



Aetna Better Health of Kansas

Quality Update 2020



Quality Improvement Initiatives

Aetna Better Health works to improve in our members' health.

Our focus is on:

- Encouraging members to see their PCP for non-urgent care, rather than using the ER.
- Helping pregnant women see a doctor sooner in their pregnancy
- Helping children stay healthy by seeing their doctor routinely
- Encouraging teens to get their HPV shots
- Encouraging all members to get their Flu shot
- Linking members with food insecurity to resources



Member Experience with Behavioral Health Services

Our members are happy with our providers.

SENSITIVITY

My behavioral health care provider is sensitive to who I am

95% - Child

90% - Adult

RESPECT

My behavioral health care provider treats me with respect

99% - Child

91% Adult

GOOD LISTENER

My behavioral health care provider listens to me and understands what I say

94% - Child

86% - Adult

EASY TO UNDERSTAND

My behavioral health care provider explains things in a way that I understand

95% - Child

89% - Adult

Results from the 2019 Behavioral Health Member Experience Survey

Provider Experience Survey

Exchange of Information

Aetna Better Health works with our doctors to improve sharing of information.

Good communication leads to better care.

A survey of our doctors pointed out areas where we can help with better sharing.

Results from the 2019 Provider Experience Survey

90%

Providers receive feedback from specialists regarding their patients' care

77%

Providers receive feedback from specialists regarding patients in their care at a routine frequency

73%

Providers routinely receive feedback from BH clinicians regarding patients in their care

59%

Providers routinely receive feedback from BH clinicians regarding patients in their care at a routine frequency