

experience

SHARP

Sharp Health Plan Shines as the Highest Member-Rated Health Plan in California

As the highest member-rated health plan in California among reporting health plans since 2015, Sharp Health Plan has consistently achieved top decile performance in the Consumer Assessment of Healthcare Providers and Systems (CAHPS) health plan survey.

Since its launch in 1997, this annual survey has become the national standard for reporting on consumers' experiences with their health plans.

"Our focus is on exceeding our members' expectations regarding their health care, coverage and service needs — all at prices they can afford," says Melissa Hayden Cook, president and chief executive officer of Sharp Health Plan. "This enables us to deliver the personalized Sharp Experience that San Diegans have grown to expect from Sharp."

Every year, the CAHPS survey aids consumers in assessing their health plan's performance. Health plans then use the survey results to identify their strengths, as well as target areas for improvement.

This past year, Sharp Health Plan drew the highest member ratings in the categories of health care, personal doctor, specialist, getting care quickly and customer service among reporting California health plans.

What allows Sharp Health Plan to raise the bar in high-quality, cost-effective care is its high level of integration with the Sharp HealthCare delivery system. By going above and beyond in partnering with Sharp-affiliated doctors, hospitals

and other providers, Sharp Health Plan is able to help improve members' quality of care.

"You have to keep improving," says Cary B. Shames, DO, chief medical officer of Sharp Health Plan. "We use the results of surveys and quality measures to improve the care we're providing."

By gathering key demographic and clinical data about members, Sharp Health Plan can understand members' needs better, and the social factors that impact members' ability to improve their health care. Members are segmented into different health status categories, for example, those who are healthy or at-risk. With guidance from member data, interventions such as health coaching sessions can be delivered to target groups who are likely to benefit from them. This approach is called population health management, and it is how health plans can be more proactive in keeping people healthy.

"Health care is a puzzle. There's not one piece that makes you the best," explains Dr. Shames. "It's having all these different pieces that we put together to be able to manage our population, so our members can become and stay as healthy as possible. And we continue to work on it, because it's a never-ending process." 

Photo: Kaveri Fields



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