

# SETTING THE QUALITY STANDARD



## Quality at Kaiser Permanente Hawaii

You deserve to be at your best when it comes to your health and Kaiser Permanente Hawaii is committed to helping you get it. Since 1958, Kaiser Permanente Hawaii has been caring for Hawaii's communities. Today, the Kaiser Foundation Health Plan (KFHP) in Hawaii serves more than 253,000 members on the islands of Oahu, Maui, Hawaii, Kauai, Lanai, and Molokai.

Whether it's preventive care from your own personal physician or health education classes to help manage a chronic condition, we support your good health by providing personalized care every step of the way.

## Measuring and improving quality

Since 1995, Kaiser Permanente Hawaii has been accredited by the National Committee for Quality Assurance (NCQA), an independent not-for-profit organization dedicated to measuring the quality of America's health care.

Kaiser Permanente Hawaii has the highest designation of accreditation level for Commercial, Medicare, and Medicaid membership groups. Accreditation is subject to renewal every three years and the Marketplace group has been included in the accreditation process since 2016. Kaiser Permanente was also the first multi-site system in the state to receive the NCQA Patient-Centered Medical Home (PCMH) recognition for its integrated, coordinated care, which supports access, communication, and patient involvement.

## Top ratings for commercial, Medicare, and Medicaid plans

Of the health plans reviewed by the National Committee for Quality Assurance, our Commercial and Medicaid plans earned a rating of 4.5 out of 5, making it one of the highest rated plans in the state. Our Medicare plan was the only plan in Hawaii to receive the highest possible rating of 5 out of 5. This marked the 14th year in a row that our Medicare and Medicaid plans were recognized as the highest score in Hawaii and 11th year in a row that our Commercial plan has received top marks.<sup>1</sup>





# DEDICATED TO CONTINUOUS IMPROVEMENT



## Quality of care excellence

In Hawaii, Kaiser Permanente is ranked number one in 28 of 49 HEDIS® (Healthcare Effectiveness Data and Information Set) Prevention and Treatment measures, including those for breast and cervical cancer screening; family care; prenatal care; comprehensive diabetes care; and childhood immunizations.<sup>2</sup>

Kaiser Permanente Senior Advantage (HMO) is rated 5 out of 5 stars in Hawaii for 2019.<sup>3</sup> CMS evaluates Medicare health and prescription drug plans and rates them from 1 to 5 stars based on major categories that include: preventive care, customer service, chronic care, member satisfaction, and prescription drug services.

All of our primary care clinics on Oahu, Maui, Hawaii Island, and Kauai, and their primary care providers have received NCQA's Patient-Centered Medical Home™ Recognition.<sup>4</sup> This recognition celebrates our integrated and coordinated care model, which supports quality, access, communication, and better patient involvement.

## Progress toward meeting our goals

Kaiser Permanente Hawaii maintains a Quality Improvement Program to evaluate the quality of care we provide to our members so that we can continuously improve. To do this, we use a range of processes and methods that assess:

- How effective clinical treatment is for each member.
- How satisfied members are with our services.
- How efficiently our organization functions at all levels.
- How appropriately we use our resources to improve the health of our members.

Our electronic medical record provides a wealth of information on the health status of our members. This information helps us measure how well we care for members with certain chronic conditions.

We review how many members get recommended preventive care. We help members set goals and monitor programs to achieve successful outcomes.

We compare our performance regularly and make changes when they are needed. We also ask members how they feel about the quality of care they receive. Their answers help us know when and how to improve the way we provide care.

Each year, we develop strategic clinical and service goals to help us improve your health care. Our clinical goals for 2019 and beyond are to improve our members' health in the following key areas:

- Asthma medication management
- Blood sugar control for members with diabetes
- Colorectal cancer screening
- Cervical cancer screening
- Depression management
- Prenatal care

# COMMITTED TO QUALITY CARE



## Measuring the quality of care

When we measure our care, we use information to improve ways to keep you healthy and treat you when you are ill. We participate in a number of independent reports on quality of care and service so that our members and the public have reliable information to better understand the quality of care we deliver at Kaiser Permanente Hawaii, as well as a way to compare our performance to other Hawaii health plans. Performance data, including patient safety, is available at the following websites:

### **ncqa.org**

- Health plan accreditation status from the National Committee for Quality Assurance (NCQA).
- Recognition of primary care practices using systematic, patient-centered, coordinated care management processes from the NCQA Patient-Centered Medical Home (PCMH).
- Clinical effectiveness of care measures and performance from the Healthcare Effectiveness Data and Information Set (HEDIS).

### **cahps.ahrq.gov**

Health plan member satisfaction from the Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS).

### **jointcommission.org**

Hospital accreditation status and core performance measures from The Joint Commission.

### **hospitalcompare.hhs.gov**

Hospital quality measurement data from U.S. Department of Health and Human Services.

Our team approach to total health combines highly qualified doctors with other skilled health care professionals. These team members have access to advanced research and innovative technology, so you can benefit from safe and informed care that's right for you.

# SAFE, INNOVATIVE, PERSONALIZED CARE



## Highly qualified physicians

We believe having a personal physician and trusted advocate is essential to your health.

From many qualified applicants, we select caring, skilled physicians and encourage them to focus on their calling as healers, innovators, educators, and leaders. We have built a culture of lifelong learning and an environment that fosters open communication, teamwork, and professional development. And our doctors have a support team of professionals who share the common goal of improving the health of each member.

Our physicians also receive ongoing training on new medications and medical technology that equips them to better provide effective, member-centered care.

## Innovative technology

When you walk into your Kaiser Permanente doctor's office, you may notice something missing. Gone are the rows of patient charts labeled with multicolored tabs. Instead, our electronic medical record system gives every member of our health care team immediate access to your medical information.

No waiting for charts to be sent to a Kaiser Permanente specialist. You and your physician can immediately focus on your health instead of paperwork.

And with our website, **kp.org**, you can use your home computer to find out the results of your cholesterol test. Or make sure that your doctor's appointment is this Thursday, not next Thursday. Or email your doctor's office with routine questions about your health. Log in to **kp.org** to access your personal health information online – anytime, anywhere. It's secure, convenient, and free.

## Top-notch doctors

177 of our physicians in more than 50 specialties were named among the nation's medical elite by one or both of the Best Doctors and Castle Connolly Top Doctors lists. They were selected by their peers to join a coveted list of the most respected doctors in Hawaii, and the ones that other top doctors would trust for their loved ones and themselves.<sup>5</sup>

# PATIENT SAFETY IS EVERY PATIENT'S RIGHT



## Patient safety

Kaiser Permanente is committed to being a national leader in patient safety. Patient safety means providing care that is reliable, effective, consistent, and safe. We believe that patient safety is every patient's right and every person's responsibility.

We have many systems in place to help reduce the possibility of errors. They include:

- Selective practitioner hiring processes, as well as ongoing evaluation, education, and review of our practitioners.
- Reporting systems to help alert us to potentially harmful medication interactions so we can prevent them.
- Programs designed to share our accepted best practices in patient safety throughout the organization.

## Disease management programs

One of our greatest priorities is developing disease management programs. Kaiser Permanente regions across the country use population care registries (patients who share a common, chronic condition or disease) and clinical practice guidelines to improve the care and service to members with chronic diseases such as diabetes and high blood pressure. Online patient support tools provide physicians with up-to-date information about the member. Each year, the programs are reviewed and updated based on new research and information.



# WE BELIEVE IN THE POWER OF A HEALTHY YOU



## Learn more online

Another way we deliver personalized care is through our member website, [kp.org](https://kp.org). You can learn more about our health plan and our commitment to quality of care and service as well as other information by visiting this site. Find out about available services and access all of the online resources, including information about your personal physician, helpful health tips, access to our health and drug encyclopedias, and secure features to email your physician's office, view most of your lab test results, access allergy information, order prescription refills, and request routine appointments.

<sup>1</sup> NCQA's Private Health Insurance Plan Ratings 2018-2019, National Committee for Quality Assurance, 2018: Kaiser Foundation Health Plan, Inc., of Hawaii - HMO (rated 4.5 out of 5). NCQA's Private Health Insurance Plan Ratings 2018-2019, National Committee for Quality Assurance.

<sup>2</sup> Kaiser Permanente 2018 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all non-PPO lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2018 and is used with the permission of NCQA. Quality Compass 2018 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on this data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass and HEDIS are registered trademarks of NCQA. CAHPS is a registered trademark of the Agency for Healthcare Research and Quality.

<sup>3</sup> Rated by Centers for Medicare & Medicaid Services Health Plan Management System, Plan Ratings 2019. Kaiser Permanente contract #H1230. Medicare evaluates plans based on a 5-Star rating system. Star Ratings are calculated each year and may change from one year to the next.

<sup>4</sup> NCQA's Patient Centered Medical Home™ Recognition Program has recognized 16 of our Kaiser Permanente primary care clinics in Hawaii. This honor highlights our integrated and coordinated care delivery system. NCQA is a private not-for-profit organization dedicated to improving health care quality. Visit [ncqa.org](https://ncqa.org) for more information.

<sup>5</sup> Excerpted from the Best Doctors in America® 2017 and Castle Connolly Top Doctors databases. For more information, visit [bestdoctors.com](https://bestdoctors.com) and [castleconnolly.com](https://castleconnolly.com).