Health Net Community Solutions
Quality Improvement / Health Equity Committee (HNCS QIHEC)
Q4 2024 Summary

The following Q4 2024 summary includes updates, highlights, and/or best practices on QIHEC initiatives/activities/projects.

Updates/Highlights

- The 2024 Health Net Population Analysis report assesses the needs and characteristics of the enrolled population, along with key sub-populations to determine needs.
  - Segmentation based on programs available for both Plans (HN and CHPIV).
- Quality of Care (QOC) and Quality of Service (QOS) access grievances for Q3.
- Quality Improvement
  - Update on Performance Improvement Projects (PIPs)
  - Quality Improvement Tracking System (QITS) and Health Equity Focus Projects
  - Healthcare Improvement (IHI)/DHCS Child Health Equity Collaborative
- Utilization Management
  - UM data for admits per thousand, average length of stays (ALOS), ER visits per thousand, days per thousand, readmit percentage per thousand, and outpatient services (OPS) per thousand.
  - Specialty Access by county and specialties
  - Provider Groups listed for over/under utilization
- Appeals & Grievances - quarter-over-quarter totals, top appeals reasons, and appeals for National Imaging Associates (NIA) and dental anesthesia.
- CM metrics for physical health (PH), Behavioral Health, and maternity.

Initiatives/Activities

- Population Health Management / Health Equity
  - Campaigns include partnerships with internal teams and external partners to support whole person care.
- Enhanced Care Management (ECM) and Community Supports (CS) Report.
  - CM/CS is a key feature of CalAIM. Health Net has opted in for all counties.
  - Strategies to increase ECM and CS uptake and barriers

Best Practices

- 2024 Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS) results.
  - Top three performing measures
  - Bottom three performing measures