



# Quality care that measures up

## Quality at Kaiser Permanente in Colorado

Keeping you healthy is at the heart of everything we do. At Kaiser Permanente, you can count on the support of a team of health care professionals all working together to give you care that meets your needs. You also have a wide range of technology and online resources to help you manage your health care and stay your healthiest.

### A recognized leader

Here's some of the recognition we've received from independent organizations about the high quality of our care:

- Kaiser Permanente Colorado was recognized by the National Committee for Quality Assurance (NCQA) as the top-rated private and Medicare health plans in Colorado for 2016-2017.<sup>1</sup>
- Kaiser Permanente Colorado is the number one ranked health plan in Colorado.<sup>2</sup>
- For the seventh year in a row, Kaiser Permanente received five out of five stars from the Centers for Medicare & Medicaid Services.<sup>3</sup>

For more about our commitment to quality, please visit [kp.org/quality](http://kp.org/quality).

## Keeping quality as our goal

To make sure we continue improving our care, we've created groups to develop, manage, and evaluate our efforts. These groups include:

- **The board of directors of our health plan**  
This group, which governs our quality improvement process, makes policies to guide the organization, sets and monitors goals and performance, and chooses leaders.
- **Our Colorado Regional Service Quality and Resource Management (SQRMC) oversight committee**  
Physicians and nonphysicians serve on this committee, which is sponsored by the Vice President of Quality for the Colorado Permanente Medical Group and by the Vice President of Quality and Innovation for the health plan. SQRMC sets priorities, evaluates and monitors quality improvement programs, makes policy recommendations, and creates programs to deal with quality of care issues.
- **Our Triple Aim Governance Committee (TAG)**  
The Tag Committee focuses on primary care, women's health, behavioral health, medical specialties, surgical specialties, and hospital care across our integrated delivery system and network model, and is led by the CPMG Director of Clinical Quality and the Regional Administrator of Clinical Quality for the health plan. TAG provides oversight and also determines and prioritizes clinical improvement initiatives. Additionally, they provide oversight to regional governance groups, such as diabetes, asthma/chronic obstructive pulmonary disease, depression, pediatric care, geriatric care, etc.

## How we monitor our progress

We participate in several independent reports on quality of care. These reports can give you a way to compare our performance to that of other health plans. For example, we report completed audited information on the effectiveness of our care, including asthma and diabetes management measures, to NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®).<sup>4</sup> We also participate in the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) program,<sup>5</sup> which NCQA uses to measure member satisfaction.

Additional information about measuring quality of care and service can be found at [kp.org/measuringquality](http://kp.org/measuringquality).

## Improving quality and service

Each year we develop clinical and service goals to help us improve your health care. Our clinical goals include improving members' health in these key areas:

- Depression management
- Diabetes management
- Coronary artery disease
- Patient safety

The service you get from us is an important part of your experience. Our goals in that area include:

- Making sure you find the right personal physician
- Giving you personalized care and service
- Making sure it's easy to get the care you need

## Progress in meeting annual goals

Across Colorado, Kaiser Permanente does better at performing most preventive screenings than any other health plan. According to 2016 HEDIS® scores, we had the highest rates for nine prevention and screening measures.<sup>2</sup>

Additionally, across Colorado, Kaiser Permanente does better at helping members manage their diabetes than any other health plan. According to 2016 HEDIS® scores, we had the highest rates for four out of six diabetes measures.

We have also found ways to identify which patient safety practices are working best, then promote them throughout Kaiser Permanente.

We believe empowering members improves their safety and medical experience. Here are some of the ways you can be an active partner in your care:

- If you have any questions or concerns about your safety or care, speak with someone on your care team.
- If you don't understand the responses to your questions, ask again until you do.
- Make sure you know all the medications you're on and why you're taking them.
- Educate yourself about your diagnosis and any medical tests you're taking.
- When you have an outpatient procedure or are hospitalized, ask a family member or friend to stay with you and be your support person.

## Your physician and other care team members

Our medical professionals are dedicated to providing compassionate, personalized care. They're selected through a rigorous hiring process. This helps ensure you'll be cared for by skilled medical staff with whom you'll want to build long-term relationships.

Once our practitioners join Kaiser Permanente, they get ongoing training in their specialties and in general patient care, such as:

- Cultural sensitivity
- New technology
- How to conduct thorough reviews of the procedures we've found to be most effective in promoting quality care

## Learn about your personal practitioner online

You can learn more about your health care practitioner, including education and board-certification information, by visiting [kp.org/chooseyourdoctor](http://kp.org/chooseyourdoctor). If you haven't already selected a personal practitioner, you can do so by contacting Personal Physician Selection Services at **303-338-4477** (TTY **711**) in the Denver/Boulder area, or **1-855-208-7221** (TTY **711**) in other Colorado service areas.

## Advancing research and technology

Our efforts to enhance your care don't happen only at our medical offices and medical centers. Many improvements come directly from what we do in our research laboratories.

Our physicians and researchers have developed innovative programs and technologies that are used every day in our hospitals and clinics across the country. Our research in important areas, such as colon cancer, osteoporosis, heart disease, and immunizations, has led to new methods of screening and treating millions of people.

We're also a leader in health information technology. From our robust electronic health record system to our mobile app, you and your care team have powerful tools to stay connected to your health.

## Need additional information?

For more information about our quality programs, or if you have questions about your care or the care of people who are important to you, please contact Member Services.

1. NCQA's Private Health Insurance Plan Rating 2016-2017, National Committee for Quality Assurance, 2016; Kaiser Foundation Health Plan of Colorado-HMO (rated 4.5 out of 5).
2. Kaiser Permanente 2016 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA). Quality Compass® and represent all lines of business. The source for data contained in this publication is Quality Compass 2016 and is used with the permission of NCQA. Quality Compass 2016 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on these 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.
3. Rated by Centers for Medicare & Medicaid Services Health Plan Management System, Plan Ratings 2017. Kaiser Permanente contract #H0524, H0630, H2150, H9003. 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.
4. HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
5. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).