



Health New England
Where you matter.

Quality Improvement Program

Effective Date 1/1/2021 | Revised Date 1/1/2021

Quality Improvement Program

The HNE Quality Improvement Program is a coordinated, comprehensive and ongoing effort to assess the access to and effectiveness of all care and service provided. All efforts focus on achieving optimum outcomes with continuous incremental improvements over time. The HNE Board of Directors has designated the Quality Management Committee (QMC) as the body charged with development and direct oversight of the Quality Improvement Program.

HNE annually reviews the scope and effectiveness of its Quality Improvement Program. Based on results of the evaluation of each year's Quality Improvement Program, the HNE Quality Improvement team develops the current year's program. The evaluation includes a description of completed and ongoing activities that address quality and safety of clinical care and quality of service, trending of measures to assess performance; analysis of results of initiatives, including barrier analysis; and the evaluation of the overall effectiveness of the Quality Improvement Program. If you would like a copy of either last year's evaluation or the current Quality Improvement Program, contact the HNE' Manager of Healthcare Quality Improvement at (413) 233-3360.

The program addresses the quality of operations and programs in the following broad areas:

- Prevention and Wellness
- Care Management
- Patient Safety
- Transitions of Care / Care Coordination
- Utilization Management
- Pharmacy Management
- Access to Care
- Member and Provider Experience and Satisfaction

Indicators and thresholds that help demonstrate patterns of care, safety, and member services are systematically tracked and trended in order to identify opportunities to improve individual and group practice performance.

Participation in the Quality Improvement Program

As specified in provider contracts, all practitioners, hospitals and other health care providers are expected to fully participate in quality program activities, such as:

- HEDIS®1 clinical data collection and reporting efforts
- Electronic Medical Record access or support of medical records to support quality reporting
- Credentialing/recredentialing site visits and record review
- Quality of care concerns or complaints

Participation may also include providing evidence related to encouraging preventive health care and demonstrating evidence of adherence to standards and measures. Providers may be asked to review and provide feedback for proposed or ongoing clinical activities.

The Quality Improvement Program provides information and education in several ways, including the following:

- Availability of Quality Improvement Program description upon request
- Provider Manual
- HNE Talk
- Special mailings
- Committees with practitioner participation
- Provider and practitioner meetings
- Audit and survey results.
- Note: All information collected for quality-monitoring purposes is maintained as strictly confidential.