



CARE1ST HEALTH PLAN COLLABORATIVE EFFORT TO INCREASE HEALTH SCREENINGS

Collaborative Partners: Quality Improvement and Health Education staff from three Medi-Cal Managed Care Plan Partners in Los Angeles County. The Plans involved were Community Health Plan, L.A. Care Health Plan and Care1st Health Plan

GOAL

- Create preventive health guidelines that are easy to read and promote action.

OBJECTIVES

- Include members in the process of developing guidelines
- Develop easy to understand preventive health guidelines
- Increase the number of health plan members who get preventive health screenings

PROJECT DESCRIPTION

Managed Medi-Cal health plans are required to send preventive health guidelines to members annually. Despite the expense and time spent updating these guidelines, many members still do not get

the recommended exams, immunizations and tests. Some studies suggest there are disparities across ethnic groups in health seeking behaviors. Blacks and Hispanics lag behind non-Hispanic Whites. Three Managed Medi-Cal Health Plans are hoping to reduce these disparities by revising these guidelines to make them easier to understand with the hope of increasing the number of members who get the recommended services.

PROGRAM STEPS

- ▶ Conduct Focus Groups with Health Plan Members to get feedback on prior versions of preventive health guidelines
- ▶ Make changes based on feedback.
- ▶ Collaborative group review and revise further
- ▶ Additional Health Plan Members review revised guidelines.
- ▶ Revise based on feedback.
- ▶ Send to vendor to translate into Spanish.
- ▶ Have vendor translated version reviewed by people who represent the target population
- ▶ Print guidelines and send to members in both English and Spanish.

CHALLENGES

- ✓ Some immunizations and tests are difficult to explain in simple language
- ✓ Hard to layout the guidelines in an easy to read format
- ✓ Difficult to meet DHCS Readability and Suitability Checklist

OUTCOME DESIRED

Increase in adults and children getting the recommended screenings.

