2026 Quality Improvement (QI) Work Plan Summary

The 2026 QI Work Plan explains how Point32Health will work during 2026 to make health care better, safer, and easier for members.

The organization will:

- Check how well members are getting the care they need.
- Improve customer service and member satisfaction.
- Make sure members can find doctors, specialists, and behavioral health providers when they need them.
- Reduce health disparities and help people from different backgrounds get the care and support they need.
- Review complaints, appeals, phone calls, emails, and websites to make sure members receive accurate information and good service.
- Track quality measures and use data to find areas that need improvement.

Products:

- Harvard Pilgrim Health Care Commercial
- Tufts Health Together
- Tufts Health RITogether
- Tufts Health One Care
- Tufts Medicare Preferred
- Tufts Health Plan Senior Care Options

Key Improvement Projects

Helping Members After Hospital Stays

Several projects focus on helping members get follow-up care after leaving the hospital to prevent readmissions and improve recovery. Activities include member outreach, care navigation, education, medication reviews, and scheduling follow-up appointments.

Behavioral Health Care

Projects aim to help members receive timely behavioral health services after hospital visits and connect them to the support they need. Strategies include working with behavioral health facilities, nurse liaison programs, care managers, and follow-up outreach.

Pregnancy and Postpartum Care

Projects focus on helping new mothers attend postpartum visits, improving depression screening after pregnancy, connecting members with care management programs, and reducing pregnancy-related complications.

Depression Screening

Several provider groups are working to improve depression screening by using standardized screening tools and improving follow-up care when members screen positive for depression.

Diabetes Care

Integrated care management programs will focus on improving diabetic eye exams and kidney health monitoring for members with diabetes.

Senior Care (SCO)

Projects for Senior Care Options (SCO) members focus on reducing hospital readmissions, improving medication reconciliation, increasing use of remote monitoring, and helping members transition safely after hospital stays.

Health Equity and Cultural Competence

The CLAS program will focus on collecting race, ethnicity, language, disability, sexual orientation, and gender identity data, providing cultural competency training, and reducing differences in health outcomes among member groups.

Network Access

The organization will assess whether there are enough primary care, specialty care, and behavioral health providers and whether members can get appointments when needed.

Overall Summary

In 2026, Point32Health will focus on helping people stay healthy, improving care after hospital visits, supporting behavioral health, improving maternity care, managing chronic conditions like diabetes, reducing health disparities, and making it easier for members to get the care and services they need.