How we measure up

At Anthem Blue Cross and Blue Shield, we focus on helping our members get healthy and stay healthy. Each year, we look closely at the medical care and programs you use to measure their quality and safety. We also assess the quality of service you receive. The results tell us what’s working best to help improve our members’ health, service received and where we should take action.

This process is called the Quality Improvement program.
Chronic disease and prevention: We look at chronic or long-term health problems like heart disease and diabetes. We also look at how to prevent disease through checkups, shots and screenings.

Behavioral health: We review behavioral and mental health problems like substance abuse and depression. We encourage follow-up visits with doctors. We explore how doctors and therapists can work together for the patient.

Patient safety: We work with health care partners to help lower harmful drug events, hospital readmissions and avoidable costs of care.

Coordinating care: We have programs to help you and your doctors work together to manage your care.

Community health: We have programs that help improve the health of our members and the communities where we live. We analyze these efforts with various measures, such as the State Health Index (SHI). This index gives us an overall picture of a state’s health. It helps us find ways to work with community groups, as well as local and state public health departments, to help improve everyone’s health.

Service quality: Our members’ satisfaction with their medical and behavioral health care, access, delivery of care, doctors, our health plan and the service we deliver is important to us. We use feedback from members as well as doctors and other health care professionals about our services to help us improve.

Care management for members with serious health problems: Some members need extra care. We help them learn how to use their health plan and follow their own care plan.

Cancer care: We partner with oncologists for quality improvement purposes in order to effectively and efficiently support the needs of cancer patients based on good practices.
How we measure

We use a number of tools each year to help us determine how we’re doing. These include the Healthcare Effectiveness Data and Information Set, or HEDIS®, and the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey.¹²

These measure quality of care and service and show us where we can focus for improvement. HEDIS measures the quality of many types of care and service, and is used by nearly all American health plans. CAHPS is a survey that measures how happy patients are with their doctors, their care and their plan. We use these results to help us improve our service.

What we learned

HEDIS and CAHPS

Each year, HEDIS and CAHPS report on the past year. These reports tell us about our most current results.

About your health plan

More members:
- Received childhood immunizations.
- Completed a medical adherence assessment as part of the Case Management Program.
- Were satisfied with reaching a Nurse Case Manager for questions or concerns.
- With a diagnosis of major depression remained on antidepressant medications for at least six months.

More adult members with diabetes:
- Received preventive screenings in a timely manner, such as medical testing for kidney disease and controlling blood pressure.

More members:
- Reported being satisfied with their personal doctor.
- Reported being satisfied with their behavioral health provider and the adequacy of time spent with that provider.
- Reported being satisfied with customer service from the plan.

¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
² CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).
And there’s more good news
We also got high marks on accreditation surveys and audits to comply with laws.

Quality Improvement goals
This year, we’ll work hard to:
- Collaborate with physicians and hospitals for quality improvement purposes.
- Understand our members’ cultures and languages.
- Help improve our member’s overall experience with the health plan.
- Help our members stay well and manage their health care.

How all this helps you
We care about what our members think of the care and service they get. This helps us improve the quality of your care. And that helps us serve you better.