of age and older who received at least a 180-day supply of ambulatory medication therapy for a select therapeutic agent during the measurement year and at least one therapeutic monitoring event for the therapeutic agent in the measurement year. A total rate is reported as well as the following four rates:
 - Annual monitoring for members on angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)
 - Annual monitoring for members on digoxin
 - Annual monitoring for members on diuretics
 - Annual monitoring for members on anticonvulsants
- The percentage of Medicare members 65 years of age and older who have evidence of an underlying disease, condition or health concern and who were dispensed an ambulatory prescription for a contraindicated medication, concurrent with or after the diagnosis. A total rate is reported as well as the following three rates:
 - A history of falls and a prescription for tricyclic antidepressants, antipsychotics or sleep agents
 - Dementia and a prescription for tricyclic antidepressants or anticholinergic agent
 - Chronic renal failure (CRF) and prescription for nonaspirin nonsteroidal anti-inflammatories or Cox-2 selective nonsteroidal anti-inflammatories
- The percentage of Medicare members 65 years of age and older who received at least one high-risk medication.
- The percentage of Medicare members 65 years of age and older who received at least two high-risk medications.

Mental Health Hospitalization (*All products*)

2011 HEDIS

- The percentage of discharges for members six years of age and older who were hospitalized for treatment of selected mental health disorders and who had an outpatient visit, an intensive outpatient encounter or partial hospitalization with a mental health practitioner. Two rates are reported:
 - The percentage of members who received follow-up within seven days of discharge
 - The percentage of members who received follow-up within 30 days of discharge

Osteoporosis (*Medicare, MSHO*)

2011 HEDIS

- The percentage of women 67 years of age and older who suffered a fracture and who had either a bone mineral density test or prescription for a drug to treat or prevent osteoporosis in the six months after the fracture.

Pharyngitis (colds) / Tonsillitis / Adenoiditis (*Commercial, Medicaid*)

2011 HEDIS

- The percentage of children 2-18 years of age who were diagnosed with pharyngitis, dispensed an antibiotic and received a group A strep test for the episode.

Pregnancy and Reproductive Health Care (*Commercial, Medicaid*)

2011 HEDIS

- Timeliness of Prenatal Care: The percentage of deliveries that received a prenatal care visit as a member of the organization in the first trimester or within 42 days of enrollment in the organization.
- Postpartum Care: The percentage of deliveries that had a postpartum visit on or between 21 and 56 days after delivery.

Preventive Care and Health Assessments (*MSHO*)

2011 HEDIS

- Access to preventive/ambulatory care: The percentage of member 20 years and older who had an ambulatory or preventive care visit.

Radiology: Use of Imaging Studies for Low Back Pain (*Commercial, Medicaid*)

2011 HEDIS

- The percentage of members with a primary diagnosis of low back pain who did not have an imaging study (plain X-ray, MRI, CT scan) within 28 days of diagnosis.

Rheumatoid Arthritis (*All products*)

2011 HEDIS

- The percentage of members who were diagnosed with rheumatoid arthritis and who were dispensed at least one ambulatory prescription for a disease-modifying anti-rheumatic drug.

Well-Child Visits (*Commercial, Medicaid*)

2011 HEDIS

- First 15 Months of Life: The percentage of members who turned 15 months old during the measurement year and who had the following number of well-child visits with a PCP during the first 15 months of life: none, one, two, three, four, five, or six or more.
- Third, Fourth, Fifth and Sixth Years of Life: The percentage of members 3-6 years of age who received one or more well-child visits with a PCP during the measurement year.
- Adolescence: The percentage of enrolled members 12-21 years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.

Index: Plan-Level Quality Measures by Condition

	2010 Clinical and Service Quality Review	2011 HEDIS	Commercial	Medicaid	Medicare Advantage	Medicare Cost	MSHO
Advance Directive	x		x		x		
Alcohol and Drug Assessment & Treatment		x	x	x	x	x	x
Asthma, Adult/Pediatric Combined		x	x	x			
Asthma, Pediatric		x	x	x			
Attention Deficit Hyperactivity Disorder (ADHD)		x	x	x			
Beta-Blocker Treatment After Heart Attack		x	x	x	x	x	x
Blood Lead Screening/Testing		x		x			
Breast Cancer Screening/Diagnosis		x	x	x	x	x	x
Bronchitis/Upper Respiratory Infection		x	x	x			
Child and Teen Checkup	x			x			
Chlamydia Screening	x	x	x	x			
Cholesterol Management After Acute Cardiovascular Event		x	x	x	x		x
Chronic Obstructive Pulmonary Disease (COPD)		x	x	x	x		x
Colorectal Cancer Screening		x	x	x		x	x
Depression	x	x	x	x		x	x

	2010 Clinical and Service Quality Review	2011 HEDIS	Commercial	Medicaid	Medicare Advantage	Medicare Cost	MSHO
Diabetes		x	x	x	x	x	x
Glaucoma		x			x	x	x
High Blood Pressure (Hypertension) Management		x	x	x	x	x	x
Immunizations, Childhood		x	x	x			
Medical Record Documentation	x	Combined for all products					
Medication Management		x			x	x	x
Mental Health Hospitalization		x	x	x		x	x
Osteoporosis		x			x	x	x
Pharyngitis (colds)/Tonsillitis/Adenoiditis		x	x	x			
Pregnancy and Reproductive Health Care		x	x	x			
Preventive Care and Health Assessments							x
Radiology: Use of Imaging Studies for Low Back Pain		x	x	x			
Rheumatoid Arthritis		x	x	x	x	x	x
Well-Child Visits		x	x	x			

Plan-Level Quality Measures by Condition: All Products

Green: Favorable results compared to previous year						
Yellow: No change from previous year						
Pink: Unfavorable results compared to previous year						
White: No comparative data available						
	Plan aggregate	Commercial	Medicaid	Medicare Advantage	Medicare Cost	MSHO
Advance Directive						
2010 Clinical and Service Quality Review						
Evidence in medical record that patient has or doesn't have an advance directive	35.50%	26.00%		45.00%		n/a
Alcohol and Drug Assessment and Treatment						
2011 HEDIS						
Alcohol and drug dependence treatment: initiation	39.40%	36.29%	34.30%	n/a	41.92%	45.10%
Alcohol and drug dependence treatment: engagement	10.59%	17.44%	16.61%	n/a	5.05%	3.27%
Asthma, Adult and Pediatric						
2011 HEDIS						
Appropriate medication for people with asthma: age 5-11	96.28%	96.78%	95.78%	n/a	n/a	n/a
Appropriate medication for people with asthma: age 12-50	88.33%	91.73%	84.93%	n/a	n/a	n/a
Appropriate medication for people with asthma: combined age 5-50	90.64%	92.71%	88.57%	n/a	n/a	n/a
Attention Deficit Hyperactivity Disorder (ADHD)						
2011 HEDIS						
Follow-up care for children with ADHD: initiation	42.52%	37.65%	47.39%	n/a	n/a	n/a
Follow-up care for children with ADHD: continuation/maintenance	44.58%	41.45%	44.16%	n/a	n/a	n/a
Beta-Blocker Treatment After Heart Attack						
2011 HEDIS						
Beta-blocker treatment after heart attack: persistence of treatment	83.27%	78.75%	80.56%	83.64%	88.29%	85.11%
Blood Lead Testing						
2011 HEDIS						
Blood lead screening	89.81%	n/a	89.81%	n/a	n/a	n/a
Breast Cancer Screening						
2011 HEDIS						
Breast cancer screening, total	66.87%	70.48%	59.70%	67.56%	78.41%	58.24%

Green: Favorable results compared to previous year						
Yellow: No change from previous year						
Pink: Unfavorable results compared to previous year						
White: No comparative data available						
	Plan aggregate	Commercial	Medicaid	Medicare Advantage	Medicare Cost	MSHO
Bronchitis/Upper Respiratory Infection						
2011 HEDIS						
Inappropriate antibiotic use in adults with acute bronchitis (lower rate better)	20.00%	20.31%	19.69%	n/a	n/a	n/a
Appropriate treatment for children with upper respiratory infection	90.29%	88.56%	92.02%	n/a	n/a	n/a
Child and Teen Checkup						
2010 Clinical and Service Quality Review						
Documentation of complete Child and Teen Checkup for eligible patients	63%	n/a	63%	n/a	n/a	n/a
Chlamydia Screening						
2011 HEDIS						
Chlamydia screening, women age 16-20	49.84%	39.90%	59.79%	n/a	n/a	n/a
Chlamydia screening, women age 21-24	57.76%	49.00%	66.52%	n/a	n/a	n/a
Chlamydia screening, women combined age 16-24	53.66%	44.48%	62.85%	n/a	n/a	n/a
2010 Clinical and Service Quality Review						
Chlamydia screening completed for eligible patients during preventive health or OB/GYN-related visit	88%	n/a	88%	n/a	n/a	n/a
Cholesterol Management After Acute Cardiovascular Event						
2011 HEDIS						
Cholesterol management after acute CV event: LDL test	85.23%	90.02%	86.89%	81.67%	86.86%	80.71%
Cholesterol management after acute CV event: LDL <100 mg/dl	62.89%	66.91%	60.11%	No report	65.21%	59.35%
Chronic Obstructive Pulmonary Disease (COPD)						
2011 HEDIS						
Use of spirometry testing for chronic obstructive pulmonary disease	32.40%	42.29%	30.53%	No report	39.69%	17.09%
Colorectal Cancer Screening						
2011 HEDIS						
Colorectal cancer screening	61.23%	61.08%	n/a	n/a	69.10%	53.53%
Depression						
2011 HEDIS						
Antidepressant medication management: effective acute treatment phase	64.47%	70.68%	47.39%	n/a	76.92%	62.92%

Green: Favorable results compared to previous year						
Yellow: No change from previous year						
Pink: Unfavorable results compared to previous year						
White: No comparative data available						
	Plan aggregate	Commercial	Medicaid	Medicare Advantage	Medicare Cost	MSHO
Antidepressant medication management: effective continuation phase	55.69%	54.80%	44.16%	n/a	63.15%	60.67%
2010 Clinical and Service Quality Review						
Depression assessment	82.50%		82.00%		83.00%	n/a
Diabetes						
2011 HEDIS						
HbA1C test rate	90.56%	91.79%	91.42%	86.40%	89.29%	93.92%
HbA1C good control (<7)	41.06%	42.25%	39.87%	n/a	n/a	n/a
HbA1C poor control (greater than 9) (lower number better)	22.88%	23.72%	29.38%	No report	20.19%	18.25%
Diabetic eye exam rate	62.93%	60.04%	52.59%	55.34%	73.24%	73.48%
LDL-C test rate	84.28%	86.50%	79.38%	84.97%	88.32%	82.24%
LDL-C control (less than 100 mg/dl)	51.62%	47.45%	43.98%	No report	59.12%	55.96%
Blood pressure control (less than 140/80) (was 130/80 in 2010)	64.56%	62.41%	59.85%	No report	66.67%	69.34%
Blood pressure control (less than 140/90)	76.39%	77.37%	78.10%	No report	74.21%	75.91%
Nephropathy screening	88.52%	85.77%	No report	No report	88.56%	91.24%
Glaucoma						
2011 HEDIS						
Glaucoma screening in older adults	71.97%	n/a	n/a	60.18%	78.86%	76.89%
High Blood Pressure (Hypertension) Management						
2011 HEDIS						
Controlling high blood pressure, all ages	72.44%	68.61%	68.86%	No report	78.10%	74.21%
Immunizations, Childhood						
2011 HEDIS						
Childhood immunizations: Combo 2 (DTP, OPV or IPV, Hib, MMR, Hep B, VZV)	77.25%	77.37%	77.13%	n/a	n/a	n/a
Childhood immunizations: Combo 3 (Combo 2 + pneumococcal)	74.08%	73.72%	74.45%	n/a	n/a	n/a
Medical Record Documentation						
2010 Clinical and Service Quality Review						
Medication list, including over-the-counter drugs, was updated at last clinic visit	96.00%					

Green: Favorable results compared to previous year						
Yellow: No change from previous year						
Pink: Unfavorable results compared to previous year						
White: No comparative data available						
	Plan aggregate	Commercial	Medicaid	Medicare Advantage	Medicare Cost	MSHO
Medical record contains up-to-date problem list	90.00%					
Medication Management						
2011 HEDIS						
Annual monitoring of patients on persistent medications: ACE/ARB	86.81%	n/a	n/a	86.43%	80.12%	93.90%
Annual monitoring of patients on persistent medications: anticonvulsants	68.77%	n/a	n/a	66.96%	54.49%	84.86%
Annual monitoring of patients on persistent medications: digoxin	89.30%	n/a	n/a	89.01%	84.90%	94.00%
Annual monitoring of patients on persistent medications: diuretics	87.63%	n/a	n/a	87.49%	80.70%	94.70%
Annual monitoring of patients on persistent medications: total	86.85%	n/a	n/a	86.71%	80.16%	93.69%
Drugs to be avoided in the elderly (more than two)	2.91%	n/a	n/a	1.26%	2.59%	4.88%
Drugs to be avoided in the elderly (one)	16.12%	n/a	n/a	9.85%	15.87%	22.66%
Potentially harmful drug-disease interactions in the elderly: dementia	24.99%	n/a	n/a	30.00%	20.83%	24.15%
Potentially harmful drug-disease interactions in the elderly: falls	13.27%	n/a	n/a	6.90%	12.69%	20.22%
Potentially harmful drug-disease interactions in the elderly: CRF	8.11%	n/a	n/a	n/a	6.23%	10.00%
Mental Health Hospitalization						
2011 HEDIS						
Follow-up after hospitalization for mental illness: within 7 days	56.77%	68.58%	69.64%	n/a	49.22%	39.66%
Follow-up after hospitalization for mental illness: within 30 days	74.97%	84.29%	84.63%	n/a	68.91%	62.07%
Osteoporosis						
2011 HEDIS						
Osteoporosis management in women with fracture	14.52%	n/a	n/a	n/a	19.60%	9.45%
Pharyngitis (colds)/Tonsillitis/Adenoiditis						
2011 HEDIS						
Appropriate testing for children with pharyngitis	90.70%	90.74%	90.66%	n/a	n/a	n/a
Pregnancy and Reproductive Health Care						
2011 HEDIS						

Green: Favorable results compared to previous year
Yellow: No change from previous year
Pink: Unfavorable results compared to previous year
White: No comparative data available

	Plan aggregate	Commercial	Medicaid	Medicare Advantage	Medicare Cost	MSHO
Timeliness of prenatal care	92.21%	94.16%	90.27%	n/a	n/a	n/a
Postpartum care visit rate	74.21%	81.27%	67.15%	n/a	n/a	n/a
Preventive Care and Health Assessments						
Access to preventive/ambulatory services	94.12%	n/a	n/a	88.26%	96.75%	97.37%
Radiology: Use of Imaging Studies for Low Back Pain						
2011 HEDIS						
Use of imaging studies for low back pain	80.28%	80.83%	79.74%	n/a	n/a	n/a
Rheumatoid Arthritis						
2011 HEDIS						
Anti-rheumatic drug therapy in rheumatoid arthritis	82.35%	92.70%	89.25%	84.85%	88.46%	56.52%
Well-Child Visits						
2011 HEDIS						
Well-child visits in the first 15 months of life: 0 visits	1.35%	1.13%	1.58%	n/a	n/a	n/a
Well-child visits in the first 15 months of life: 1 visit	1.28%	0.86%	1.71%	n/a	n/a	n/a
Well-child visits in the first 15 months of life: 2 visits	1.93%	1.16%	2.71%	n/a	n/a	n/a
Well-child visits in the first 15 months of life: 3 visits	3.53%	1.92%	5.14%	n/a	n/a	n/a
Well-child visits in the first 15 months of life: 4 visits	7.12%	4.54%	9.70%	n/a	n/a	n/a
Well-child visits in the first 15 months of life: 5 visits	18.30%	15.01%	21.59%	n/a	n/a	n/a
Well-child visits in the first 15 months of life: 6+ visits	66.47%	75.37%	57.57%	n/a	n/a	n/a
Well-child visits in the 3rd, 4th, 5th and 6th years	69.67%	70.03%	69.32%	n/a	n/a	n/a
Adolescent well-care visits	36.02%	34.20%	37.85%	n/a	n/a	n/a

Plan-Level Quality Measures by Condition: Commercial

Green: Better than 2010 results			
Yellow: Same as 2010 results			
Pink: Not better than 2010 results			
White: No comparative data available			
	Commercial 2011	Commercial 2010	Commercial 2009
Advance Directive			
2010 Clinical and Service Quality Review		Commercial/Medicaid combined	
Evidence in medical record that patient has or doesn't have an advance directive	26.00%	21.00%	n/a
Alcohol and Drug Assessment and Treatment			
2011 HEDIS			
Alcohol and drug dependence treatment: initiation	36.19%	35.69%	37.75%
Alcohol and drug dependence treatment: engagement	13.50%	11.99%	11.58%
Asthma, Adult/Pediatric Combined			
2011 HEDIS			
Appropriate medication for people with asthma: combined age 12-50	91.73%	91.13%	n/a
Appropriate medication for people with asthma: combined age 5-50	92.71%	92.26%	n/a
Asthma, Pediatric			
2011 HEDIS			
Use of appropriate medication for people with asthma, combined age 5-11	96.78%	97.00%	n/a
Attention Deficit Hyperactivity Disorder (ADHD)			
2011 HEDIS			
Follow-up care for children with ADHD: initiation	37.65%	41.04%	41.60%
Follow-up care for children with ADHD: continuation/maintenance	41.45%	50.91%	46.92%
Beta-Blocker Treatment After Heart Attack			
2011 HEDIS			
Beta-blocker treatment after heart attack: persistence of treatment	78.75%	78.37%	50.06%
Breast Cancer Screening/Diagnosis			
2011 HEDIS			
Breast cancer screening, total	70.48%	71.52%	71.73%
Bronchitis/Upper Respiratory Infection			
2011 HEDIS			

Green: Better than 2010 results			
Yellow: Same as 2010 results			
Pink: Not better than 2010 results			
White: No comparative data available			
	Commercial 2011	Commercial 2010	Commercial 2009
Inappropriate antibiotic use in adults with acute bronchitis (lower rate better)	20.31%	19.29%	19.33%
Appropriate treatment for children with upper respiratory infection	88.56%	88.55%	87.93%
Chlamydia Screening			
2011 HEDIS			
Chlamydia screening, women age 16-20	39.90%	40.69%	41.10%
Chlamydia screening, women age 21-24	49.00%	48.60%	47.05%
Chlamydia screening, women combined age 16-24	44.48%	44.74%	44.09%
Cholesterol Management After Acute Cardiovascular Event			
2011 HEDIS			
Cholesterol management after acute CV event: LDL test	90.02%	89.54%	88.81%
Cholesterol management after acute CV event: LDL <100 mg/dl	66.91%	63.26%	59.85%
Chronic Obstructive Pulmonary Disease (COPD)			
2011 HEDIS			
Use of spirometry testing for chronic obstructive pulmonary disease	42.29%	41.87%	40.73%
Colorectal Cancer Screening			
2011 HEDIS			
Colorectal cancer screening	61.08%	65.21%	59.85%
Depression			
2011 HEDIS			
Antidepressant medication management: effective acute treatment phase	70.68%	71.26%	69.29%
Antidepressant medication management: effective continuation phase	54.80%	55.26%	52.86%
2010 Clinical and Service Quality Review			
Depression assessment	82.00%	80.00%	n/a
Diabetes			
2011 HEDIS			
HbA1C test rate	91.79%	91.97%	91.48%
HbA1C good control (less than 7%)	42.25%	45.41%	n/a
HbA1C poor control (greater than 9%) (lower number better)	23.72%	24.27%	26.39%
Diabetic eye exam rate	60.04%	60.04%	58.55%

Green: Better than 2010 results			
Yellow: Same as 2010 results			
Pink: Not better than 2010 results			
White: No comparative data available			
	Commercial 2011	Commercial 2010	Commercial 2009
LDL-C test rate	86.50%	86.350%	84.94%
LDL-C control (less than 100 mg/dl)	47.45%	47.45%	48.88%
Blood pressure control (less than 140/80) (was 130/80 in 2010)	62.41%	51.46%	49.44%
Blood pressure control (less than 140/90)	77.37%	76.09%	73.79%
Nephropathy screening	85.77%	85.77%	82.53%
High Blood Pressure (Hypertension) Management			
2011 HEDIS			
Controlling high blood pressure, all ages	68.61%	66.67%	65.06%
Immunizations, Childhood			
2011 HEDIS			
Childhood immunizations: Combo 2 (DTP, OPV or IPV, Hib, MMR, Hep B, VZV)	77.37%	77.37%	76.97%
Childhood immunizations: Combo 3 (Combo 2 + pneumococcal)	73.72%	73.72%	77.70%
Medical Record Documentation			
2010 Clinical and Service Quality Review		All products combined	
Medication list, including over-the-counter drugs, was updated at last clinic visit	96.00%	92.00%	95.00%
Medical record contains up-to-date problem list	90.00%	85.00%	90.00%
Mental Health Hospitalization			
2011 HEDIS			
Follow-up after hospitalization for mental illness: within 7 days	68.58%	73.79%	72.78%
Follow-up after hospitalization for mental illness: within 30 days	84.29%	85.06%	85.18%
Pharyngitis (colds)/Tonsillitis/Adenoiditis			
2011 HEDIS			
Appropriate testing for children with pharyngitis	90.74%	89.80%	87.09%
Pregnancy and Reproductive Health Care			
2011 HEDIS			
Timeliness of prenatal care	94.16%	93.40%	93.40%
Postpartum care visit rate	81.27%	80.29%	78.47%
Radiology: Use of Imaging Studies for Low Back Pain			
2011 HEDIS			
Use of imaging studies for low back pain	80.83%	81.42%	79.81%

Green: Better than 2010 results			
Yellow: Same as 2010 results			
Pink: Not better than 2010 results			
White: No comparative data available			
	Commercial 2011	Commercial 2010	Commercial 2009
Rheumatoid Arthritis			
2011 HEDIS			
Anti-rheumatic drug therapy in rheumatoid arthritis	92.70%	94.55%	94.20%
Well-Child Visits			
2011 HEDIS			
Well-child visits in the first 15 months of life: 0 visits	1.13%	0.78%	1.55%
Well-child visits in the first 15 months of life: 1 visit	0.86%	0.08%	1.18%
Well-child visits in the first 15 months of life: 2 visits	1.16%	0.94%	1.55%
Well-child visits in the first 15 months of life: 3 visits	1.92%	1.76%	2.04%
Well-child visits in the first 15 months of life: 4 visits	4.54%	3.69%	5.29%
Well-child visits in the first 15 months of life: 5 visits	15.01%	14.47%	14.92%
Well-child visits in the first 15 months of life: 6+ visits	75.37%	77.32%	73.45%
Well-child visits in the 3rd, 4th, 5th and 6th years	70.03%	68.54%	66.62%
Adolescent well-care visits	34.20%	34.46%	33.43%

Plan-Level Quality Measures by Condition: Medicaid

Green: Better than 2010 results			
Yellow: Same as 2010 results			
Red: Not better than 2010 results			
White: No comparative data available			
	Medicaid 2011	Medicaid 2010	Medicaid 2009
Alcohol and Drug Assessment and Treatment			
2011 HEDIS			
Alcohol and drug dependence treatment: initiation	34.30%	37.84%	37.21%
Alcohol and drug dependence treatment: engagement	16.61%	12.85%	14.09%
Asthma, Adult/Pediatric Combined			
2011 HEDIS			
Appropriate medication for people with asthma: combined age 12-50	84.93%	85.63%	n/a
Appropriate medication for people with asthma: combined age 5-50	88.57%	88.55%	n/a
Asthma, Pediatric			
2011 HEDIS			
Use of appropriate medication for people with asthma, combined age 5-11	95.78%	94.01%	n/a
Attention Deficit Hyperactivity Disorder (ADHD)			
2011 HEDIS			
Follow-up care for children with ADHD: initiation	47.39%	48.64%	56.35%
Follow-up care for children with ADHD: continuation/maintenance	44.16%	57.83%	63.23%
Beta-Blocker Treatment After Heart Attack			
2011 HEDIS			
Beta-blocker treatment after heart attack: persistence of treatment	80.56%	71.43%	52.17%
Blood Lead Testing			
2011 HEDIS			
Blood lead screening	89.81%	89.67%	92.05%
Breast Cancer Screening/Diagnosis			
2011 HEDIS			
Breast cancer screening, total	59.70%	60.70%	60.60%
Bronchitis/Upper Respiratory Infection			
2011 HEDIS			
Inappropriate antibiotic use in adults with acute bronchitis (lower rate better)	19.69%	17.06%	20.23%
Appropriate treatment for children with upper respiratory infection	92.02%	91.37%	90.69%
Child and Teen Checkup			
2010 Clinical and Service Quality Review			

Green: Better than 2010 results			
Yellow: Same as 2010 results			
Red: Not better than 2010 results			
White: No comparative data available			
	Medicaid 2011	Medicaid 2010	Medicaid 2009
Documentation of complete Child and Teen Checkup for eligible patients	63.00%	61.00%	n/a
Chlamydia Screening			
2011 HEDIS			
Chlamydia screening, women age 16-20	59.79%	59.58%	59.44%
Chlamydia screening, women age 21-25	66.52%	63.69%	61.13%
Chlamydia screening, women combined age 16-25	62.85%	61.51%	60.26%
2010 Clinical and Service Quality Review			
Chlamydia screening completed for eligible patients during preventive health or OB/GYN-related visit	88.00%	n/a	n/a
Cholesterol Management After Acute Cardiovascular Event			
2011 HEDIS			
Cholesterol management after acute CV event: LDL test	86.89%	86.34%	84.46%
Cholesterol management after acute CV event: LDL <100 mg/dl	60.11%	55.74%	49.22%
Chronic Obstructive Pulmonary Disease (COPD)			
2011 HEDIS			
Use of spirometry testing for chronic obstructive pulmonary disease	30.53%	42.27%	30.88%
Colorectal Cancer Screening			
2011 HEDIS			
Colorectal cancer screening	n/a	n/a	n/a
Depression			
2011 HEDIS			
Antidepressant medication management: effective acute treatment phase	47.39%	51.06%	53.33%
Antidepressant medication management: effective continuation phase	44.16%	36.83%	35.31%
2010 Clinical and Service Quality Review			
Depression assessment	Commercial/Medicaid combined		
	82.00%	80.00%	n/a
Diabetes			
2011 HEDIS			
HbA1C test rate	91.42%	90.15%	86.63%
HbA1C good control (less than 9%)	39.87%	39.16%	n/a
HbA1C poor control (greater than 9%) (lower number better)	29.38%	31.93%	36.91%
Diabetic eye exam rate	52.59%	58.76%	58.15%
LDL-C test rate	79.38%	79.01%	78.91%
LDL-C control (less than 100 mg/dl)	43.98%	39.60%	38.42%
Blood pressure control (less than 140/80)	59.85%	49.27%	48.66%

Green: Better than 2010 results			
Yellow: Same as 2010 results			
Red: Not better than 2010 results			
White: No comparative data available			
	Medicaid 2011	Medicaid 2010	Medicaid 2009
(was 130/80 in 2010)			
Blood pressure control (less than 140/90)	78.10%	73.54%	72.02%
Nephropathy screening	No report	79.56%	78.72%
High Blood Pressure (Hypertension) Management			
2011 HEDIS			
Controlling high blood pressure, all ages	68.86%	60.34%	56.36%
Immunizations, Childhood			
2011 HEDIS			
Childhood immunizations: Combo 2 (DTP, OPV or IPV, Hib, MMR, Hep B, VZV)	77.13%	77.13%	76.72%
Childhood immunizations: Combo 3 (Combo 2 + pneumococcal)	74.45%	74.45%	74.03%
Medical Record Documentation			
2010 Clinical and Service Quality Review	All products combined		
Medication list, including over-the-counter drugs, was updated at last clinic visit	96.00%	92.00%	95.00%
Medical record contains up-to-date problem list	90.00%	85.00%	90.00%
Mental Health Hospitalization			
2011 HEDIS			
Follow-up after hospitalization for mental illness: within 7 days	69.64%	72.31%	69.61%
Follow-up after hospitalization for mental illness: within 30 days	84.63%	84.92%	83.03%
Pharyngitis (colds)/Tonsillitis/Adenoiditis			
2011 HEDIS			
Appropriate testing for children with pharyngitis	90.66%	89.48%	86.79%
Pregnancy and Reproductive Health Care			
2011 HEDIS			
Timeliness of prenatal care	90.27%	90.51%	90.51%
Postpartum care visit rate	67.15%	67.64%	66.67%
Radiology: Use of Imaging Studies for Low Back Pain			
2011 HEDIS			
Use of imaging studies for low back pain	79.74%	80.27%	80.56%
Rheumatoid Arthritis			
2011 HEDIS			
Anti-rheumatic drug therapy in rheumatoid arthritis	89.25%	86.36%	67.03%
Well-Child Visits			
2011 HEDIS			
Well-child visits in the first 15 months of life: 0 visits	1.58%	0.9%	1.64%
Well-child visits in the first 15 months of life: 1 visit	1.71%	1.48%	2.97%
Well-child visits in the first 15 months of life: 2 visits	2.71%	2.44%	5.59%

Green: Better than 2010 results			
Yellow: Same as 2010 results			
Red: Not better than 2010 results			
White: No comparative data available			
	Medicaid 2011	Medicaid 2010	Medicaid 2009
Well-child visits in the first 15 months of life: 3 visits	5.14%	4.95%	7.17%
Well-child visits in the first 15 months of life: 4 visits	9.70%	8.75%	11.63%
Well-child visits in the first 15 months of life: 5 visits	21.59%	17.34%	16.03%
Well-child visits in the first 15 months of life: 6+ visits	57.57%	64.32%	54.97%
Well-child visits in the 3rd, 4th, 5th and 6th years	69.32%	71.10%	70.03%
Adolescent well-care visits	37.85%	39.06%	37.80%

Plan-Level Quality Measures by Condition: Medicare Advantage

Green: Better than 2010 results				
Yellow: Better than 2010 results				
Pink: Not better than 2010 results				
White: No comparative data available				
		Medicare 2011	Medicare 2010	Medicare 2009
Advance Directive				
2010 Clinical and Service Quality Review		Medicare Advantage/Cost combined		
Evidence in medical record that patient has or doesn't have an advance directive		45.00%	n/a	n/a
Alcohol and Drug Assessment and Treatment				
2011 HEDIS				
Alcohol and drug dependence treatment: initiation		No report	43.80%	No report
Alcohol and drug dependence treatment: engagement		No report	5.11%	No report
Beta-Blocker Treatment After Heart Attack				
2011 HEDIS				
Beta-blocker treatment after heart attack: persistence of treatment		83.64%	No report	No report
Breast Cancer Screening/Diagnosis				
2011 HEDIS				
Breast cancer screening, total		67.56%	70.50%	73.38%
Cholesterol Management After Acute Cardiovascular Event				
2011 HEDIS				
Cholesterol management after acute CV event: LDL test		81.67%	88.29%	91.94%
Cholesterol management after acute CV event: LDL <100 mg/dl		No report	No report	62.90%
Chronic Obstructive Pulmonary Disease (COPD)				
2011 HEDIS				
Use of spirometry testing for chronic obstructive pulmonary disease		No report	28.95%	15.15%
Depression				
2011 HEDIS				
Antidepressant medication management: effective acute treatment phase		n/a	n/a	n/a
Antidepressant medication management: effective continuation phase		n/a	n/a	n/a
2010 Clinical and Service Quality Review		Medicare Advantage/Cost combined		
Depression assessment		83.00%	75.00%	n/a
Diabetes				
2011 HEDIS				
HbA1C test rate		86.40%	89.02%	94.67%
HbA1C poor control (greater than 9%) (lower number better)		No report	No report	23.67%
Diabetic eye exam rate		55.34%	62.43%	73.73%

Green: Better than 2010 results			
Yellow: Better than 2010 results			
Pink: Not better than 2010 results			
White: No comparative data available			
	Medicare 2011	Medicare 2010	Medicare 2009
LDL-C test rate	84.97%	89.31%	89.35%
LDL-C control (less than 100 mg/dl)	No report	No report	49.11%
Blood pressure control (less than 140/80) (was 130/80 in 2010)	No report	No report	44.38%
Blood pressure control (less than 140/90)	No report	No report	63.31%
Nephropathy screening	No report	No report	90.53%
Glaucoma			
2011 HEDIS			
Glaucoma screening in older adults	60.18%	76.27%	80.97%
High Blood Pressure (Hypertension) Management			
2011 HEDIS			
Controlling high blood pressure, all ages	No report	No report	No report
Medical Record Documentation			
2010 Clinical and Service Quality Review		All products combined	
Medication list, including over-the-counter drugs, was updated at last clinic visit	96.00%	92.00%	95.00%
Medical record contains up-to-date problem list	90.00%	85.00%	90.00%
Medication Management			
2011 HEDIS			
Annual monitoring of patients on persistent medications: ACE/ARB	86.43%	96.71%	97.64%
Annual monitoring of patients on persistent medications: anticonvulsants	66.96%	No report	No report
Annual monitoring of patients on persistent medications: digoxin	89.01%	100%	100%
Annual monitoring of patients on persistent medications: diuretics	87.49%	97.38%	98.33%
Potentially harmful drug-disease interactions in the elderly: dementia (lower number better)	30.00%	28.41%	33.51%
Potentially harmful drug-disease interactions in the elderly: falls (lower number better)	6.90%	12.61%	20.95%
Potentially harmful drug-disease interactions in the elderly: CRF (lower number better)	n/a	n/a	n/a
Use of high-risk medications in the elderly: 2+ prescriptions (lower number better)	1.26%	2.27%	4.12%
Use of high-risk medications in the elderly: one prescription (lower number better)	9.85%	16.25%	19.58%
Osteoporosis			
2011 HEDIS			
Osteoporosis management in women with fracture	No report	28.95%	15.15%
Preventive Care and Health Assessments			
2011 HEDIS			

Green: Better than 2010 results			
Yellow: Better than 2010 results			
Pink: Not better than 2010 results			
White: No comparative data available			
	Medicare 2011	Medicare 2010	Medicare 2009
Access to preventive/ambulatory services	88.26%	91.67%	94.04%
Rheumatoid Arthritis			
2011 HEDIS			
Anti-rheumatic drug therapy in rheumatoid arthritis	84.85%	No report	58.97%

Plan-Level Quality Measures by Condition: Medicare Cost

Green: Better than 2010 results			
Yellow: Better than 2010 results			
Pink: Not better than 2010 results			
White: No comparative data available			
	Medicare 2011	Medicare 2010	Medicare 2009
Advance Directive			
2010 Clinical and Service Quality Review		Medicare Advantage/Cost combined	
Evidence in medical record that patient has or doesn't have an advance directive	45.00%	41.00%	n/a
Alcohol and Drug Assessment and Treatment			
2011 HEDIS			
Alcohol and drug dependence treatment: initiation	41.92%	44.36%	51.50%
Alcohol and drug dependence treatment: engagement	5.15%	3.13%	4.36%
Beta-Blocker Treatment After Heart Attack			
2011 HEDIS			
Beta-blocker treatment after heart attack: persistence of treatment	88.29%	64.17%	72.20%
Breast Cancer Screening/Diagnosis			
2011 HEDIS			
Breast cancer screening, total	78.41%	79.75%	79.35%
Cholesterol Management After Acute Cardiovascular Event			
2011 HEDIS			
Cholesterol management after acute CV event: LDL test	86.86%	87.23%	86.86%
Cholesterol management after acute CV event: LDL <100 mg/dl	65.21%	63.30%	65.21%
Chronic Obstructive Pulmonary Disease (COPD)			
2011 HEDIS			
Use of spirometry testing for chronic obstructive pulmonary disease	39.69%	32.27%	30.68%
Colorectal Cancer Screening			
2011 HEDIS			
Colorectal cancer screening	69.10%	72.99%	70.31%
Depression			
2011 HEDIS			
Antidepressant medication management: effective acute treatment phase	76.92%	69.69%	69.53%
Antidepressant medication management: effective continuation phase	63.15%	58.92%	57.69%
2010 Clinical and Service Quality Review		Medicare Advantage/Cost combined	
Depression assessment	83.00%	75.00%	n/a
Diabetes			
2011 HEDIS			

Green: Better than 2010 results			
Yellow: Better than 2010 results			
Pink: Not better than 2010 results			
White: No comparative data available			
	Medicare 2011	Medicare 2010	Medicare 2009
HbA1C test rate	89.29%	91.00%	88.81%
HbA1C poor control (greater than 9%) (lower number better)	20.19%	17.27%	21.90%
Diabetic eye exam rate	73.24%	76.16%	71.29%
LDL-C test rate	88.32%	85.40%	83.45%
LDL-C control (less than 100 mg/dl)	59.12%	51.82%	60.34%
Blood pressure control (less than 140/80) (was 130/80 in 2010)	66.67%	44.53%	50.12%
Blood pressure control (less than 140/90)	74.21%	70.07%	72.51%
Nephropathy screening	88.56%	87.83%	84.91%
Glaucoma			
2011 HEDIS			
Glaucoma screening in older adults	78.86%	79.15%	79.33%
High Blood Pressure (Hypertension) Management			
2011 HEDIS			
Controlling high blood pressure, ages 18-45	n/a	n/a	n/a
Medical Record Documentation			
2010 Clinical and Service Quality Review		All products combined	
Medication list, including over-the-counter drugs, was updated at last clinic visit	96.00%	90.00%	95.00
Medical record contains up-to-date problem list	90.00%	85.00%	90.00
Medication Management			
2011 HEDIS			
Annual monitoring of patients on persistent medications: ACE/ARB	80.12%	88.91%	87.09%
Annual monitoring of patients on persistent medications: anticonvulsants	54.49%	75.15%	71.25%
Annual monitoring of patients on persistent medications: digoxin	84.90%	91.70%	89.23%
Annual monitoring of patients on persistent medications: diuretics	80.70%	89.24%	87.48%
Annual monitoring of patients on persistent medications: total	80.16%	88.99%	93.06%
Care for older adults: medication review	No report	64.45%	No report
Potentially harmful drug-disease interactions in the elderly: dementia (lower number better)	20.83%	17.72%	17.41%
Potentially harmful drug-disease interactions in the elderly: falls (lower number better)	12.69%	12.05%	12.16%
Potentially harmful drug-disease interactions in the elderly: CRF (lower number better)	6.23%	5.24%	3.51%
Use of high-risk medications in the elderly: 2+ prescriptions (lower number better)	2.59%	2.25%	2.55%

Green: Better than 2010 results			
Yellow: Better than 2010 results			
Pink: Not better than 2010 results			
White: No comparative data available			
	Medicare 2011	Medicare 2010	Medicare 2009
Use of high-risk medications in the elderly: one prescription	15.87%	13.74%	14.91%
Mental Health Hospitalization			
2011 HEDIS			
Follow-up after hospitalization for mental illness: within 7 days	49.22%	54.00%	53.19%
Follow-up after hospitalization for mental illness: within 30 days	68.91%	66.00%	68.09%
Osteoporosis			
2011 HEDIS			
Osteoporosis management in women with fracture	19.60%	17.87%	17.13%
Preventive Care and Health Assessments			
2011 HEDIS			
Access to preventive/ambulatory services	96.75%	96.72%	n/a
Adult BMI assessment	73.24%	69.34%	n/a
Rheumatoid Arthritis			
2011 HEDIS			
Anti-rheumatic drug therapy in rheumatoid arthritis	88.46%	71.76%	72.64%

Plan-Level Quality Measures by Condition: Minnesota Senior Health Options (MSHO)

	Medicare 2011	Medicare 2010	Medicare 2009
Green: Better than 2010 results			
Yellow: Better than 2010 results			
Pink: Not better than 2010 results			
White: No comparative data available			
Advance Directive			
2011 HEDIS			
Care for older adults: advance care planning	No report	28.95%	No report
Alcohol and Drug Assessment and Treatment			
2011 HEDIS			
Alcohol and drug dependence treatment: initiation	45.10%	43.80%	46.02%
Alcohol and drug dependence treatment: engagement			
Beta-Blocker Treatment After Heart Attack			
2011 HEDIS			
Beta-blocker treatment after heart attack: persistence of treatment	85.11%	88.89%	87.30%
Breast Cancer Screening/Diagnosis			
2011 HEDIS			
Breast cancer screening, total	58.24%	55.24%	57.82%
Cholesterol Management After Acute Cardiovascular Event			
2011 HEDIS			
Cholesterol management after acute CV event: LDL test	80.71%	No report	77.91%
Cholesterol management after acute CV event: LDL <100 mg/dl	59.35%	No report	52.21%
Chronic Obstructive Pulmonary Disease (COPD)			
2011 HEDIS			
Use of spirometry testing for chronic obstructive pulmonary disease	17.09%	13.21%	16.24%
Colorectal Cancer Screening			
2011 HEDIS			
Colorectal cancer screening	53.53%	49.88%	46.72%
Depression			
2011 HEDIS			
Antidepressant medication management: effective acute treatment phase	62.92%	71.43%	65.98%
Antidepressant medication management: effective continuation phase	54.64%	61.54%	60.67%
Diabetes			
2011 HEDIS			
HbA1C test rate	93.92%	93.43%	91.97%

Green: Better than 2010 results			
Yellow: Better than 2010 results			
Pink: Not better than 2010 results			
White: No comparative data available			
	Medicare 2011	Medicare 2010	Medicare 2009
HbA1C poor control (greater than 9%) (lower number better)	18.25%	24.82%	27.74%
Diabetic eye exam rate	73.48%	72.26%	69.59%
LDL-C test rate	82.24%	82.24%	82.48%
LDL-C control (less than 100 mg/dl)	55.96%	49.39%	53.53%
Blood pressure control (less than 140/80) (was 130/80 in 2010)	69.34%	54.99%	53.53%
Blood pressure control (less than 140/90)	75.91%	75.43%	70.56%
Nephropathy screening	91.24%	91.24%	91.73%
Glaucoma			
2011 HEDIS			
Glaucoma screening in older adults	76.89%	75.86%	74.10%
High Blood Pressure (Hypertension) Management			
2011 HEDIS			
Controlling high blood pressure, ages 18-45	74.21%	66.67%	62.76%
Medical Record Documentation			
2010 Clinical and Service Quality Review	All products combined		
Medication list, including over-the-counter drugs, was updated at last clinic visit	96.00%	90.00%	95.00
Medical record contains up-to-date problem list	90.00%	85.00%	90.00
Medication Management			
2011 HEDIS			
Annual monitoring of patients on persistent medications: ACE/ARB	93.90%	98.14%	98.08%
Annual monitoring of patients on persistent medications: anticonvulsants	84.86%	97.21%	97.55%
Annual monitoring of patients on persistent medications: digoxin	94.00%	97.83%	99.35%
Annual monitoring of patients on persistent medications: diuretics	94.70%	98.41%	98.14%
Annual monitoring of patients on persistent medications: total	93.69%	98.19%	98.14%
Potentially harmful drug-disease interactions in the elderly: dementia (lower number better)	24.15%	26.44%	27.25%
Potentially harmful drug-disease interactions in the elderly: falls (lower number better)	20.22%	22.42%	20.62%
Potentially harmful drug-disease interactions in the elderly: CRF (lower number better)	10.00%	10.57%	9.42%
Use of high-risk medications in the elderly: 2+ prescriptions (lower number better)	4.88%	4.82%	5.41%
Use of high-risk medications in the elderly: one prescription	22.66%	23.22%	25.06%
Mental Health Hospitalization			

Green: Better than 2010 results			
Yellow: Better than 2010 results			
Pink: Not better than 2010 results			
White: No comparative data available			
	Medicare 2011	Medicare 2010	Medicare 2009
2011 HEDIS			
Follow-up after hospitalization for mental illness: within 7 days	39.66%	52.83%	36.58%
Follow-up after hospitalization for mental illness: within 30 days	62.07%	69.81%	54.17%
Osteoporosis			
2011 HEDIS			
Osteoporosis management in women with fracture	9.45%	10.70%	10.00%
Preventive Care and Health Assessments			
2011 HEDIS			
Access to preventive/ambulatory services	97.37%	97.45%	97.80%
Adult BMI assessment	70.80%	n/a	n/a
Care for older adults: functional status assessment	No report	68.13%	No report
Care for older adults: pain screening	No report	70.80%	No report
Rheumatoid Arthritis			
2011 HEDIS			
Anti-rheumatic drug therapy in rheumatoid arthritis	56.52%	58.46%	61.42%