

Finding Quality Healthcare

When you are making choices about something as important as your health, quality is a key. Here is some information from the Agency for Healthcare Research and Quality (AHRQ) on ways to check on quality when you are making decisions about your healthcare.

Report Cards

Reports cards and other quality reports include consumer ratings, clinical performance measures or both. These reports help you select the right treatment and the right health care provider based on what is most important to you. APWU Health Plan has a quality report on hospitals—our online Hospital Quality Guide, where you can compare hospitals in your area, or anywhere in the country, for quality and patient safety. The Hospital Quality Guide is available at www.apwuhp.com, on our PPO Directory page—look for the ✓ icon at the top of the page.

Accreditation

Accreditation is another way you can find out about quality. It is a “seal of approval” that is given by a private, independent group. Healthcare organizations, such as hospitals, must meet national standards, including clinical performance measures, in order to be accredited. The Joint Commission on Accreditation of Healthcare Organization (JCAHO) prepares performance reports on each hospital it surveys. You can find accreditation reports at www.jcaho.org/quality+check/index.htm. Accreditation for APWU Health Plan’s Preferred Provider Organizations and Precertification partners are listed on the front page of the Health Plan’s 2006 Brochure.

Consumer Ratings

Consumer ratings tell you what other people think about their healthcare. Some consumer ratings focus on health plans. For example, a survey called CAHPS asks people about the quality of care in their own health plans. The Member Satisfaction Survey that is conducted every year for APWU Health Plan under the direction of the Office of Personnel Management (OPM) is a CAHPS survey. APWU Health Plan is consistently rated as one of the top health plans for member satisfaction in the Federal Employees Health Benefits (FEHB) Program.