

**Health Education and Cultural & Linguistic
Group Needs Assessment (GNA) 2012 Annual Update**

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New Programs and Resources

List the new programs and services your plan introduced since the full GNA report which are designed to address health education gaps, improve health outcomes and/or address health disparities.

1. New health education programs and resources:

PHC continues to provide health education resources to members in the health plan's newsletter. Preventive health articles includes: childhood obesity, diabetes and physical activity.

2. New quality improvement programs and resources:

PHC chose to focus on Well Child Visits (W34) for the internal quality improvement project (IQIP). The IQIP have been submitted to MRMIB and HSAG in the summer of 2012 and is pending approval.

3. New Cultural and Linguistic programs and resources:

There are no new C&L programs or resources. PHC continues to educate members on its "free" interpreter services, and health education resources in threshold languages.

Addressing New Program Needs

4. Briefly describe any new program needs identified since the full GNA report and how those needs will be addressed. (Total description should not exceed 250 words)

Due to continuous enrollment requirements, PHC was only able to report a small composite of measures for HEDIS[®] 2012. 2012 was the first year PHC reported HEDIS[®] for HFP, so we have no trended data. We did compare our rates to NCQA's HEDIS[®] 2011 Medicaid Means, Percentiles, & Ratios for the following measures; CAP, AWC, W34. Analysis of the data showed that we had limited opportunities for improvement for CAP, but AWC and W34 fall far below the 90th percentile. PHC chose to focus on W34 for our internal quality improvement project (IQIP).