

2021 Quality Improvement program overview

Monitoring and improving clinical performance and service measures

UnitedHealthcare maintains a Quality Improvement (QI) program to improve our members' and providers' health care experience. We monitored all aspects of quality, including but not limited to Healthcare Effectiveness Data and Information Set (HEDIS®), Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and STAR ratings. Results on key commercial clinical performance measures are in the table below.

| Measure | UHC national mean | | | Trend | QC percentile |
|---|-------------------|-------|-------|--------------|---------------|
| | 2019 | 2020 | 2021 | Point change | |
| Vaccinations for adults ages 18–64 | 48.68 | 51.90 | 52.50 | .6 | 10th |
| Use of opioids from multiple providers* | 1.87 | 1.5 | 1.0 | -.05 | 33rd |
| Acute hospital utilization–total acute* | 1.09 | 1.08 | .93 | -.15 | 33rd |

Percentage of plans by STAR rating in 2021



* Indicates inverse measures where lower scores represent better performance.