



HIGHLIGHTS of the CALIFORNIA HEALTH CARE QUALITY REPORT CARDS (2014-2015 EDITION)

Office of the Patient Advocate
California Health and Human Services Agency

1. Highlights

- ✓ OPA returns to a Fall release date for the Report Cards. The updated Health Care Quality Report Cards will align with the Fall Open Enrollment period for many Californians and their families.
- ✓ The 2014-15 Edition is the last time that the cholesterol testing and control measures for Diabetes Care and Heart Care will be included. The 2014-15 Edition of the cholesterol measure descriptions include a brief reference to the new guidelines and provides a link to the Centers for Disease Control and Prevention website for more information.
- ✓ “Human Papilloma Virus (HPV) Vaccine for Male Adolescents” measure is added to the Medical Group Report Card. The measure descriptions for HPV Vaccine for both Females and Males include a reference to this vaccination for both girls and boys as an important cancer prevention effort.
- ✓ The new HEDIS measure “Preventing Hospital Readmission After Discharge” (HEDIS measure: PCR) for HMO, PPO and Medical Group Report Cards introduces the first “resource use measure” to the Report Cards. The measure provides an overall healthcare system quality measure that may indicate both poor inpatient and ambulatory care or missed opportunities to coordinate care better between inpatient and outpatient settings.¹ The measure description has a link to OPA’s new webpage on Hospital Readmissions and other consumer resources.

2. Enhanced Utility Features

- ✓ Report Card Mobile Apps for iPhones and Android phones provide ready access to all Report Card ratings and include questions to ask the doctor and other consumer resources.
- ✓ Profile pages for each health plan and medical group include a map showing the service area for each health plan and the counties where each medical group has facilities. All star ratings for each plan or medical group are shown on its profile page.
- ✓ The Report Cards Landing Page includes a “wizard” or quick search feature for the user to find specified health condition or topic information more quickly.

¹ National Committee for Quality Assurance (NCQA). Reducing Readmissions: Measuring Health Plan Performance. Insights for Improvement Publication. 2012. Washington DC.
http://www.ncqa.org/portals/0/Publications/2012%20BI_NCQA%20ReAdMi%20_Pub.pdf

SUMMARY of QUALITY PERFORMANCE MEASURE CHANGES in the 2014-15 EDITION

- New Medical Group measure “Human Papilloma Virus Vaccination for Male Adolescents” added to “Treating Children – Getting the Right Care” composite measure
- New HMO, PPO and Medical Group measure “Preventing Hospital Readmission After Discharge” added as a standalone measure

Health Care Quality Report Cards: 2014-15 Edition Summary of the OPA Clinical Performance Ratings and Measures

Clinical Performance • Summary Star Quality Ratings (numbered and bold) • Measures (not bold)	10 HMO Health Plans		6 PPO Health Plans		212 Medical Groups	
	2014 Ed.	2014-15 Ed.	2014 Ed.	2014-15 Ed.	2014 Ed.	2014-15 Ed.
	41 measures – 46 displays	42 measures – 47 displays	41 measures – 45 displays	42 measures – 47 displays	22 measures	24 measures
1. ASTHMA & LUNG DISEASE CARE – HMO and PPO ASTHMA CARE – Medical Groups	5 Measures – 6 displays	1 measure all ages	1 measure all ages			
Asthma Medication Ratio	✓ New	✓	✓ New	✓	✓	✓
Asthma Medication Ratio	✓ New	✓	✓ New	✓		
Testing Lung Disease	✓	✓	✓	✓		
Treating Lung Disease – Corticosteroid & Bronchodilator medications	✓ 2 displays	✓ 2 displays	✓ 2 displays	✓ 2 displays		
Treating Bronchitis With(out) Antibiotics	✓	✓	✓	✓	✓ Standalone	✓ Standalone
2. BEHAVIORAL AND MENTAL HEALTH CARE	3 measures – 6 displays	0 measures	0 measures			
Alcohol and Drug Dependence Treatment – Initiation & Ongoing Phases	✓ 2 displays	✓ 2 displays	✓ 2 displays	✓ 2 displays	No	No
Anti-Depressant Medication – First Three Months & Six Months Continuation Treatment	✓ 2 displays	✓ 2 displays	✓ 2 displays	✓ 2 displays	No	No
Follow-Up Visit After Mental Illness Hospital Stay – 7 Day & 30 Day Follow-up Visits	✓ 2 displays	✓ 2 displays	✓ 2 displays	✓ 2 displays	No	No
3. CHECKING FOR CANCER	3 measures	3 measures	2 measures	3 measures	3 measures	3 measures
Breast Cancer Screening	✓	✓	✓	✓	✓	✓
Cervical Cancer Screening	✓	✓	✓	✓	✓	✓
Colorectal Cancer Screening	✓	✓	✓ New	✓	✓	✓
4. CHLAMYDIA SCREENING	2 measures	2 measures	2 measures	2 measures	1 measure all ages	1 measure all ages
Chlamydia Screening Women Age 16-20	✓	✓	✓	✓	✓	✓
Chlamydia Screening Women Age 21-24	✓	✓	✓	✓		

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5. DIABETES CARE	7 measures	7 measures	7 measures	7 measures	6 measures	6 measures
Eye Exam	✓	✓	✓	✓	No	No
Testing Blood Sugar	✓	✓	✓	✓	✓	✓
Controlling Blood Sugar	✓	✓	✓	✓	✓	✓
Testing Cholesterol (final year to report)	✓	✓	✓	✓	✓	✓
Controlling Cholesterol (final year to report)	✓	✓	✓	✓	✓	✓
Testing Kidney Function	✓	✓	✓	✓	✓	✓
Controlling Blood Pressure	✓	✓	✓	✓	✓	✓
Successfully Controlling Diabetes (Medical Groups only – not included in Diabetes Care Topic)	No	No	No	No	✓ Standalone	✓ Standalone
6. HEART CARE	5 measures	5 measures	5 measures	5 measures	2 measures	2 measures
Controlling High Blood Pressure	✓	✓	✓	✓	No	No
Testing Cholesterol (final year to report)	✓	✓	✓	✓	✓	✓
Controlling Cholesterol (final year to report)	✓	✓	✓	✓	✓	✓
Heart Attack Medication	✓	✓	✓	✓	No	No
Aspirin Use Counseling	✓	✓	✓	✓	No	No
7. MATERNITY CARE	2 measures	2 measures	2 measures	2 measures	0 measures	0 measures
Visits During 1 st Trimester of Pregnancy	✓	✓	✓	✓	No	No
Follow-up Visit Soon After Giving Birth	✓	✓	✓	✓	No	No
8. TREATING ADULTS: GETTING THE RIGHT CARE	5 measures	5 measures	5 measures	5 measures	0 measures	0 measures
Checking if Weight Could Cause Health Problems (BMI measure)	✓	✓	✓ New	✓ New	No	No
Flu Shots for Adults	✓	✓	✓	✓	No	No
Treating Arthritis with Medications	✓	✓	✓	✓	No	No
Checking Patients on Long-Term Medications	✓	✓	✓	✓	✓ Standalone	✓ Standalone
Doctor Advises Patient to Quit Smoking (CAHPS measure)	✓	✓	✓	✓	NA	NA

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9. TREATING CHILDREN: GETTING THE RIGHT CARE	8 measures – 9 displays	5 measures	6 measures			
Child Immunizations	✓	✓	✓ New	✓	✓	✓
Immunizations for Early Teens	✓	✓	✓ New	✓	✓	✓
Checking if Children’s Weight Could Cause Health Problems (BMI measure)	✓	✓	✓ New	✓	No	No
Human Papilloma Virus Vaccination for Female Adolescents	✓ New	✓	✓ New	✓	✓ New	✓
Human Papilloma Virus Vaccination for Male Adolescents	No	No	No	No	No	✓ New
Checking if Adolescent Weight Could Cause Health Problems (BMI measure)	✓	✓	✓ New	✓	No	No
Treating Children with Throat Infections	✓	✓	✓	✓	✓	✓
Treating Children with Upper Respiratory Infections	✓	✓	✓	✓	✓	✓
Care for Attention Deficit Hyperactivity Disorder – Starting Care & Ongoing Care	✓ 2 displays	✓ 2 displays	✓ 2 displays	✓ 2 displays	No	No
Testing for Cause of Back Pain	✓ Standalone	✓ Standalone	✓ Standalone	✓ Standalone	✓ Standalone	✓ Standalone
Preventing Hospital Readmission After Discharge	No	✓ New Standalone	No	✓ New Standalone	No	✓ New Standalone

Health Care Quality Report Cards: 2014-15 Edition
Summary of the OPA Plan Member and Medical Group Patient Experience Ratings and Measures

Patient Experience <ul style="list-style-type: none"> • Summary Quality Star Ratings (numbered and/or bold) • Measures (not bold) 	10 HMO Health Plans		6 PPO Health Plans		212 Medical Groups	
	2014 Ed.	2014-15 Ed.	2014 Ed.	2014-15 Ed.	2014 Ed.	2014-15 Ed.
	15 CAHPS measures	15 CAHPS measures	15 CAHPS measures	15 CAHPS measures	6 PAS measures	6 PAS star ratings
1. PATIENTS RATE THEIR HMO	✓	✓	No	No	NA	NA
2. GETTING CARE EASILY(HMO and PPO), TIMELY CARE AND SERVICE (MEDICAL GROUPS)	2 measures	2 measures	2 measures	2 measures	✓ Standalone	✓ Standalone
Getting Appointments & Care Quickly	✓	✓	✓	✓		
Getting Doctors & Care Easily	✓	✓	✓	✓		
3. HMO/PPO HELPS MEMBERS GET ANSWERS	3 measures	3 measures	3 measures	3 measures	NA	NA
Customer Service (health plans) Helpful Office Staff (medical group star rating)	✓	✓	✓	✓	✓ Standalone	✓ Standalone
Paying Claims	✓	✓	✓	✓	NA	NA
Plan Information on What You Pay	✓	✓	✓	✓	NA	NA
OTHER MEMBER RATINGS (not a star rating)	3 measures	3 measures	3 measures	3 measures	NA	NA
Finding a Personal doctor	✓	✓	✓	✓	NA	NA
Plan Website Information	✓	✓	✓	✓	NA	NA
Answer Customer Phone Calls Quickly	✓	✓	✓	✓	NA	NA
DOCTOR COMMUNICATIONS (not a star rating)	5 measures	5 measures	5 measures	5 measures	4 measures	4 measures
Doctor Communicates with Patient (health plan) Communicating with Patients (medical group star rating)	✓	✓	✓	✓	✓ Standalone	✓ Standalone
Patient & Doctor Share Decisions	✓	✓	✓	✓	NA	NA
Coordinated Care (health plan) Coordinating Patient Care (medical group star rating)	✓	✓	✓	✓	✓ Standalone	✓ Standalone
Health Care Highly Rated (health plan) Patients Rate Their Medical Group (star rating)	✓	✓	✓	✓	✓ Standalone	✓ Standalone
Health Promotion	✓	✓	✓	✓	✓ Standalone	✓ Standalone
ADDITIONAL MEASURES (not a star rating)	1 measure	1 measure	2 measures	2 measures	NA	NA
Member Complaints	✓	✓	✓	✓	NA	NA
Health Plan Highly Rated	No	No	✓	✓	NA	NA

