



2018 Annual HEDIS/QRS Reports

Blue Cross and Blue Shield of Texas (BCBSTX) has a Quality Improvement Program (QIP) to better serve you. The purpose of the QIP is to monitor and improve the care and service our members receive. We focus on encouraging preventive health, safety, and provide education related to chronic conditions.

There is a standard way to measure important areas of care and service called Health Care Effectiveness Data and Information Set, or HEDIS®. These measures were developed by the National Committee for Quality Assurance. They are a widely used to measure health care performance in the U.S.

The Centers for Medicare and Medicaid Services has a similar set of measures, the Quality Rating System (QRS). These measure similar areas of care and are specifically for those members enrolled in marketplace health care plans.

Through the Quality Improvement Program, BCBSTX measures how we are doing against the goals we've set. The table below summarizes how we are doing on selected measures.

Care Provided to BCBSTX Members	2018 Quality Compass National Average	Blue Essentials SM HMO HEDIS Rate		Blue Advantage HMO SM QRS Rates	
		2017	2018	2017	2018
Childhood Immunization • Combination 3 Rate: 4 DTaP, 3 IPV, 1 MMR, 3 Hib, 3 Hep B, 1 VZV, 4 PCV	73%	55%	58%↑	73%	72%↓
Breast Cancer Screening	71%	61%	62%↑	57%	58%↑
Cervical Cancer Screening	74%	67%	67%	47%	47%
Colorectal Cancer Screening	61%	38%	43%↑	38%	45%↑
Appropriate Testing for Children with Pharyngitis	86%	81%	88%↑	72%	76%↑
Medication Management for People with Asthma • Total – Medication Compliance 75%	52%	43%	40%↓	48%	55%↑
Comprehensive Diabetes Care • Hemoglobin A1c (HbA1c) Testing • HbA1c Control (<8.0%) • Eye Exam (retinal or dilated exam) • Medical Attention for Nephropathy	90% 53% 52% 89%	84% 28% 21% 88%	88%↑ 22%↓ 25%↑ 88%	89% 48% 34% 89%	89% 47%↓ 29%↓ 89%
Appropriate Treatment for Children with Upper Respiratory Infection	88%	75%	81%↑	76%	77%↑
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	31%	22%	23%↑	19%	22%↑
Medication Management					
Annual Monitoring for Patients on Persistent Medications – Total	83%	85%	84%↓	86%	87%↑
Prenatal/Postpartum Care					
Prenatal and Postpartum Care • Timeliness of Prenatal Care • Postpartum Care	81% 71%	65% 32%	66%↑ 37%↑	80% 66%	89%↑ 69%↑

Results are rounded to the nearest percentage.

HEDIS is a registered trademark of NCQA.

Key improvements in 2018 are seen in both the commercial (Blue Essentials) and retail (Blue Advantage HMO) memberships for Colorectal Cancer Screening, Appropriate Testing for Children with Pharyngitis, Appropriate Treatment for Children with Upper Respiratory Infection and Timeliness of Prenatal Care and Postpartum Care. The most significant decline from last year fell under Comprehensive Diabetes Care. More specifically, in HbA1c Control in our commercial membership and Eye Exams in our retail membership.

How You Can Help

While BCBSTX provides education and resources to our members, your support in these efforts can positively impact your patient's compliance with necessary preventive care screenings and routine monitoring of chronic health conditions. An established process to identify gaps in care and dedicated outreach staff are just a couple ways you can improve your patient's health outcomes.