

2022 Quality Improvement program results

Monitoring and improving clinical performance and service measures

Our Quality Improvement (QI) program provides information on all areas of quality. We receive data from all different sources, including: Healthcare Effectiveness Data and Information Set (HEDIS®), Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and National Committee for Quality Assurance (NCQA) Star Ratings.

Our 2022 results on key clinical performance measures are in the following table. This information comes from our reported HEDIS results as compared to the NCQA Quality Compass® program.

Measure	UnitedHealthcare national mean			Trend	Quality Compass percentile
	2020	2021	2022	Point change	
Adult Immunization Status (AIS-E)	51.90	52.55	50.28	-2.27	10th
Use of Opioids From Multiple Providers (UOP)*	1.5	1.0	.90	-.11	33rd
Acute Hospitalization Utilization (AHU)*	1.08	.93	.91	-.02	67th

*Indicates inverse measures where lower scores represent better performance.

NCQA uses a 1-5 scale Star Rating system, with 5 being the highest score. The following table shows the percentage of UnitedHealthcare commercial plans that ranked into each Star Rating category.

