

# HEDIS® 2009

A Detailed Data Set  
From the Year 2008

COMMERCIAL PRODUCT

**AvMED**  
HEALTH PLANS



**W**e are pleased to present the AvMed HEDIS® 2009 Report, a detailed data set designed to give employers and consumers an objective look at how we're keeping members well and how we're caring for members when they're sick.

The National Committee for Quality Assurance developed HEDIS (Healthcare Effectiveness Data and Information Set) as a framework for health plans to collect, analyze and report identical performance measurements each year. In fact, more than 90 percent of America's health plans utilize HEDIS to measure performance on important dimensions of care and service. Quality health care can be defined as the extent to which members get the care they need in a manner that most effectively protects or restores their health. The performance measures in HEDIS are related to many significant public health issues such as cancer, heart disease, smoking, asthma and diabetes. HEDIS allows objective assessment of a health plan's value in comparison with other health plans. HEDIS has gone a long way in showing employers how their employees will be treated in various areas of health care services. Choosing a high-quality health plan plays a significant role in determining whether employees will get high-quality care.

The scope of the NCQA HEDIS Compliance Audit includes the following domains: Effectiveness of Care; Access/Availability of Care; Satisfaction with the Experience of Care; Health Plan Stability; Use of Services; Cost of Care; and, Health Plan Descriptive Information. AvMed Health Plans has undergone a Full Audit.

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## Effectiveness of Care

### Childhood immunization status

4 DTP by 2nd birthday	89.44%
3 IPV by 2nd birthday	94.44%
1 MMR between 1st and 2nd birthday	94.17%
3 HiB by 2nd birthday	97.78%
3 HepB by 2nd birthday	95.00%
1 VZV between 1st and 2nd birthday	93.61%
4 Pneumococcal conjugate	80.56%
Combo 2 (DTP, IPV, MMR, HiB, Hep B, VZV)	82.50%
Combo 3 (All of Combo 2 plus pneumococcal conjugate)	71.67%

### Appropriate testing for children with pharyngitis

Children, ages 2-18, diagnosed with pharyngitis and on an antibiotic who received a group A strep test	78.06%
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### Appropriate treatment for children with URI

Children, ages 3 months to 18 years, with a diagnosis of upper respiratory infection who were not dispensed an antibiotic	81.64%
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### Appropriate asthma medication management

Ages 5-9	93.36%
Ages 10-17	92.74%
Ages 18-56	89.56%
Combined	90.88%

### Breast cancer screening

Women, continuously enrolled for 2 years, who have received a mammogram within a two-year period	71.38%
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### Cervical cancer screening

Women ages 21-64, continuously enrolled for three years, who have received a Pap test within a three-year period	80.21%
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### Comprehensive diabetes care

HbA1c testing	88.08%
HbA1c poor control (>9.0%)	28.47%
HbA1c control (<8.0%)	66.67%
Eye exam	41.12%
LDL-C screening	83.45%
LDL-C level <100 mg/dL	44.28%
Monitoring for diabetic nephropathy	73.58%
Blood pressure controlled <130/80 mm Hg	29.44%
Blood pressure controlled <140/90 mm Hg	57.18%

### Antidepressant medication management

Effective acute phase treatment	50.29%
Effective continuation phase treatment	37.90%

### Follow-up After Hospitalization for Mental Illness

Received follow-up within 7 days of discharge	45.62%
Received follow-up within 30 days of discharge	65.72%

### Controlling High Blood Pressure

Adults 18-85 with hypertension who controlled blood pressure to <140/90 mm HG	58.88%
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### Cholesterol management after acute cardiovascular events

LDL-C screening during the year following the event	88.54%
LDL-C level <100 mg/dL during the year following the event	56.10%

### Persistent beta blocker treatment after a heart attack

	65.15%
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### Avoidance of antibiotic treatment in adults with acute bronchitis

Adults 18-64 diagnosed with acute bronchitis who were not dispensed an antibiotic	25.70%
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### Use of spirometry testing in the assessment and diagnosis of COPD

Ages 40 and older with new diagnosis of, or newly active, COPD who received spirometry testing to confirm the diagnosis	35.99%
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### Pharmacotherapy management of COPD exacerbation

Use of systemic corticosteroid	59.31%
Use of bronchodilator	73.79%

### Disease modifying anti-rheumatic drug therapy in rheumatoid arthritis

Ages 18 and older diagnosed with rheumatoid arthritis and have a prescription for a disease modifying anti-rheumatic drug (DMARD)	80.96%
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### Use of imaging studies for low back pain

Percentage of members who were diagnosed with low back pain who did not have X-ray, MRI or CT scan	67.58%
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### Colorectal cancer screening

Ages 50-80	56.23%
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### Annual monitoring for patients on persistent medications

Ages 18 and older who have at least a 180 days supply of the medication and at least one monitoring test for the medication	
ACE inhibitors or ARBs	80.78%
Digoxin	86.99%
Diuretics	80.37%
Anti-convulsants	63.40%
TOTAL	80.41%

## Access/Availability

### Children's and adolescent's access to Primary Care Providers

12 - 24 months	97.40%
25 months - 6 years	92.65%
7 - 11 years	91.68%
12 - 19 years	85.35%

### Adults' access to preventive/ambulatory health services

Ages 20 - 44	92.90%
Ages 45 - 64	94.76%
Ages 65+	96.28%

### Prenatal and postpartum care

Timely prenatal care in first trimester	94.76%
Postpartum care between 21 and 56 days after delivery	84.72%

### Well-child visits in the first 15 months of life

Six visits or more	76.88%
Five visits	11.31%
Four visits	5.43%
Three visits	2.97%
Two visits	1.20%
One visit	.82%
No visits	1.39%

### Well-child visits in the third, fourth, fifth and sixth years of life

Percentage of children aged 3 - 6 receiving one or more visits during the year	74.59%
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### Adolescent well-care visits

Percentage of adolescents aged 12 - 21 with one or more visits during the year	43.15%
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### Call answer timeliness/abandonment

Percentage of calls that were answered by a live voice within 30 seconds	68.59%
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Percentage of calls that were abandoned by the caller before being answered by a live voice	4.90%
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## Satisfaction With the Experience of Care

The following results are from the National Committee for Quality Assurance's standardized member satisfaction survey, administered by DSS Research, an independent vendor.

### Participants responding "usually" and "always"

Doctors communicate well	94.94%
Easy to get care quickly	85.77%
Claims processing efficient	79.80%
Customer service at AvMed	86.43%
Getting needed care	86.03%

### Participants who rated AvMed 8, 9, or 10 on a 10-point scale with 10 being highest

Overall satisfaction with AvMed	76.90%
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## Health Plan Stability

### Years in business/total membership

Product/product line	years in business	members*
HMO total	35.0	233,924
Commercial	35.0	215,300
Medicare	26.0	18,624
POS total	9.0	20,099
Commercial	9.0	19,957
Medicare	4.0	142
<b>TOTAL</b>		<b>254,023</b>

\*Enrollment as of Dec. 31, 2008

## Use of Services

### Frequency of selected procedures

Procedure	Age	Sex	Number of procedures	Procedures/1,000 members
Myringotomy	0 - 4	M&F	521	40.46
	5 - 19	M&F	112	2.22
Tonsillectomy	0 - 9	M&F	199	7.22
	10 - 19	M&F	93	2.61
Dilation and Curettage	15 - 44	Female	146	2.66
	45 - 64	Female	139	3.65
Hysterectomy, abdominal	15 - 44	Female	255	4.65
	45 - 64	Female	279	7.33
	65+	Female	3	1.51
Hysterectomy, vaginal	15 - 44	Female	81	1.48
	45 - 64	Female	98	2.57
	65+	Female	4	2.02
Cholecystectomy, open	30 - 64	Male	9	0.14
	15 - 44	Female	3	0.05
	45 - 64	Female	9	0.24
	65+	Male	5	1.90
	65+	Female	1	0.50
Cholecystectomy, closed	30 - 64	Male	175	2.77
	15 - 44	Female	323	5.89
	45 - 64	Female	221	5.80
	65+	Male	18	6.84
	65+	Female	13	6.56
Back Surgery	20 - 44	Male	72	1.84
	20 - 44	Female	74	1.62
	45 - 64	Male	109	3.03
	45 - 64	Female	132	3.47
	65+	Male	21	7.98
	65+	Female	12	6.06
Angioplasty (PTCA)	45 - 64	Male	257	7.15
	45 - 64	Female	81	2.13
	65+	Male	51	19.38
	65+	Female	13	6.56
Cardiac catheterization	45 - 64	Male	450	12.52
	45 - 64	Female	311	8.17
	65+	Male	79	30.03
	65+	Female	40	20.19
Coronary Artery Bypass Graft	45 - 64	Male	70	1.95
	45 - 64	Female	20	0.53
	65+	Male	22	8.36
	65+	Female	1	.50
Prostatectomy	45 - 64	Male	96	2.67
	65+	Male	22	8.36
Mastectomy	15 - 44	Female	41	0.75
	45 - 64	Female	79	2.07
	65+	Female	0	0.00
Lumpectomy	15 - 44	Female	165	3.01
	45 - 64	Female	253	6.64
	65+	Female	13	6.56

## Use of Services

### Inpatient utilization - general hospital/acute care

Inpatient type	Age	Discharges	Discharges/ 1,000 members	Days	Days/ 1,000 members	Average length of stay
<b>Inpatient</b>						
	<1	278	110.24	1,050	416.38	3.78
	1 - 9	538	21.49	1,646	65.76	3.06
	10 - 19	710	19.90	2,549	71.44	3.59
	20 - 44	5,881	69.30	18,934	223.11	3.22
	45 - 64	6,122	82.70	26,732	361.12	4.37
	65 - 74	705	173.42	3,908	961.30	5.54
	75 - 84	143	298.49	776	1,619.76	5.43
	85+	21	307.69	127	1,860.81	6.05
Total		14,398	63.50	55,722	245.76	3.87

### Medicine

	<1	242	95.97	904	358.48	3.74
	1 - 9	457	18.26	1,349	53.89	2.95
	10 - 19	392	10.99	1,345	37.69	3.43
	20 - 44	1,731	20.40	6,063	71.44	3.50
	45 - 64	3,528	47.66	13,955	188.52	3.96
	65 - 74	395	97.16	1,999	491.72	5.06
	75 - 84	100	208.73	492	1,026.96	4.92
	85+	16	234.43	111	1,626.37	6.94
Total		6,861	30.26	26,218	115.63	3.82

### Surgery

	<1	36	14.28	146	57.90	4.06
	1 - 9	81	3.24	297	11.87	3.67
	10 - 19	210	5.89	871	24.41	4.15
	20 - 44	1,326	15.62	4,746	55.92	3.58
	45 - 64	2,554	34.50	12,674	171.21	4.96
	65 - 74	308	75.76	1,898	466.87	6.16
	75 - 84	43	89.75	284	592.80	6.60
	85+	5	73.26	16	234.43	3.20
Total		4,563	20.12	20,932	92.32	4.59

### Maternity (includes gynecology)

	10 - 19	108	3.03	333	9.33	3.08
	20 - 44	2,823	33.26	8,122	95.70	2.88
	45 - 64	41	0.55	103	1.39	2.51
Total		2,972	15.27	8,558	43.98	2.88

## Use of Services

### Ambulatory care: excludes mental health and chemical dependency

Age	Outpatient visits		Emergency room visits		Ambulatory surgery/ procedures		Observation room stays resulting in discharge	
	Visits	Visits/ 1,000 members	Visits	Visits/ 1,000 members	Procedures	Procedures/ 1,000 members	Stays	Stays/ 1,000 members
<1	29,767	11,804.10	1,278	506.79	173	68.60	37	14.67
1 - 9	101,191	4,042.57	7,130	284.84	1,060	42.35	108	4.31
10 - 19	83,460	2,338.99	7,160	200.66	1,107	31.02	164	4.60
20 - 44	277,448	3,269.28	21,871	257.71	9,056	106.71	1,261	14.86
45 - 64	391,763	5,292.34	14,676	198.26	18,572	250.89	1,584	21.40
65 - 74	31,292	7,697.28	832	204.66	1,674	411.77	118	29.03
75 - 84	5,484	11,446.86	190	396.59	267	557.31	20	41.75
85+	747	10,945.05	29	424.91	31	454.21	3	43.96
Unknown	1		0		0		0	
Total	921,153	4,062.64	53,166	234.48	31,940	140.87	3,295	14.53

### Inpatient utilization - Non-acute care (Skilled Nursing Facility)

Age	Discharges	Discharges/ 1,000 members	Days	Days/ 1,000 members	Average length of stay
<1	0	0.00	0	0.00	NA
1 - 9	0	0.00	0	0.00	NA
10 - 19	6	0.17	119	3.34	19.83
20 - 44	34	0.40	402	4.74	11.82
45 - 64	179	2.42	2,292	30.96	12.80
65 - 74	43	10.58	849	208.84	19.74
75 - 84	26	54.27	805	1,680.29	30.96
85+	2	29.30	107	1,567.77	53.50
Total	290	1.28	4,574	20.17	15.77

### Outpatient drug utilization

Age	Total cost of prescriptions	Average cost of prescriptions per member/month	Total number of prescriptions	Average number of prescriptions per member/year
0 - 9	\$5,835,810.30	\$18.31	89,145	3.36
10 - 19	\$6,323,512.34	\$19.38	65,380	2.40
18 - 34	\$14,617,272.49	\$25.25	229,761	4.76
35 - 49	\$46,674,699.25	\$60.86	609,733	9.54
50 - 64	\$74,380,533.82	\$128.01	1,036,079	21.40
65 - 74	\$8,655,841.35	\$183.11	126,437	32.10
75 - 84	\$1,122,170.67	\$200.17	17,586	37.64
85+	\$107,121.32	\$133.07	1,826	27.22
Total	\$157,716,961.54	\$60.07	2,175,947	9.94

## Plan Description

### Member enrollment by age and sex

Age	Male	Female	Total
<1	1,342	1,180	2,522
1 - 4	5,346	5,010	10,355
5 - 9	7,654	7,023	14,676
10 - 14	8,739	8,249	16,989
15 - 17	5,734	5,565	11,300
18 - 19	3,713	3,680	7,394
<b>0 - 19 Subtotal</b>	<b>32,528</b>	<b>30,707</b>	<b>63,235</b>
<b>0 - 19 Subtotal %</b>	<b>29.48%</b>	<b>26.38%</b>	<b>27.89%</b>
20 - 24	6,373	7,230	13,603
25 - 29	5,599	7,197	12,796
30 - 34	7,145	8,822	15,967
35 - 39	9,484	10,798	20,282
40 - 44	10,625	11,592	22,217
<b>20 - 44 Subtotal</b>	<b>39,226</b>	<b>45,639</b>	<b>84,865</b>
<b>20 - 44 Subtotal %</b>	<b>35.55%</b>	<b>39.21%</b>	<b>37.43%</b>
45 - 49	11,272	12,306	23,579
50 - 54	10,191	11,057	21,248
55 - 59	8,392	8,841	17,233
60 - 64	6,086	5,879	11,965
<b>45 - 64 Subtotal</b>	<b>35,942</b>	<b>38,083</b>	<b>74,025</b>
<b>45 - 64 Subtotal %</b>	<b>32.58%</b>	<b>32.71%</b>	<b>32.65%</b>
65 - 69	1,775	1,321	3,096
70 - 74	583	386	969
75 - 79	174	145	319
80 - 84	70	90	160
85 - 89	23	33	56
>=90	7	6	13
<b>&gt;=65 Subtotal</b>	<b>2,631</b>	<b>1,982</b>	<b>4,613</b>
<b>&gt;=65 Subtotal %</b>	<b>2.38%</b>	<b>1.70%</b>	<b>2.03%</b>
<b>Total</b>	<b>110,327</b>	<b>116,410</b>	<b>226,738</b>

### Physicians - Board certification and residency completion

Type of practice	Number of physicians in each practice area	Board certification number	Board certification percent
Family Medicine	1,602	1,179	73.60%
Internal Medicine	1,946	1,404	72.15%
OB/GYN	865	542	62.66%
Pediatricians	1,371	1,082	78.92%
Geriatricians	17	12	70.59%
Other specialists	7,659	6,075	79.32%





2009

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