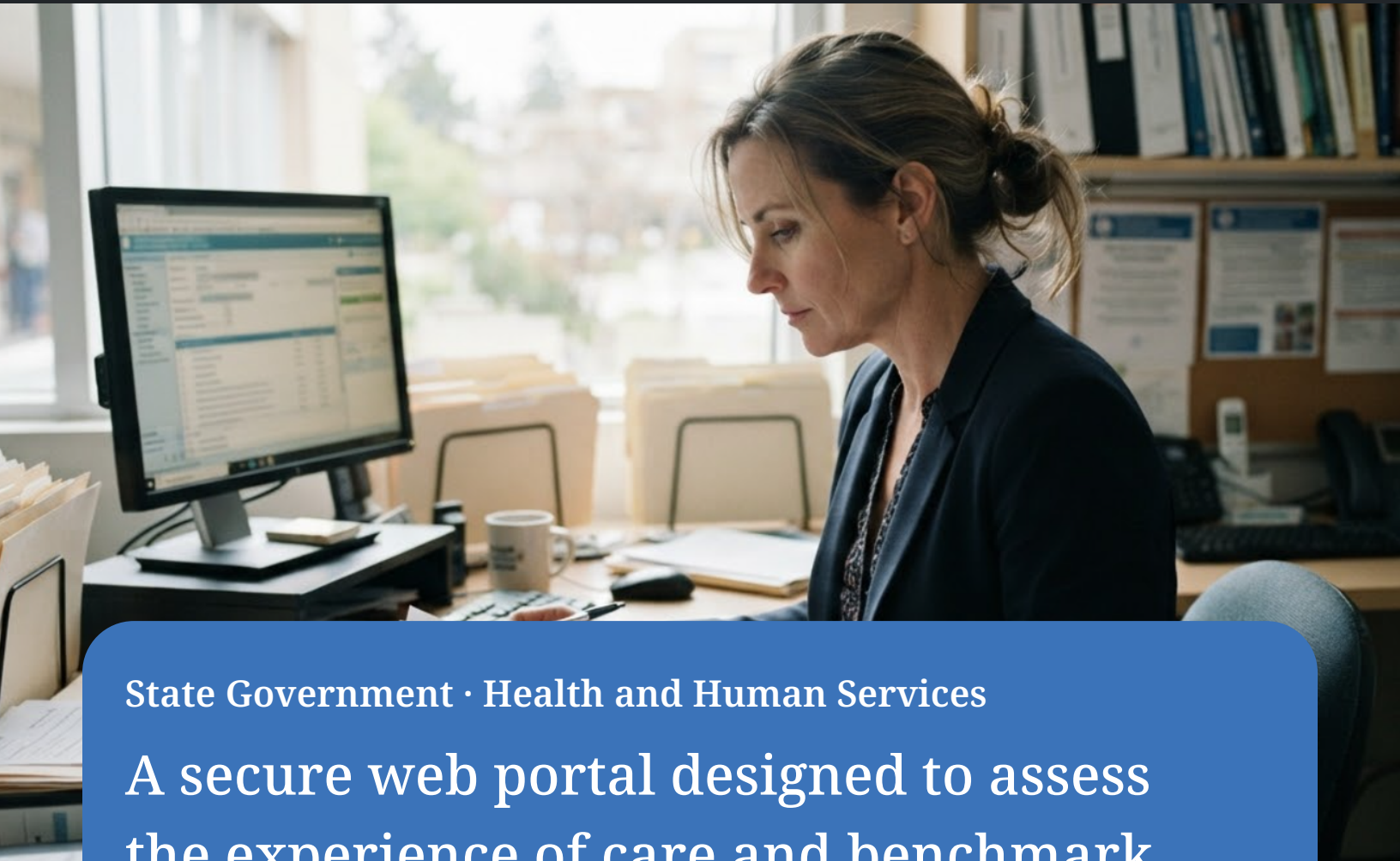




State Government · Health and Human Services

A secure web portal designed to assess the experience of care and benchmark health plan performance against statewide standards

Intuceo built a secure web portal for a state Health and Human Services agency to assess the effectiveness of care patients receive, evaluate caregiver performance across different health plans against statewide standards, and report Agency for Healthcare Research and Quality (AHRQ) measures over time in support of healthcare research, quality, and patient safety.

Sector

State Government,
Health and Human
Services

Focus

Experience of care
assessment

Interface

Secure web
portal

Reporting

AHRQ measures
against national
standards

Client Overview

The client is a state Health and Human Services agency accountable for care quality and patient safety across health plans

The client is a state Health and Human Services agency responsible for the care patients receive under a range of health plans. Part of its remit is holding caregivers to statewide standards and procedures and improving healthcare services and patient safety across the state.

The Challenge

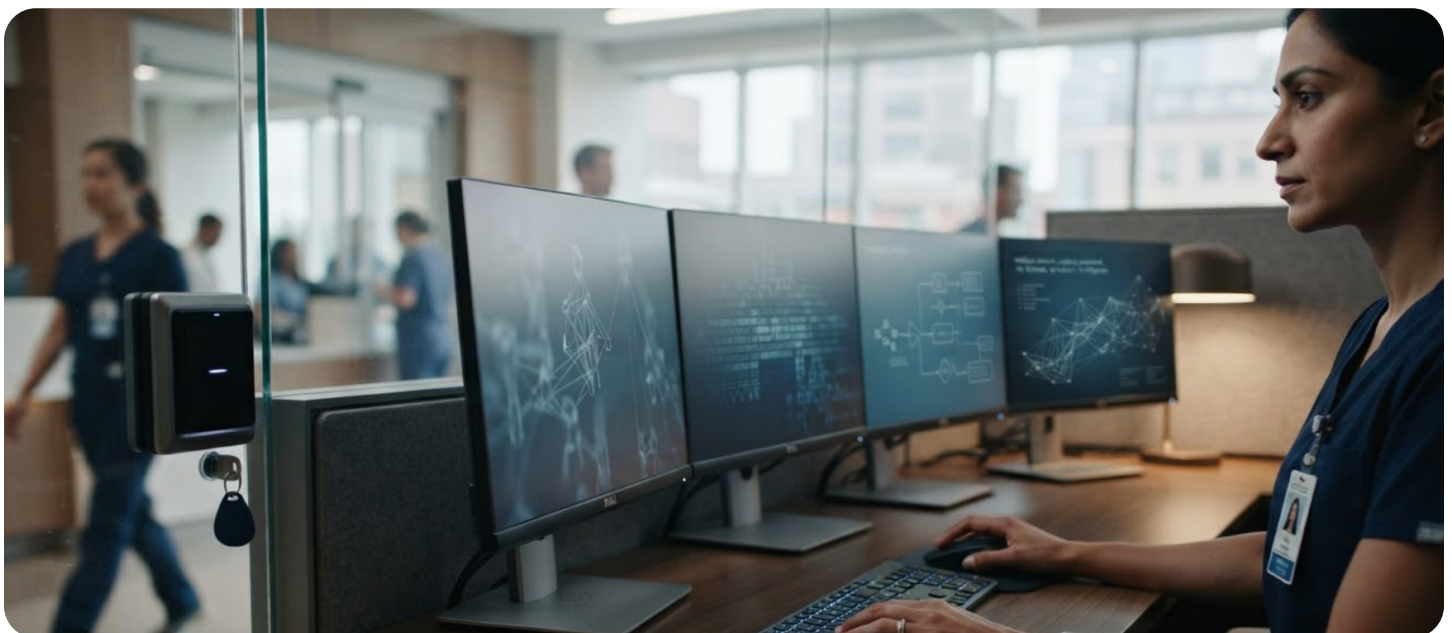
Comparing care experience and health plan performance across the state needs measured, benchmarked data in one secure place

To assess the effectiveness of care and hold caregivers accountable, the agency needs to gather experience-of-care information, translate it into measures, and compare those measures across health plans and service locations against statewide and national standards. Doing that securely, consistently, and over a span of years is difficult without a single place to collect survey information and report results.

The Solution

Intuceo built a secure web portal that assesses care effectiveness and benchmarks performance against standards

Intuceo delivered a secure web portal for the state Health and Human Services agency, organized to assess care, evaluate health plan performance, and report recognized measures over time.



- **A secure web portal to assess care effectiveness.**
The agency uses the portal to assess the effectiveness of care being provided to patients.

- **Caregiver and health plan performance evaluation.**
The information is used to evaluate caregivers under different health plans against statewide standards and procedures.

- **Support for healthcare services and patient safety.**
The portal is used to improve state-level healthcare services along with patient safety.

- **AHRQ measure reporting over time.**
Reporting AHRQ measures over the years supports improvements in healthcare research and quality.

- **Measures benchmarked at plan and location level.**
Measures are calculated at Health Plan and Service Location level and plotted against national standards and procedures.



Technology

The portal moves from secure collection through recognized measures to benchmarked reporting



Interface

Secure web portal for the state agency



Assessment levels

AHRQ measures, reported over multiple years

Measures calculated at Health Plan and Service Location level



Benchmarks

Statewide standards and procedures

National standards and procedures



Outcomes

What the state Health and Human Services agency now has in place after the engagement

- A secure web portal the agency uses to assess the effectiveness of care being provided to patients.
- Caregiver performance across health plans evaluated against statewide standards and procedures.
- AHRQ measures reported over multiple years, supporting healthcare research and quality.
- Measures calculated at Health Plan and Service Location level and benchmarked against national standards and procedures.
- Support for improving state-level healthcare services and patient safety.

Set the Standard for Care Quality and Accountability

Transform raw patient experience data into actionable, benchmarked insights. Drive systemic improvement across health plans, track performance over time, and ensure compliance without sacrificing security.

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