

The Blue Cross and Blue Shield of Illinois (BCBSIL) HMO Quality Improvement Program has been effective in improving the quality of care, quality of service and safe clinical practices for HMO members. The following summary lists key programs and achievements.

- For “The Positive Impact of Written Asthma Action Plans,” BCBSIL received a BlueWorks Award from the Blue Cross Blue Shield Association and a Silver Award in URAC’s Best Practices in Health Care Consumer Empowerment and Protection Awards competition.
- BCBSIL preventive care guidelines and clinical practice guidelines were updated and disseminated to providers.
- The BCBSIL Hospital Profile was disseminated to contracted hospitals. The purpose of the Profile is to provide hospitals with feedback about their performance on indicators related to patient safety, quality and efficiency and to provide them with comparison data for the BCBSIL hospital network.
- 1,457 physicians (15% of HMO network physicians) completed the American Board of Medical Specialties (ABMS) Patient Safety Improvement Program in 2008-2009.
- BCBSIL remains committed to helping members make informed health care decisions. The BCBSIL [Blue StarSM Hospital](#) and [Medical Group/IPA](#) Reports are both available on www.bcbsil.com/provider/clinical/qi.html
 - The [Blue StarSM Hospital Report](#) provides performance information about contracted urban Illinois hospitals, utilizing data summarized from the annual BCBSIL Hospital Profile.
 - The [Blue StarSM HMO Medical Group/IPA Report](#) recognizes contracting Medical Groups/IPAs that have documented high levels of performance in providing patient care.
- The HMO Member Survey by Medical Group was completed and the results were reported to the IPAs. Results from the Survey are used for the IPA Blue Ribbon Report.
- BCBSIL works closely with contracted medical groups and IPAs on quality improvement initiatives that aim to improve preventive care and the care of medical conditions. The following Healthcare Effectiveness Data Information Set (HEDIS[®]) 2009 results are related to measures impacted by these HMO programs.

Effectiveness of Care Indicators	Goal	Result	Met / Exceeded Goal	Improvement Compared to Prior Year Results
Childhood Immunization Status Combination 3	75%	77%	Yes	Yes
Breast Cancer Screening - ages 42-69	69%	70%	Yes	Yes*
Cervical Cancer Screening	76%	78%	Yes	No
Colorectal Cancer Screening	50%	58%	Yes	Yes*
Use of Appropriate Medications For People With Asthma – Ages 5-56	91%	93%	Yes	No
Cholesterol Management For Patients With Cardiovascular Conditions LDL-C Screening	90%	93%	Yes	Yes
Cholesterol Management For Patients With Cardiovascular Conditions LDL-C Control (<100 mg/dL)	60%	71%	Yes	Yes*
Controlling High Blood Pressure - <140/90mmHg	60%	63%	Yes	No
Comprehensive Diabetes Care HbA1c Testing	88%	90%	Yes	Yes
Comprehensive Diabetes Care LDL-C Screening	86%	88%	Yes	No
Comprehensive Diabetes Care LDL-C Control (<100 mg/dL)	44%	43%	No	No
Comprehensive Diabetes Care Retinal Eye Exam	60%	65%	Yes	No
Comprehensive Diabetes Care Medical Attention for Nephropathy	80%	84%	Yes	Yes
Comprehensive Diabetes Care Blood Pressure Control (<140/90mmHg)	65%	69%	Yes	Yes
Follow-up After Hospitalization for Mental Illness (7-day rate)	70%	76%	Yes	Yes

- The Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) is widely used to monitor and evaluate the relative performance of managed care health plans. For CAHPS 2009 reporting, overall satisfaction with the health plan was 66%.

* statistically significant improvement