



Healthcare
Effectiveness
Data and
Information
Set

2017

HEDIS®

Capital District Physicians' Health Plan, Inc.
CDPHP Universal Benefits,® Inc.
Capital District Physicians' Healthcare Network, Inc.

For the Reporting Year
2016

Introduction

What is HEDIS®?

The Healthcare Effectiveness Data and Information Set (HEDIS®) is a collection of standardized measurements designed to enable consumers to compare the quality of managed care plans before purchasing health care coverage.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA), an independent, not-for-profit organization dedicated to measuring the quality of America's health care.

How is It Compiled?

Measurements reported in the *Effectiveness of Care*, *Access/Availability of Care*, and *Use of Services* sections are derived from claims data and actual member chart reviews.

The HMO/POS measurements pertain to the commercial products marketed by Capital District Physicians' Health Plan, Inc. (CDPHP®) and HMO/POS-type employer-sponsored plans administered by Capital District Physicians' Healthcare Network, Inc. (CDPHN).

The PPO measurements reflect the findings on care delivered to members of the EPO and PPO products marketed by CDPHP subsidiary CDPHP Universal Benefits,® Inc. and PPO-type plans administered by CDPHN.

The HEDIS measures have been audited by Aqurate, an organization certified by NCQA.

In addition to the statistics illustrating our dedication to clinical excellence, the report includes a section entitled *Satisfaction with the Experience of Care* that contains excerpts from our most recent member satisfaction survey. CDPHP uses the Consumer Assessment of Healthcare Providers and Systems (CAHPS®), a standardized annual member satisfaction survey, to solicit members' opinions about the service we provide.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

CDPHP® is a Plan for Life

CDPHP®, a physician-directed health plan, is dedicated to the promotion of preventive care. Working closely with our network physicians, CDPHP continually urges members to receive timely and appropriate screenings and procedures designed to help them maintain their best possible state of health. Free wellness programs and routine checkups are available to every CDPHP member.

We are proud to present the following HEDIS report illustrating our commitment to the preservation and improvement of the health of our members at every age and stage of life.

Effectiveness of Care

Measure/Data Element	HMO/POS Rate	PPO Rate
<i>Prevention and Screening</i>		
Adult BMI Assessment	92.81%	87.58%
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents		
<i>BMI Percentile</i>	91.64%	90.46%
<i>Counseling for Nutrition</i>	91.32%	89.40%
<i>Counseling for Physical Activity</i>	88.10%	84.45%
Childhood Immunizations		
<i>4 DTaP, 3 OPV/IPV, 1 MMR, 2 Hib, 3 Hep B, 1 VZV, 4 PCV</i>	87.03%	87.75%
Immunizations for Adolescents		
<i>TD or TDap</i>	98.15%	96.73%
<i>Meningococcal</i>	87.27%	82.71%
<i>Human Papillomavirus Vaccine</i>	28.94%	20.79%
Breast Cancer Screening	79.68%	77.05%
Cervical Cancer Screening	84.75%	83.58%
Non-Recommended Cervical Cancer Screening in Adolescent Females	2.79%	2.32%
Colorectal Cancer Screening	73.04%	69.60%
Chlamydia Screening in Women 16-24 Years	69.11%	64.96%
<i>Respiratory Conditions</i>		
Appropriate Testing for Children with Pharyngitis	93.59%	93.12%
Appropriate Treatment for Children With URI	94.98%	94.00%
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	34.06%	28.17%
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	41.70%	42.95%
Pharmacotherapy Management of COPD Exacerbation		
<i>Systemic Corticosteroid</i>	81.98%	80.29%
<i>Bronchodilator</i>	67.57%	80.29%
Measure/Data Element	HMO/POS Rate	PPO Rate
Medication Management for People with Asthma	72.42%	67.63%
<i>50% Medication Compliance</i>		

Cardiovascular

Controlling High Blood Pressure	77.81%	70.75%
Persistence of Beta-Blocker Treatment After a Heart Attack	89.29%	91.67%

Diabetes

Comprehensive Diabetes Care		
<i>Hemoglobin A1c (HbA1c) Testing</i>	93.01%	94.89%
<i>Monitoring for Nephropathy</i>	92.85%	92.33%
<i>Eye Exam</i>	64.73%	65.25%

Musculoskeletal

Disease Modifying Anti-Rheumatic Drug Therapy	94.10%	86.94%
Use of Imaging Studies for Low Back Pain	77.17%	75.45%

Behavioral Health

Antidepressant Medication Management		
<i>Effective Acute Phase Treatment</i>	67.03%	67.64%
<i>Effective Continuation Phase Treatment</i>	50.54%	53.73%
Follow-Up Care for Children Prescribed ADHD Medication		
<i>Initiation Phase</i>	58.68%	45.73%
<i>Continuation and Maintenance (C&M) Phase</i>	74.00%	63.27%
Follow-Up After Hospitalization for Mental Illness		
<i>30-Day Follow-Up</i>	87.40%	68.00%
<i>7-Day Follow-Up</i>	77.24%	53.20%

Medication Management

Annual Monitoring for Patients on Persistent Meds		
<i>ACE Inhibitors or ARBs</i>	87.27%	85.58%
<i>Digoxin</i>	31.58%	39.51%
<i>Diuretics</i>	87.13%	85.20%

Access/Availability of Care

Measure/Data Element	HMO/POS Rate	PPO Rate
Adults' Access to Preventive/Ambulatory Health Services		
<i>Members age 20-44 years</i>	95.25%	93.85%
<i>Members age 45-64 years</i>	97.55%	96.74%
<i>Members age 65 years and older</i>	97.49%	97.97%
Children and Adolescents' Access to PCPs		
<i>Members age 12-24 months</i>	99.29%	98.90%
<i>Members age 25 months-6 years</i>	97.68%	96.92%
<i>Members age 7-11 years</i>	98.76%	98.95%
<i>Members age 12-19 years</i>	97.65%	97.10%
Initiation and Engagement of Alcohol and Other Drug (AOD) Dependence Treatment		
<i>Initiation</i>	35.77%	31.85%
<i>Engagement</i>	15.04%	12.51%
Prenatal and Postpartum Care		
<i>Timeliness of Prenatal Care</i>	96.02%	97.76%
<i>Postpartum Care</i>	90.04%	92.83%

Satisfaction with the Experience of Care

Satisfaction Indicator	HMO/POS % Scored Usually or Always Satisfied	PPO % Scored Usually or Always Satisfied
Getting Needed Care	91.93%	89.10%
Getting Care Quickly	90.29%	89.27%
How Well Doctors Communicate	96.57%	95.91%
Customer Service	91.82%	88.01%
Claims Processing	95.51%	90.91%
Plan Information on Costs	68.72%	70.56%
Coordination of Care	87.07%	88.41%
Shared Decision-Making (a lot, yes)	83.15%	81.64%
Overall Rating of Satisfaction With . . .	% scored 8, 9, or 10 on a scale of 1-10	scored 8, 9, or 10 on a scale of 1-10
All Health Care	85.92%	84.77%
Personal Doctor	88.98%	87.12%
Specialist Seen Most Often	84.39%	90.29%
Health Plan	78.50%	70.38%