

Decision Support

A NEW DEPARTMENT

Quality of Care Award: The Authority was awarded the State's Silver Certificate for Quality for exceptional performance as measured by the Health Plan Employer Data and Information Set (HEDIS®)*. Since its introduction in 1993, HEDIS has evolved to become the gold standard in managed care performance measurement.

In the 2006 HEDIS report, SBRHA rated in the top 10% of Medicaid plans nationally with:

- *All measured aspects of **diabetes care***
- ***Childhood immunizations***
- ***Timeliness of postpartum care***

Public Accountability: the Authority once again successfully reported independently-audited performance data to the National Committee for Quality Assurance (NCQA), an independent, not-for-profit organization dedicated to measuring the quality of America's health care.

Access to Primary Care: In 2006 the Authority proudly reported that 89% of children enrolled in the Authority's Healthy Families Program accessed primary care services during recommended timeframes. Likewise, 86% of the Authority's Medi-Cal program members obtained services from one or more of the Authority's Primary Care Providers.

* HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).



*Carlos Hernandez,
Director of Decision Support*

IN 2006, SBRHA:

- Updated and streamlined contracts
- Achieved timely pediatric immunizations
- Improved asthma disease management
- Administered superior diabetes management
- Increased website claims submissions
- Enrolled 1200 children in our health plans
- Doubled member calls to our Health Education Request line