

# Nebraska Department of Health and Human Services Division of Medicaid and Long-Term Care

Quality Management Committee

June 8, 2016



# Our United Culture

**Our mission** is to help people live healthier lives.  
**Our role** is to make health care work for everyone.

**Integrity.**  
**Compassion.**  
**Relationships.**  
**Innovation.**  
**Performance.**

Honor commitments  
Never compromise ethics

Walk in the shoes of people we serve  
and those with whom we work

Build trust through collaboration

Invent the future, learn from the past

Demonstrate excellence  
in everything we do

# Our Team is Committed to Quality

**Our Mission: Helping People Live Healthier Lives.**

Integrity

Compassion

Relationships

Innovation

Performance



**Quality is helping our members receive the care they need.**



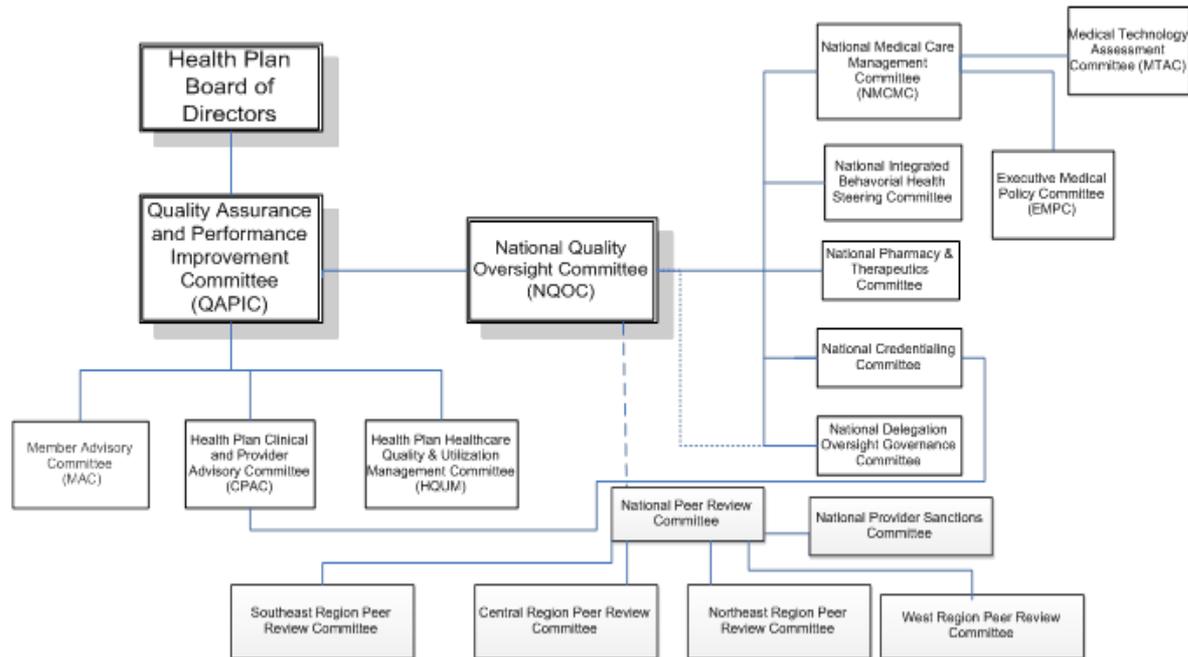
- ✓ A personal, meaningful member experience
- ✓ Improved outcomes
- ✓ Simplify the system
- ✓ Right care at the right time
- ✓ Shared responsibility
- ✓ Collective commitment to our members

## Quality Strategy . . . . to continuously improve the quality of care and service provided with a person-centered approach

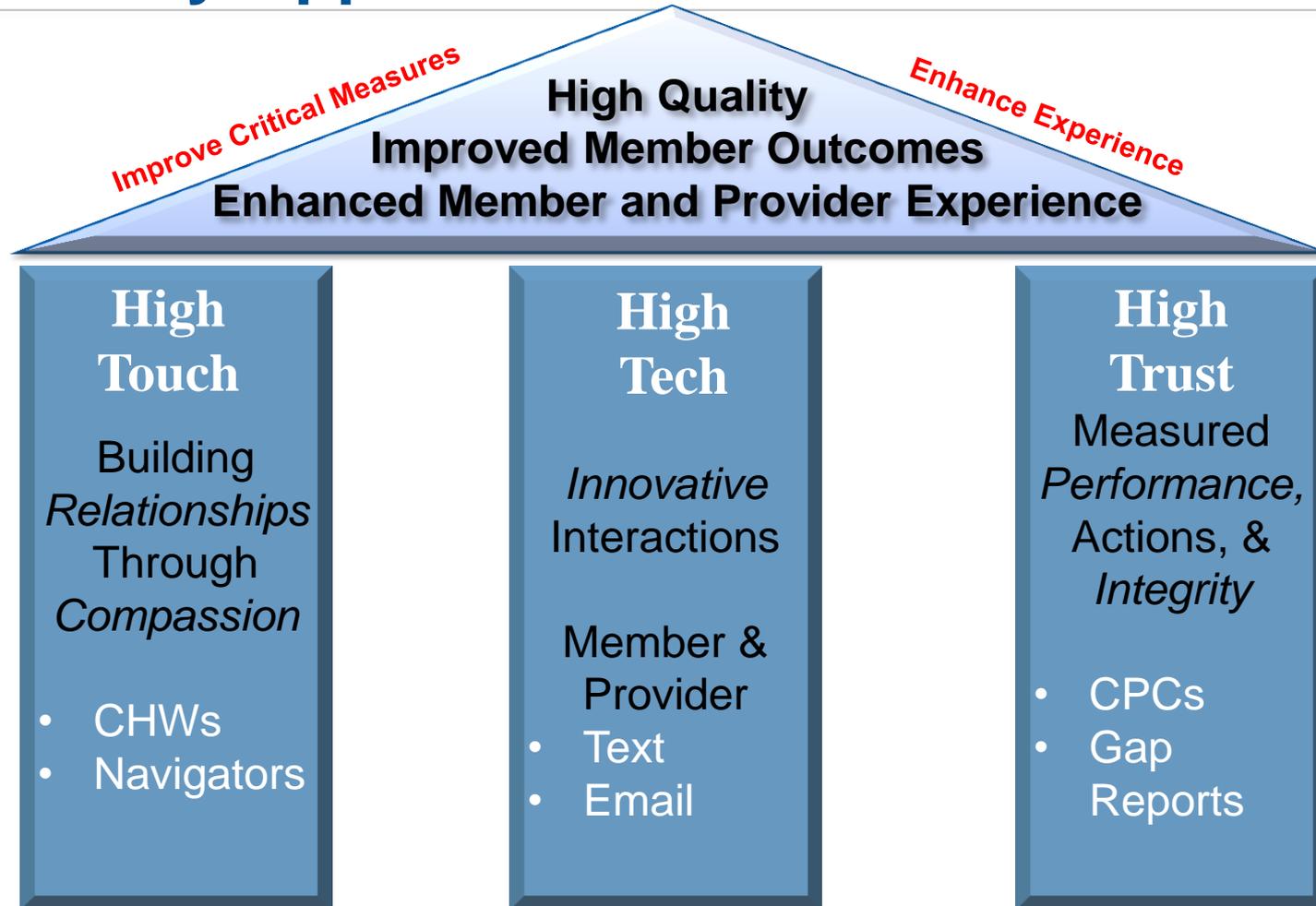
### Program Objectives:

- Promote and incorporate quality into the health plan's organizational structure and processes
- Provide effective monitoring and evaluation of patient care and services provided by practitioners/providers for compatibility with evidenced based medicine guidelines
- Identify and analyze opportunities for improvement and implement actions and follow-up.
- Coordinate quality improvement, risk management, patient safety and operational activities
- Maintain compliance with local, state and federal regulatory requirements and accreditation standards
- Serving culturally and linguistically diverse populations in Nebraska
- Monitoring and improving quality indicators
- Serving members with complex health needs

# Quality Structure – Current State

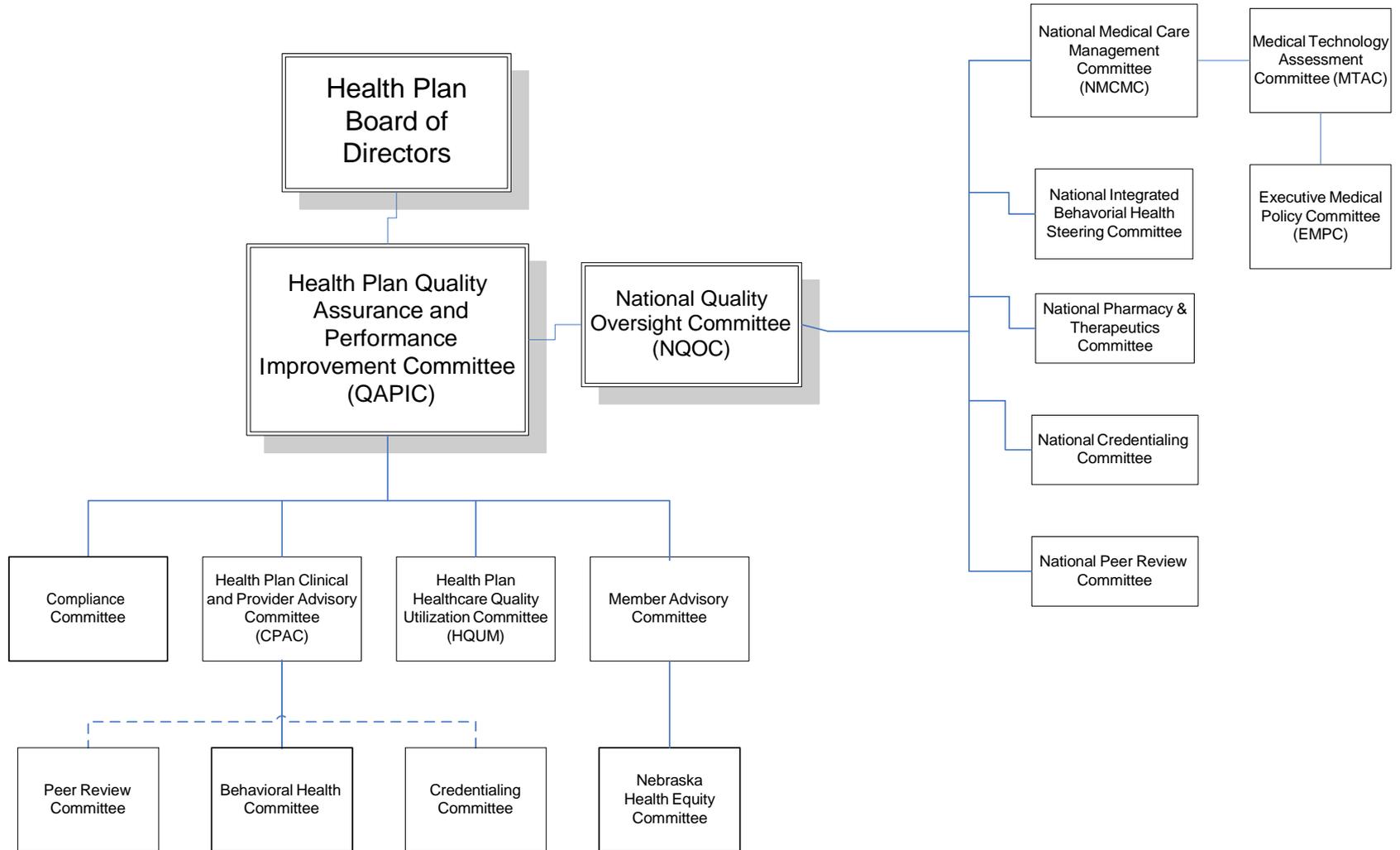


# Quality Approach



**Helping People Live Healthier Lives**

# Quality – Future State



# Quality Facts

- Accredited by the National Committee for Quality Assurance (NCQA) since Aug. 12, 2005
- Current Accreditation Status Commendable
- Successful EQRO Audits
- Engaged Provider participation on our Physician Advisory Committee since 2005
- Health Plan quality committees address utilization management, care management and all member and health plan services
- Active Member Advisory committee since 2012

# In Summary

## Broadly Based Quality Program Guided By The Triple Aim Focus



Focus on high quality care to improve **member health outcomes**



Development of holistic, person-centered, recovery oriented care to address medical, behavioral, and social needs to **improve overall care experience**



A comprehensive service delivery model provides early identification of individual needs thus **lowering health care costs**

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