

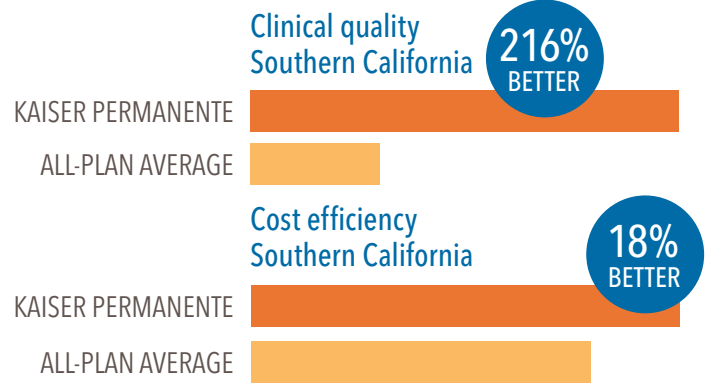
# Consistently recognized in California for top-quality care and coverage

Work with a partner that values excellence, your employees, and your bottom line



## Superior quality and cost efficiency

In a comparison of major health plans in California, the national consulting firm Aon Hewitt reported for the eighth year in a row that we **consistently outperform other plans in clinical quality** – scoring 175% better than the all-plan average in Northern California and 216% better than the all-plan average in Southern California. We're also the most cost efficient – scoring 21% better than the all-plan average in Northern California and 18% better than the all-plan average in Southern California.<sup>1</sup>



## Among the highest-rated health plans in California – 2 years in a row

Of the 22 health plans in California reviewed by the National Committee for Quality Assurance (NCQA), our Northern and Southern California plans were **2 of the highest-rated commercial plans** for the second year in a row.<sup>2</sup>

## Leading California in 38 effectiveness-of-care measures

In 2016, Kaiser Permanente led California as the **top performer in 38 HEDIS® (Healthcare Effectiveness Data and Information Set) effectiveness-of-care measures** – the most of any health plan.<sup>3</sup> The measures include:

- Care for cardiovascular and respiratory conditions
- Comprehensive diabetes care
- Maternal care
- Medication management
- Prevention and screening
- Smoking cessation



**Top performer in 38 HEDIS effectiveness-of-care measures**



## Recognized for heart, stroke, and diabetes care

As of April 2016, **all 341 California physicians honored in the NCQA's Heart/Stroke Recognition Program were Kaiser Permanente doctors.** And 99% of all California physicians honored in the NCQA's Diabetes Recognition Program were Kaiser Permanente doctors (1,547 out of 1,557).<sup>4</sup> The programs spotlight doctors who provide high-quality care to patients with diabetes or cardiovascular disease or who are recovering from stroke.

## Ranked highest in customer loyalty – 6 years in a row

For the sixth year in a row, Kaiser Permanente ranked **highest in customer loyalty** among health insurance providers based on the 2016 Satmetrix® Consumer Net Promoter Score® Benchmark Study. Our score of 43 is more than double the industry average. Surveyed members said they appreciate our service features and the feeling that Kaiser Permanente acts in their personal best interest.<sup>5</sup>



**➤ To learn more, go to [account.kp.org](http://account.kp.org) or contact your account manager.**

<sup>1</sup>Aon Hewitt Health Value Initiative™ benchmarking study – Kaiser Foundation Health Plan, Inc., Aon Hewitt, 2008–2016. 2016 results based on 2015 performance year. Plans with absent clinical quality scores are included when calculating the averages. To get a copy of the Aon Hewitt Health Value Initiative report for your region, contact your account manager.

<sup>2</sup>NCQA's *Private Health Insurance Plan Ratings 2016–2017*, National Committee for Quality Assurance, 2016; Kaiser Foundation Health Plan, Inc., of Northern California – HMO (rated 5 out of 5), Kaiser Foundation Health Plan, Inc., of Southern California – HMO (rated 4.5 out of 5); NCQA's *Private Health Insurance Plan Ratings 2015–2016*, National Committee for Quality Assurance, 2015.

<sup>3</sup>Kaiser Permanente 2016 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2016 and is used with the permission of NCQA. Quality Compass 2016 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

<sup>4</sup>Clinician Recognition Directory, National Committee for Quality Assurance, [recognition.ncqa.org](http://recognition.ncqa.org), accessed April 12, 2016.

<sup>5</sup>"Nordstrom, Samsung, USAA, Cricket, Kaiser Permanente, and Walmart Pharmacy Lead Their Sectors in 2016 Net Promoter® Benchmarks from Satmetrix," Satmetrix press release, June 28, 2016. NPS, Net Promoter, and Net Promoter Score are registered trademarks of Satmetrix Systems, Inc., Bain & Company, and Fred Reichheld. Visit [satmetrix.com/nps-benchmarks/](http://satmetrix.com/nps-benchmarks/).

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