



IOM Forum:
The Science of Quality
Improvement

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Aetna[®]

Approach to Quality Improvement

- § Central to Aetna's mission is improving the quality of care our member's receive and ensuring that care is delivered efficiently and effectively
- § We identify opportunities for Quality Improvement in several ways:
 - Gaps identified from internal data analysis (HEDIS results, NCQA, Provider Surveys)
 - Gaps identified from external data analysis (Disparities in breast cancer screening, health literacy)
 - Suggestions from internal and external constituents
 - Surveillance of Medical Network Trend Operating Report (Mentor)
 - Condition Analysis

Factors Influencing Implementation

- § Although we generate many interesting ideas for Quality Improvement initiatives, we must focus on projects based on:
 - Membership impact and size
 - Buy in and support from customers
 - Feasibility of implementation

Evaluation

- § Broadly, the evaluation of Aetna's Quality Improvement programs includes:
- Measuring specific clinical/quality improvement metrics for each initiative
 - Monitoring improvement in satisfaction (patient as well as provider)
 - Determining ROI
 - Efficiency

Current Quality Improvement Initiatives

QI Initiatives include:

- § Accreditation
- § HEDIS
- § Member Health Education
- § Patient Safety
- § Reducing Healthcare Disparities