

Quality Improvement Program



Our Mission

At NALC Health Benefit Plan, we strive to improve the health of our members and their families. We focus on providing our members access to the highest quality of care, first-class customer service and at the same time promoting more effective and efficient utilization of resources. Each year, we measure the quality and safety of the services our members and their families receive. Our review shows us what is working well and what we must try to improve. This is our Quality Improvement Program.



NALC Health Benefit Plan



Our focus

Member Education and Wellness Programs – we offer health education and health promotion programs to our members. We review health trends to decide which programs will best meet the needs of the members.

Patient Safety – our health care partners offer the highest quality of programs, services and provider networks, and all are accredited so you know we only partner with the best. Each program is proactive, patient focused, and outcome oriented with safety and care as its primary goal. We monitor any clinical safety incidents and make improvements.

Chronic Disease Management Programs -our programs help members with chronic health conditions such as diabetes and heart disease. They help members understand their condition and the importance of following doctors' orders and look for gaps in care.

Member Satisfaction – Each year we participate in the CAHPS survey, which is a survey of a sample of Plan members to evaluate their experiences in key areas, including communication, provider and care access, claims and member experience/engagement. We use this feedback to improve our services.

Quality Service – the Plan prides itself on offering top-rated customer service. Quality is our top priority, so we review our performance and look for ways to make improvements.

What we learned

<p>CAHPS Survey results tell us more members:</p> <ul style="list-style-type: none">• were able to easily get the necessary care they needed.• were satisfied with how well their doctors communicate to them. <p>HEDIS results tell us more members:</p> <ul style="list-style-type: none">• were engaged in controlling their blood pressure. When blood pressure is controlled, the heart pumps more effectively resulting in better overall health.• maintain Good HbA1C control than ever before. Keeping the A1C under 8% helps reduce the risk for other, more serious complications related to diabetes such as poor circulation, dental conditions, heart problems and neurological disorders.• received the follow-up care they needed after an inpatient mental health stay.	<p>What measurements did we use?</p> <ul style="list-style-type: none">• CAHPS (Consumer Assessment of Healthcare Providers and Systems) is a Customer Service survey that the Plan sends out once a year to our members at random to help us assess how well we were doing as a Plan.• HEDIS (Healthcare Effectiveness Data and Information Set) is a set of standards OPM uses to gauge the quality of healthcare offered by FEHB plans.
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More NALC HBP News:

Included in our Quality Improvement Program initiatives for 2019 is an enhanced drug benefit for medication to treat hypertension, diabetes and asthma. Take a look at our 2019 brochure or call our Customer Service Representatives at 1-888-636-6252 to learn more.