Quality Programs

Description
This chapter discusses Premera’s Quality Programs and how they help assess and improve the quality of the clinical care and service received by our members.

Topics
Section 1: Quality Improvement
Section 2: Health Promotion
Section 3: Clinical Practice Guidelines
Section 4: Disease Management
Section 1: Quality Improvement

The Quality Program supports the corporate mission, vision and goals, and provides a framework for ongoing evaluation and communication designed to improve members' health and the quality and safety of care and service experienced by our customers.

The goal of the Quality Program is to assure that Premera engages in ongoing improvement of member health and the value of its service to customers.

Collaborating with all stakeholders and supported by a strong corporate and program infrastructure, the Corporation works to achieve the following objectives:

- Deliver excellent service and financial strength for our customers
- Eliminate waste and deliver only what customers want
- Deliver tools for our associates and value to our customers through streamlined processes and major technology improvements
- Engage members in improving health and reducing unnecessary cost
- Focus healthcare delivery on improving health and reducing unnecessary cost
- Provide information and analysis to drive action and engagement
- Build or invest in new business opportunities that complement and support our core business

The scope of the program is broad, including preventive, acute, and chronic care services to members; care provided to special populations, behavioral healthcare, health promotion, lifestyle behavior change interventions, all types of practitioners and settings and the service provided to internal and external customers.

Health plan performance monitoring and improvement encompasses key indicators of service quality and efficiency, clinical quality and outcomes, safe clinical practices, complaints, access to care and service, member and provider satisfaction, communication and decision support, and program effectiveness.

The Quality Program is evaluated annually.
Section 2: Health Promotion

Health and Wellness Programs target critical consumer health behaviors that impact the development of chronic conditions. Conditions that have the greatest impact to members, employers and Premera are the focus of our efforts. These include but are not limited to:

- Inactivity
- Stress
- Nutrition
- Overweight and Obesity
- Cardiovascular disease
- Cancer
- Hypertension
- Depression

Physical activity, healthy eating, managing stress, maintaining a healthy weight, getting enough sleep, and other elements of a healthy lifestyle are key areas of program focus.

Consulting with employers about their corporate goals and the needs of their employee populations, Premera may suggest the purchase of one or more of our complementary products including:

- Health Risk Management
- Biometric Screening
- Smoking Cessation
- Employee Assistance
Section 3: Clinical Practice Guidelines

Clinical Practice Guidelines Overview

Premera maintains Clinical Practice Guidelines for medical conditions relevant to its member population. The guidelines are designed to help guide practitioner and member decisions about appropriate healthcare for specific clinical circumstances. When possible, Premera adopts nationally recognized Clinical Practice Guidelines. When a suitable guideline is not available, Premera collaborates with subject matter experts to develop a Clinical Practice Guideline.

Premera’s adoption of a national guideline or any statement made within a Clinical Practice Guideline, does not guarantee benefit coverage for services and is not authorization of payment for specific procedures. Selection, development, review, revision and approval of clinical practice guidelines supporting Premera’s disease management program is managed by the disease management contractor.

For Preventive Health Guidelines, Premera has adopted the United States Preventive Services Task Force (USPSTF) Guide to Clinical Preventive Services. The guideline is evidence-based, relying on current scientific studies. Immunizations are part of USPSTF recommendations for Preventive Health Services and Premera recommends the Centers for Disease Control & Prevention (CDC) and Advisory Committee on Immunization Practices (ACIP) for an up-to-date Immunization Schedule.

A link on the Premera website provides ready access to these resources on the recommended schedule of preventive health screenings, services and immunizations.

All members can access Preventive Health Guideline information on the Premera web pages, and receive guideline information in member handbooks, through marketing activities and from producers.

Guideline recommendations are provided by the Premera Pharmacy and Therapeutics Committee and Medical Directors representing Premera’s clinical program activities. Guidelines are reviewed, updated and approved by the Clinical Quality Improvement Committee at least every two years.

Obtaining Guidelines

To download copies of the Clinical Practice or Preventive Health Guidelines for internal use, visit our website at premera.com/provider.
Section 4: Disease Management

This section is being updated. Please see the Health Management page on the provider portal for the most current information while this page is under construction.