

Healthcare Quality Measures

Business Challenge

Our client is a large publicly operated health plan, working closely with its network of delivery systems to improve the quality of healthcare provided. Our client engaged its county-operated delivery system to improve certain Healthcare Effectiveness Data and Information Set (HEDIS) scores. Kenny & Company was engaged to facilitate the improvement efforts, arbitrate cross-organizational barriers to progress and provide insight on the flow of quality data within and between organizations.

The key issues that faced our client were:

- Ineffective coordination across many departments at both organizations on streamlining quality improvement efforts
- Lack of alignment on the quality measures to target
- Confusion over how the data that determines quality was transmitted and received between the two organizations

Client & Engagement Quick Facts

- Largest publicly operated health plan in the United States, working with the largest Department of Public Health in California
- Over 10 administrative departments across the two organizations involved in quality improvement efforts for 23 free standing and hospital-based ambulatory clinics
- Emphasis was placed on quality measures affecting the member auto-assignment algorithm

Our Solution

We engaged with the cross-organization quality improvement team and identified several barriers to progress. We proceeded with issue remediation, meeting with individuals then sub teams to eliminate barriers. We developed a process map to chart the flow of quality data between the organizations to identify then resolve failure points and to communicate data pathways to those involved with the quality improvement effort. We performed data analytics to identify clinic locations and teams where quality interventions would be most impactful.

Business Benefits

Our client improved its HEDIS scores during the engagement. In addition, our client has an effective clinical quality improvement process and toolset with one of their key delivery systems, to serve as a template with other systems.

About Us

Kenny & Company is a management consulting firm offering Strategy, Operations and Technology services to our clients.

We exist because we love to do the work. After management consulting for 20+ years at some of the largest consulting companies globally, our partners realized that when it comes to consulting, bigger doesn't always mean better.

Instead, we've created a place where our ideas and opinions are grounded in experience, analysis and facts, leading to real problem solving and real solutions – a truly collaborative experience with our clients making their business our business.

We focus on getting the work done and prefer to let our work speak for itself. When we do speak, we don't talk about ourselves, but rather about what we do for our clients. We're proud of the strong character our entire team brings, the high intensity in which we thrive, and above all, doing great work.

Who We Are

Partner Led

Our Partners are personally committed to our clients and lead every engagement.

Experience, Perspective and Passion

We average over 20 years in professional services and bring tailored approaches to every client engagement.

Focused, Collaborative, High-Impact

We work side-by-side with our clients in highly focused teams to solve complex business problems.

Client First

Our highest priority is our client's professional and personal success. We believe clients should expect more.

Guarantee Our Work

We guarantee our clients complete satisfaction every engagement every time.

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