

# Quality Improvement Program

## UnitedHealthcare Community Plan, Nebraska Evaluation Summary

UnitedHealthcare Community Plan (UHCCP) Nebraska (NE) annually completes an evaluation of the Quality Improvement (QI) Program to assess the overall effectiveness of the organization's QI processes for its Medicaid product. The evaluation process includes a review of all aspects of the QI Program, emphasizing demonstrated improvements in the quality and safety of care and quality of service provided to members as well as opportunities for improvement. For all goals that are not met, a root cause or barrier analysis is conducted, to identify the underlying reason. This information is utilized to determine changes or restructuring of the QI Program as necessary. The annual evaluation includes:

- An assessment of how the year's goals and objectives were met
- A summary of QI activities
- The impact of the QI process on improving the quality and safety of clinical care and service provided to members
- An overview of potential and actual barriers to achieving goals

If you would like to receive a copy of the Quality Improvement Plan Evaluation, please call Member Services at 1-800-641-1902, TTY 711.

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ATENCIÓN: Si habla español, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.