

## every day affairs

### fchp's quality success—with you in mind

FCHP is proud to have an accreditation status of "Excellent" for our commercial and Medicare Advantage (senior) plans from the National Committee for Quality Assurance®. This is NCQA's highest rating. We have to consistently earn that status every day.

NCQA is an independent, not-for-profit organization dedicated to measuring the quality of America's health care.. Its accreditation program is designed to help employers and consumers distinguish between health plans based on quality. NCQA evaluates not only the core systems and processes that make up a health plan, but the results that the plan actually achieves on key dimensions of care and service.

The accreditation surveys are conducted by a team of physicians and managed care experts. A national oversight committee of physicians analyzes the team's findings and assigns an accreditation level.

### another way to measure quality

At FCHP, we don't simply say we are committed to the highest quality health care—we want to prove it to you. That's why we voluntarily participate in NCQA's nationwide reporting program, the Health Plan Employer Data and Information Set, or HEDIS®. The program provides you with impartial information to evaluate a plan's performance so you can assist your patients in making an informed decision about their health care.

HEDIS collects and reports on performance measures, including preventive care, health screenings and member satisfaction, from more than 90% of the health plans across the nation. It is considered the most complete health care quality report available.

Our HEDIS quality measure score accounts for 30% of our NCQA accreditation rating.

Fallon Community Health Plan's HEDIS results, along with our commitment to excellent service and clinical quality, have helped us to earn NCQA's Excellent accreditation.

Many FCHP quality activities are designed to complement physicians' efforts to provide appropriate preventive care. FCHP performed above NCQA's national 90<sup>th</sup> percentile in the following measures for 2005:

<u>measure</u>	<u>above 90<sup>th</sup> percentile</u>
Adolescent immunizations	√
Childhood immunizations	√
Adolescent well care visits	√
Children's and adolescent's access to primary care	√
Cervical cancer screening	√
Colorectal cancer screening	√
Breast cancer screening	√
Prenatal care	√
Controlling high blood pressure	√
Beta-blocker treatment	√
LDL cholesterol level < 130	√
Diabetic eye exams	√
Chlamydia screening	√
Follow-up after hospitalization for mental illness	√
Initiation and engagement of alcohol and other drug treatments	√

### learn more about our quality programs

Fallon Community Health Plan is proud of its long history of quality accomplishments. A detailed description of our quality program, goals and outcomes is available to all physicians on the FCHP Web site at

[www.fchp.org/about/quality.aspx](http://www.fchp.org/about/quality.aspx).

We also welcome suggestions from our physicians about specific goals or projects that may further improve the quality of care and service available through our health plan.

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