



Quality improvement overview

At Highmark Blue Cross Blue Shield of Western New York (Highmark BCBSWNY), we want to help you get and stay healthy. Our Quality Improvement (QI) program reviews the services you receive and helps you get the information and care you need.

The QI program measures the quality and safety of the medical care and programs we give you every year. The results tell us what works and what needs to be improved.

We focus on:

- **Chronic disease and prevention.** We look at chronic health problems like asthma and diabetes and how to prevent them through checkups, shots, and screenings.
- **Behavioral health.** We review behavioral and mental health problems like substance abuse and depression. We help doctors and therapists work together to take care of you.
- **Patient safety.** We work on preventing medical errors.
- **Coordinating care.** We have programs to help you and your doctor work together to help you get and stay healthy.
- **Service quality.** We talk to your doctors to see what we can do to improve your experience. We want to make sure you're happy with your care.
- **Case management.** We help members with serious health problems learn how to use and follow customized care plans. We work with your doctor to set and meet personal goals to improve your health if you have conditions like coronary heart disease or diabetes.

How we see how we're doing

Outside groups of experts help us see how we're doing. The groups decide what and how we measure our progress. A tool called Healthcare Effectiveness Data and Information Set (HEDIS®)¹ measures the quality of different types of care. Almost all health plans in the United States use HEDIS to track their progress.

Also, we use a survey that asks you how happy you are with your care, plan, and doctors. It's called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®)² survey. The CAHPS survey may ask you questions to find out:

- If you got the care you needed.
- How easy it was to get care.
- How you felt about our service.

A third-party company may send you the CAHPS survey and collect your answers to share with us. Your answers are private. No one at Highmark BCBSWNY will ever see individual member

responses. The survey can't be used in a way that could be linked to a certain member or household.

We get data from many other tools and surveys like care plans and health assessments. We use this information to help us improve every year.

Quality improvement goals

We want to make sure:

- All members get quality healthcare and services.
- We understand our members' cultures and languages.
- We help our members stay healthy.

We're starting new programs over the next year to track how well we meet our goals. We'll share this information once it's available.

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).

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bcbswny.com/stateplans

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