



2011

**HEDIS<sup>®</sup> 2011**  
A Detailed Data Set  
From the Year 2010

**COMMERCIAL PRODUCT**

**AvMED**  
**HEALTH PLANS**

**W**e are pleased to present the AvMed HEDIS® 2011 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 DTap by 2nd birthday	86.86%
3 IPV by 2nd birthday	92.21%
1 MMR between 1st and 2nd birthday	93.19%
3 HiB by 2nd birthday	98.05%
2 Hep A by 2nd birthday	32.60%
3 HepB by 2nd birthday	95.38%
2 or 3 Rotavirus by 2nd birthday	52.55%
2 Influenza by 2nd birthday	33.82%
1 VZV between 1st and 2nd birthday	93.92%
4 Pneumococcal conjugate	82.24%
Combo 2 (DTaP, IPV, MMR, HiB, Hep B, VZV)	80.78%
Combo 3 (All of Combo 2 plus pneumococcal conjugate)	72.75%

### Immunizations for Adolescents

Meningococcal between 11th and 13th birthday	54.77%
Tdap/TD between 10th and 13th birthday	79.95%
Combo 1 (Meningococcal & Tdap/TD)	51.34%

### Appropriate testing for children with pharyngitis

Children, ages 2-18, diagnosed with pharyngitis and on an antibiotic who received a group A strep test	82.35%
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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	86.80%
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### Appropriate asthma medication management

Ages 5-11	94.90%
Ages 12-50	91.99%
Combined	92.87%

### Adult BMI Assessment

Adults 18 - 74 who had their body mass index (BMI) documented during an outpatient visit	25.55%
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### Breast cancer screening

Women, continuously enrolled for 2 years, who have received a mammogram within a two-year period	72.13%
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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	79.45%
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### Comprehensive diabetes care

HbA1c testing	83.94%
HbA1c poor control (>9.0%)	31.14%
HbA1c control (<8.0%)	58.88%
Eye exam	42.82%
LDL-C screening	84.67%
LDL-C level <100 mg/dL	48.18%
Monitoring for diabetic nephropathy	78.35%
Blood pressure controlled <140/80 mm Hg	29.44%
Blood pressure controlled <140/90 mm Hg	48.18%

### Antidepressant medication management

Effective acute phase treatment	61.44%
Effective continuation phase treatment	46.92%

### Follow-up After Hospitalization for Mental Illness

Received follow-up within 7 days of discharge	36.89%
Received follow-up within 30 days of discharge	61.84%

### Controlling High Blood Pressure

Adults 18-85 with hypertension who controlled blood pressure to <140/90 mm HG	56.46%
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### Cholesterol management after acute cardiovascular events

LDL-C screening during the year following the event	90.12%
LDL-C level <100 mg/dL during the year following the event	49.63%

### Persistent beta blocker treatment after a heart attack

	76.85%
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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	28.43%
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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	41.49%
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### Pharmacotherapy management of COPD exacerbation

Use of systemic corticosteroid	67.23%
Use of bronchodilator	77.31%

### 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)	80.14%
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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	66.32%
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### Colorectal cancer screening

Ages 50-75	63.02%
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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	80.87%
Digoxin	83.33%
Diuretics	80.33%
Anti-convulsants	56.67%
<b>TOTAL</b>	<b>80.34%</b>

## Access/Availability

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

12 - 24 months	98.10%
25 months - 6 years	93.70%
7 - 11 years	93.05%
12 - 19 years	88.36%

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

Ages 20 - 44	93.10%
Ages 45 - 64	95.68%
Ages 65+	97.06%

### Prenatal and postpartum care

Timely prenatal care in first trimester	90.39%
Postpartum care between 21 and 56 days after delivery	83.84%

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

Six visits or more	77.48%
Five visits	11.34%
Four visits	5.67%
Three visits	2.15%
Two visits	1.21%
One visit	.94%
No visits	1.21%

### 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	75.52%
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### Adolescent well-care visits

Percentage of adolescents aged 12 - 21 with one or more visits during the year	44.03%
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### Call answer timeliness/abandonment

Percentage of calls that were answered by a live voice within 30 seconds	51.89%
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Percentage of calls that were abandoned by the caller before being answered by a live voice	10.42%
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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	91.28%
Easy to get care quickly	85.53%
Claims processing efficient	85.32%
Customer service at AvMed	89.38%
Getting needed care	86.94%

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

Overall satisfaction with AvMed	72.35%
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## Health Plan Stability

### Total membership

Product/product line	members*
HMO total	280,980
Commercial	257,373
Medicare	23,607
POS total	33,867
Commercial	33,867
Medicare	0

**TOTAL** 314,847

\*Enrollment as of Dec. 31, 2010

## Use of Services

### Frequency of selected procedures

Procedure	Age	Sex	Number of procedures	Procedures/1,000 members
Tonsillectomy	0 - 9	M&F	254	8.10
	10 - 19	M&F	104	2.55
Hysterectomy, abdominal	15 - 44	Female	265	3.85
	45 - 64	Female	313	6.19
	65+	Female	9	3.39
Hysterectomy, vaginal	15 - 44	Female	156	2.27
	45 - 64	Female	192	3.80
	65+	Female	7	2.63
Cholecystectomy, open	30 - 64	Male	19	0.24
	15 - 44	Female	11	0.16
	45 - 64	Female	16	0.32
	65+	Male	1	0.30
	65+	Female	0	0.00
Cholecystectomy, closed (Laparoscopic)	30 - 64	Male	230	2.86
	15 - 44	Female	390	5.67
	45 - 64	Female	318	6.29
	65+	Male	15	4.44
	65+	Female	15	5.65
Back Surgery	20 - 44	Male	83	1.65
	20 - 44	Female	84	1.44
	45 - 64	Male	166	3.52
	45 - 64	Female	190	3.76
	65+	Male	20	5.92
	65+	Female	25	9.41
PCI	45 - 64	Male	345	7.31
	45 - 64	Female	110	2.18
	65+	Male	60	17.77
	65+	Female	21	7.90
Cardiac catheterization	45 - 64	Male	541	11.46
	45 - 64	Female	331	6.55
	65+	Male	82	24.29
	65+	Female	46	17.31
Coronary Artery Bypass Graft	45 - 64	Male	67	1.42
	45 - 64	Female	16	0.32
	65+	Male	8	2.37
	65+	Female	5	1.88
Prostatectomy	45 - 64	Male	130	2.75
	65+	Male	33	9.77
Mastectomy	15 - 44	Female	42	0.61
	45 - 64	Female	105	2.08
	65+	Female	8	3.01
Lumpectomy	15 - 44	Female	175	2.55
	45 - 64	Female	294	5.82
	65+	Female	11	4.14
Bariatric Weight Loss Surgery	0-19	M&F	1	0.01
	20-44	M&F	141	1.30
	45-64	M&F	104	1.06
	65+	M&F	2	0.33

## 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
Inpatient	<1	291	103.78	1,191	424.75	4.09
	1 - 9	590	20.66	1,974	69.12	3.35
	10 - 19	806	19.77	2,764	67.79	3.43
	20 - 44	7,123	65.69	23,038	212.45	3.23
	45 - 64	7,569	77.43	31,619	323.45	4.18
	65 - 74	771	144.42	3,633	680.53	4.71
	75 - 84	161	272.00	791	1,336.34	4.91
	85+	55	536.59	324	3,160.98	5.89
<b>Total</b>		<b>17,366</b>	<b>61.07</b>	<b>65,334</b>	<b>229.76</b>	<b>3.76</b>

### Medicine

	<1	262	93.44	878	313.12	3.35
	1 - 9	491	17.19	1,438	50.35	2.93
	10 - 19	491	12.04	1,642	40.27	3.34
	20 - 44	2,152	19.85	7,677	70.80	3.57
	45 - 64	4,343	44.43	16,540	169.20	3.81
	65 - 74	454	85.04	1,971	369.20	4.34
	75 - 84	100	168.94	412	696.04	4.12
	85+	41	400.00	234	2,282.93	5.71
<b>Total</b>		<b>8,334</b>	<b>29.31</b>	<b>30,792</b>	<b>108.28</b>	<b>3.69</b>

### Surgery

	<1	29	10.34	313	111.63	10.79
	1 - 9	99	3.47	536	18.17	5.41
	10 - 19	214	5.25	776	19.03	3.63
	20 - 44	1,559	14.38	5,501	50.73	3.53
	45 - 64	3,184	32.57	14,965	153.09	4.70
	65 - 74	317	59.38	1,662	311.32	5.24
	75 - 84	61	103.06	379	640.29	6.21
	85+	14	136.59	90	878.05	6.43
<b>Total</b>		<b>5,477</b>	<b>19.26</b>	<b>24,222</b>	<b>85.18</b>	<b>4.42</b>

## Use of Services

### Inpatient utilization - general hospital/acute care (cont.)

Inpatient type	Age	Discharges	Discharges/ 1,000 members	Days	Days/ 1,000 members	Average length of stay
<b>Maternity (includes gynecology)</b>						
	10 - 19	101	2.48	346	8.49	3.43
	20 - 44	3,411	31.46	9,857	90.90	2.89
	45 - 64	42	.43	114	1.17	2.71
<b>Total</b>		<b>3,554</b>	<b>14.39</b>	<b>10,317</b>	<b>41.77</b>	<b>2.90</b>

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

Age	Outpatient visits procedures		Emergency room visits resulting in discharge	
	Visits	Visits/ 1,000 members	Visits	Visits/ 1,000 members
<1	32,710	11,665.48	1,359	484.66
1 - 9	123,179	4,313.23	8,569	300.05
10 - 19	101,837	2,497.55	8,333	204.37
20 - 44	351,942	3,245.56	28,669	264.38
45 - 64	516,159	5,280.12	19,834	202.89
65 - 74	40,664	7,617.12	987	184.88
75 - 84	6,565	11,091.09	177	299.03
85+	1,178	11,492.68	58	565.85
<b>Total</b>	<b>1,174,234</b>	<b>4,129.35</b>	<b>67,986</b>	<b>239.08</b>

## Plan Description

### Member enrollment by age and sex

Age	Male	Female	Total
<1	1,443	1,361	2,804
1 - 4	6,160	5,849	12,009
5 - 9	8,539	8,011	16,550
10 - 14	10,009	9,519	19,528
15 - 17	6,435	6,271	12,706
18 - 19	4,282	4,259	8,541
<b>0 - 19 Subtotal</b>	<b>36,867</b>	<b>35,270</b>	<b>72,137</b>
<b>0 - 19 Subtotal %</b>	<b>26.78%</b>	<b>24.04%</b>	<b>25.37%</b>
20 - 24	9,143	9,937	19,081
25 - 29	7,836	9,991	17,827
30 - 34	9,130	11,328	20,458
35 - 39	11,401	12,957	24,358
40 - 44	12,703	14,011	26,714
<b>20 - 44 Subtotal</b>	<b>50,214</b>	<b>58,224</b>	<b>108,438</b>
<b>20 - 44 Subtotal %</b>	<b>36.48%</b>	<b>39.69%</b>	<b>38.13%</b>
45 - 49	14,315	15,567	29,882
50 - 54	13,436	14,417	27,853
55 - 59	11,118	12,054	23,172
60 - 64	8,332	8,516	16,848
<b>45 - 64 Subtotal</b>	<b>47,202</b>	<b>50,554</b>	<b>97,755</b>
<b>45 - 64 Subtotal %</b>	<b>34.29%</b>	<b>34.46%</b>	<b>34.38%</b>
65 - 69	2,249	1,789	4,038
70 - 74	753	547	1,300
75 - 79	240	180	420
80 - 84	88	84	172
85 - 89	39	43	82
>=90	7	13	20
<b>&gt;=65 Subtotal</b>	<b>3,376</b>	<b>2,657</b>	<b>6,033</b>
<b>&gt;=65 Subtotal %</b>	<b>2.45%</b>	<b>1.81%</b>	<b>2.12%</b>
<b>Total</b>	<b>137,659</b>	<b>146,704</b>	<b>284,363</b>



2011

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