

# Identify Operational Inefficiencies to Guide Improvements

Help staff overcome evolving healthcare challenges by ensuring teams have the right tools to conduct engagement, analyze data and maintain compliance. Use this checklist to evaluate how well teams can manage day-to-day roadblocks and identify opportunities to work more efficiently.



## Member Engagement

Organize teams to achieve engagement targets by measuring the effectiveness of your engagement strategies and identifying opportunities to improve processes. Can teams...

- Coordinate all outreach from an integrated engagement platform?
- View past and current campaigns to know what messages members have received?
- Easily personalize outreach based on member data and preferences?
- Filter outreach lists to quickly launch targeted campaigns while minimizing manual processes and administrative costs?
- Align engagement strategies with quality, risk, health equity and compliance goals?
- Reduce reliance on costly, non-digital outreach by transitioning members to digital-first outreach?
- Improve patient-provider relationships to increase Annual Wellness Visits while lowering claims costs?
- Continuously engage members at the right time in the right way to improve member satisfaction, experiences and retention?

## Data Processes

Review your data management solutions to determine the best ways to support teams with high-quality data, fewer manual tasks and more efficient processes. Can teams...

- Consolidate data from across departments and third-party vendors?
- Access the same data in a centralized platform?
- View member data in longitudinal member records?
- Quickly answer their biggest questions with targeted surveys?
- Drill down into member records and view recent member activity?
- Fill data gaps with automated surveys?
- Monitor continuous data feeds with dynamic and regularly update dashboards?
- Access to a high-level view of contract-level performance?
- Track rewards activity at a population- and member-level?
- Measure the effectiveness of strategies to determine return-on-investment and cost-savings?

## Regulatory and Compliance

Evaluate your team's ability to react to new healthcare regulations while maximizing plan performance and avoiding bringing on additional staff. Can teams...

- Access insights from subject matter experts with first-hand health plan experience with state and federal regulations?
- Conduct surveys and screenings that comply with CMS and NCQA standards to advance health equity?
- Maintain member privacy with encrypted files and a HITRUST-certified platform?
- Access comprehensive risk adjustment data to support HCC coding reports?
- Quickly create CMS-compliant outreach materials and streamline review processes?

## Check Off Every Box with QRM®

With Quality Relationship Management™ (QRM®), health plan staff can work from a centralized control tower that unifies outreach, data and goals to address industry challenges. QRM enables teams to work harmoniously together to reach performance targets while improving staff satisfaction, retention and efficiency.

- Coordinate teams with an integrated engagement platform to reduce duplicative work, lower administrative costs and optimize outreach processes.
- Consolidate plan and member data into regularly updated dashboards to eliminate manual data aggregation and lag time between collection and analysis.
- Automate routine processes with data-driven solutions that reduce the need for additional staff and point solutions.
- Partner with regulatory experts, content strategists and behavioral scientists to stay ahead of evolving industry requirements.

**Partner with Healthmine to  
improve operational efficiency  
and team coordination.**

### CONTACT

✉ [solutions@healthmine.com](mailto:solutions@healthmine.com)  
☎ 469.300.6231