



Quality Improvement Program

What is the Quality Improvement (QI) Program?

The Quality Improvement Program provides a framework for Western Health Advantage (WHA) to continuously identify and make improvements in various aspects of care and service that are delivered to members. QI Program activities can address a variety of issues in any of the many settings where members receive services, including the physician's office, hospitals, behavioral health facilities and pharmacy services. WHA has a Quality Improvement Committee that is responsible for the QI program. The committee is made up of physicians and managers from WHA's contracted medical groups/IPAs, as well as, WHA's Medical Director, WHA's Assistant Medical Director and WHA management staff.

What are the goals of the Quality Improvement (QI) Program?

WHA's Quality Improvement (QI) Program goals are to ensure:

- care and service provided to members meets or exceeds the requirements of federal and state agencies that oversee health plans
- nationally recognized quality standards are met
- member and provider concerns are thoroughly addressed in a timely manner
- activities are undertaken to improve performance around the care and service provided to WHA members and/or WHA providers

How are Quality Improvement (QI) Projects Selected?

Each year WHA identifies QI opportunities that have the potential for improving care and/or service for WHA members and providers. QI opportunities are ranked by importance to insure that the issues that affect the Health Plan, the largest number of members, or are of highest significance to members are selected for interventions. Quality Improvement projects are frequently the result of issues raised by members through WHA's satisfaction surveys or the monitoring of complaints/grievances raised by members and/or providers. Health care regulatory agencies such as the Department of Managed Health Care (DMHC) also mandate WHA's participation in statewide QI Projects. The National Committee for Quality Assurance (NCQA), the agency that grants accreditation to Managed Care Organizations (MCO), also requires that WHA conducts QI activities. NCQA accreditation is a desired standard for MCO quality. WHA collaborates with its contracted providers to determine which projects are to be undertaken and, when appropriate, the interventions to be used to improve care and/or service.

Public document: This fact sheet is a general guide only. Consult your Evidence of Coverage (EOC) booklet for a detailed description of benefits and limitations.

Where can I find more information?

Additional information on WHA's QI Program is available on WHA's website at www.westernhealth.com. Information on WHA's QI program goals and progress toward meeting those goals is available upon request through WHA's Quality Department. A report card on WHA's performance on health care and service measures is available on the State of California, Office of Patient Advocate (OPA) website at www.opa.ca.gov/report_card/.

TDD/TTY service is available for the hearing or speech-impaired, Monday through Friday, 8:00 am to 5:00 pm in either English or Spanish, by calling: (888) 877-5378, or you can dial 711. Should you have need for a translator face-to-face or over the phone, contact the **WHA Member Services Department**, Monday through Friday, 8:00 am to 5:00 pm at (916) 563-2250 or (888) 563-2250 toll free.

WHA tiene representantes que hablan español para ayudarle. Para información o asistencia en español, llame por favor al (888) 563-2250.

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