

**Objective:**

To ensure that QI review activities are accomplished in a standardized and uniform manner. The Health Plan Employer Data and Information Set (HEDIS) provides a standardized and uniform set of performance indicators for the health industry. HEDIS allows Tuality Health Alliance (THA) to document for purchasers its value and accountability in meeting member needs.

HEDIS is sponsored and maintained by the National Committee for Quality Assurance (NCQA), a nonprofit quality oversight organization for the managed care industry.

Participation in HEDIS is optional; employers, HCFA, and NCQA request this information. PacifiCare and Providence Health Plan also follow HEDIS guidelines for their quality improvement studies.

**Policy:**

- I. HEDIS measures a health plan's performance in eight areas:
  - Effectiveness of Care
  - Access/Availability of Care
  - Satisfaction with the Experience of Care
  - Health Plan Stability
  - Use of Services
  - Cost of Care
  - Informed Health Care Choices
  - Health Plan Descriptive Information
  
- II. The THA QI Department is responsible for the medical record audit and data collection of the following Effectiveness of Care performance measures:
  - A. Screening mammography
  - B. Cervical Cancer Screening
  - C. Childhood Immunization Status
  - D. Initiation of Prenatal Care

**Subject: HEDIS & QI Review Activity**

**Page 2 of 2**

- E. Advising Smokers to Quit
- III. The QI Department works directly with the Medical Groups. Chart abstraction is only required for those measures where there is no administrative positive information.
- IV. The Medical groups will help facilitate mutually agreeable times for the QI Department to conduct chart reviews.
- V. The QI Department will set up times for onsite reviews of medical records. QI will also run reports for Medical groups by compliance with measure and run reports on members not having evidence of receiving the exam/test.
- VI. Physicians will be notified in writing the results of these reviews. Under-utilization issues will be addressed with the physician at this time and will be tracked.

Formulated: June 1998  
Revised: July 1999  
May 2000

---

**THA Plan Director**

---

**THA Medical Director**