

## QM Program Workplan (Appendix)

### Section 1: Tracking and Reporting

QI activities and Objectives for Improving	Performance Area	Owner/Lead	Start Date	Completion date	
Quality of Service	Practitioner and Service Availability *	Donald Reuss Provider Network Operations Senior Director	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Service	Access to Appointments*	Karla Mensah Member Services Senior Director	7/1/2019	6/30/2020	Performance Monitoring In Progress
Member's Experience	Member Experience	Kate Glance Performance Reporting Supervisor	7/1/2019	6/30/2020	Performance Monitoring In Progress
Member's Experience	Member Experience with UM Process	Craig Martin Chief Medical Officer	7/1/2019	6/30/2020	Performance Monitoring In Progress
Member's Experience	Member Experience and Feedback with Complex Case Management	Judith Kirkman Senior Director of Care Management Strategy	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Clinical Care	Effectiveness of Complex Care Management*	Judith Kirkman Senior Director of Care Management Strategy	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Clinical Care	Adherence to Clinical Practice Guidelines	Craig Martin Chief Medical Officer	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Clinical Care	Coordination of Care Across Behavioral Health Service Continuum	Sara Wilson Senior Director of Care Management	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Service	Collaboration of Behavioral Health and Medical Care	Judith Kirkman Senior Director of Care Management Strategy	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Service	Cultural competency and access to care for underserved groups	Donald Reuss Provider Network Operations Senior Director	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Clinical Care	Initiation and engagement with MHSU Treatment*	Craig Martin Chief Medical Officer	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Service	Integrated care and access to primary care (continuity of care, per DMA/DMH)	Judith Kirkman Senior Director of Care Management Strategy	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Clinical Care	Use of state facilities and local hospitals*	Craig Martin Chief Medical Officer	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Clinical Care	Use of emergency and crisis services and hospital ED's*	Craig Martin Chief Medical Officer	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Clinical Care	Service patterns and costs for high cost / high risk individuals	Craig Martin Chief Medical Officer	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Clinical Care	Use of evidence-based practices	Craig Martin Chief Medical Officer	7/1/2019	6/30/2020	Performance Monitoring In Progress

Quality of Clinical Care	Member outcomes	Alison McCall Site Review Specialist	7/1/2019	6/30/2020	Performance Monitoring In Progress
Member's Experience	Grievance response and resolution	Samantha French Resolution Team Supervisor	7/1/2019	6/30/2020	Performance Monitoring In Progress
Member's Experience	Trends and patterns in grievances	Samantha French Resolution Team Supervisor	7/1/2019	6/30/2020	Performance Monitoring In Progress
Safety of Clinical Care	Trends and patterns in incidents*	Stephanie Hilbert Incident Report Team Supervisor	7/1/2019	6/30/2020	Performance Monitoring In Progress
Safety of Clinical Care	Incident response and reporting*	Stephanie Hilbert Incident Report Team Supervisor	7/1/2019	6/30/2020	Performance Monitoring In Progress
Member's Experience	Trends in denials and appeals	Steve Puckett Member Appeals Director	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Service	Provider compliance with State Rules	Lisa Besses Contract Performance Director	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Service	Provider compliance with LME/MCO contractual requirements	Lisa Besses Contract Performance Director	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Service	Prevention, detection, and remediation of fraud, waste, and abuse	Brande Lamb Special Investigation Director	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Service	Adequacy of LME/MCO supports for providers	Donald Reuss Provider Network Operations Senior Director	7/1/2019	6/30/2020	Performance Monitoring In Progress
Member's Experience	Conduct of calls	Karla Mensah Member Services Senior Director	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Service	Service authorization processes	Craig Martin Chief Medical Officer	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Service	Credentialing and recredentialing of Providers	Andrew D'Onofrio Provider Operation Director	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Service	Adherence and Consistency in UM Process/Decisions	Craig Martin Chief Medical Officer	7/1/2019	6/30/2020	Performance Monitoring In Progress
Quality of Service	QI Program Evaluation	Steven Kozicki Quality Improvement Manager	7/1/2019	6/30/2020	Performance Monitoring In Progress

## Section 2: Quality Improvement

Program Goals/Objectives Improvement Activity Title	Quantifiable Measures	Standard (Goal or Benchmark)	Data source	Start Date	Phase	Expected End Date	Lead/Owner
-----------------------------------------------------	-----------------------	------------------------------	-------------	------------	-------	-------------------	------------

Increase Rate of Routine Care within 14 days of Call for Service	Outcome/Primary: Rate of Routine Calls receiving a service within 14 days	75%	Outpatient Claims, Call Log, Slot scheduler	3/20/2019	Planning	12/31/2019	Karla Mensah
	Process/Predictive: Rate of individuals who receive a service within 14 days of being released from prison	50%	Outpatient Claims, Call Log, Slot scheduler	3/20/2019	Planning	12/31/2019	Karla Mensah
Increase Follow up Rate after ADATC Discharge	Outcome/Primary 1: For all non-Medicaid discharges from substance use inpatient services, increase the 1-7-day follow-up rate Outcome/Primary 2: For all non-Medicaid discharges from ADACT, increase the 1-7-day follow-up rate	Primary 1: 40% Primary 2: 40%	Inpatient and Outpatient Claims, Call Logs, Care Coordination Electronic Health Record	2/4/2019	Implementation (Do)	12/31/2019	Donald Reuss
	Process/Predictive 2: For those discharged from ADATC and enrolled in the ADATC VIP program, increase the follow-up after discharge rate Process/Predictive 2: For those discharged and opted-in for Care Coordination, increase the follow-up after discharge rate	Predictive 1: 50% Predictive 2: 50%	Inpatient and Outpatient Claims, Call Logs, Care Coordination Electronic Health Record	2/4/2019	Implementation (Do)	12/31/2019	Donald Reuss
Increase PN Housing Used By TCLI	Outcome/Primary: # TCLI housed per month	10	TCLI Database, CLIVE Housing Report & Housing Supports TCLI Reports	10/19/2018	Monitoring (Study/Check)	10/31/2019	Kelsie Clark
	Process/Predictive: # PN housing units used by TCLI per month	4	TCLI Database, CLIVE Housing Report & Housing Supports TCLI Reports	10/19/2018	Monitoring (Study/Check)	10/31/2019	Kelsie Clark
Increase Rate of Innovations	Outcome/Primary: Rate of incident reports submitted timely	85%	IRIS	2/4/2019	Implementation (Do)	10/1/2019	Stephanie Hilbert

Incident Report Timely Filing	Process/Predictive: Rate of learned incidents reported and submitted timely on weekends	25%	IRIS	2/4/2019	Implementation (Do)	10/1/2019	Stephanie Hilbert
Community- Based Crisis Management	Outcome/Primary: Rate of crisis service utilization		Inpatient and Outpatient Claims		Planning	6/30/2020	Steven Kozicki
	Process/Predictive: Rate of community-based crisis alternative service utilization		Inpatient and Outpatient Claims		Planning	6/30/2020	Steven Kozicki