

Rapid Quality Assessment

COMPREHENSIVE EVALUATION OF QUALITY PROGRAMS WITH FOCUS ON HEDIS® OPERATIONS, QUALITY IMPROVEMENT, MEMBER EXPERIENCE AND OPERATIONAL INTEGRATION

WHAT HDD DOES

HDD's Rapid Quality Assessment will identify strengths and opportunities to improve quality rates. We assess all of the teams and programs in your organization that play a role in HEDIS® and identify risks and opportunities for improvement. While HDD is engaged with your team and your data, we have a unique opportunity to work alongside you to make small but effective changes that will drive up your rates in the next reporting season.

Quality Team: Regardless of size, the team that works on HEDIS needs to run smoothly and efficiently.

HEDIS in the Organization: When the teams responsible for HEDIS submission have proper support and resources from the executive level on down, rates improve.

Quality Improvement Programs: Whether you have no quality improvement programs or dozens, there are always new ways to address gaps in care and drive up rates in the next reporting year.

Network: Provider-plan relationships are important for hybrid medical record review and establishing strong sources of supplemental clinical data. Understanding the structure of your provider network and identifying weaknesses that impact quality rates is integral in building a strong foundation for HEDIS.



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SOFTWARE AND VENDORS

Vendor Assessment: The software your plan uses to calculate quality rates is at the heart of the HEDIS season. Challenging and complicated layouts can pose problems as well as deficiencies in reporting and tracking capabilities.

Medical Record Review Strategy: Every step from chart chase generation to successful MRRV is vital in retrieving a high volume of charts and finding every hybrid hit possible. Often, MRR hits are left on the table and incentive payments are consequently missed.

DATA AND PROCESS

HEDIS rates are only as good as the data that feeds them and the processes that gather the data.

Data Inventory: Gaining a full understanding of every piece of data that feeds HEDIS measures allows you to see what you may be missing and what can be improved.

Systems Survey: Analyzing the strengths and weaknesses of the data systems that feed HEDIS rates (claims systems, data warehousing etc.) allows you to improve data quality and data flow for the purposes of quality reporting.

Compliance: The HEDIS Audit, starting with the Roadmap and ending with submission lock, is a long and rigorous process that highlights inefficiencies and areas to improve.