



Valley Health Plan - Quality & Strategic Improvement Program Updates

The VHP Quality & Strategic Improvement mission is to support the well-being of our members through a commitment to accessible, high-quality, equitable health services and community-focused, local care. Our focus is to improve every aspect of quality within the Valley Health Plan delivery system. Our team monitors and evaluates the activities in hospitals, primary care offices, and anywhere our members receive care. In addition, we also improve, create, and provide quality services and systems internally at Valley Health Plan.

In 2020, our quality activities were focused on member safety, access and availability, health equity, population health, preventive services, and member experience.

Highlights of the 2020 VHP quality activities included:

- Identifying and planning interventions to address health disparities
- Tracking and improving performance for Healthcare Effectiveness Data and Information Set (HEDIS) measures
- Ongoing operation of the hospital quality performance program
- Maintenance and preparation for health plan accreditation, regulatory, and compliance oversight
- Supported the County of Santa Clara's response to COVID-19, including member outreach and education

Highlights of the quality activities for 2021 include:

- Ongoing and increased participation with industry collaborative partners
- Strategic planning for our new primary care value-based payment program
- Developing population health and health equity programs and initiatives
- Capacity building for programs that will result in improvement in quality of clinical care and outcomes, member experience, and provider satisfaction
- Continued maintenance and preparation for health plan accreditation, regulatory, and compliance oversight

We are excited and committed to continue the advancement of our work with our provider community, enrolled membership, and industry partners to improve the quality of care for our membership.

