

Valley Health Plan Member/Provider Updates

Valley Health Plan Quality Management & 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.

VHP Quality Activities

Highlights for 2023:

- Executed planned interventions to address health disparities within the Hispanic diabetic population.
- Tracked and improved performance for Healthcare Effectiveness Data and Information Set (HEDIS) measures through analyzing and improving data capture.
- Planned and coordinated with new vendors such as EPIC and Optum to improve VHP's systems and workflows.
- Maintained AAAHC accreditation and Covered California product line deliverables.
- Pursuing NCQA Health Equity and Health Plan accreditation for all product lines.
- Expansion and updates to VHP's Risk Management Department.
- Improvements and updates to VHP's Potential Quality Issues program.

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 members.