

2016 Cenpatico QI Work Plan

Category	Goal	Objectives	Measurement/Target	Target Completion Date	Owner	Status
QI Documentation						
	Ensure all QI Program guidance documents and work plans are current and approved.	Review and Update QI Program Description Annually	Annual approval by the Cenpatico QIC and Board of Directors.	03/01/16	Mari Bilderback	Scheduled
	Evaluation of Program	Evaluate QI Plan Annually	Annual approval by the Cenpatico QIC and Board of Directors.	03/01/16	Mari Bilderback	Scheduled
	Revise and document annual QI performance measurements goals.	Update QI Work Plan	Annual approval by the Cenpatico QIC and Board of Directors.	03/01/16	Mari Bilderback	Scheduled
	Policies & Procedures	Develop, review and revise QI Policies and Procedures monthly.	100% Compliance with health plan/corporate audits pertaining to QI policies and procedures.	Monthly	Mari Bilderback	Ongoing
	Establish Clinical Practice Guidelines	Develop CPGs bi-annually	QIC approval of CPGs	Bi-annually; no later than October, 2016	Mari Bilderback	2Q 2016
QI Communication						
	Ensure that all QI Program activities and initiatives are communicated to members.	Post 2015 QI Program Summary to Cenpatico member website.	N/A	03/01/16	Mari Bilderback	Scheduled
	Ensure that all QI Program activities and initiatives are communicated to providers.	Post 2015 QI Program Summary to Cenpatico provider website.	N/A	03/01/16	Mari Bilderback	Scheduled
	Ensure provider access to current CPGs.	Post updated CPGs to provider website. Mail hard copies when requested.	CPGs are posted to provider website.	2Q 2016	Mari Bilderback	Scheduled
QI Monitoring Activities						
	Monitor all providers against Quality Monitoring Standards.	Review of provider complaint, QOC concern, CI and CAPs against established thresh holds.	> one member complaint, > five QOC complaints that are leveled at a 1 or 2, >0 QOC complaints' that are leveled at a 4 or 5, > one critical incident, has an active corrective action plan.	Data collection monthly. Report to Cred Committee monthly. Annual analysis completed by 12/31/16.	James George	Ongoing
	Complete annual Treatment Record Reviews.	Review provider treatment records for completeness and accuracy in IN, MA and LA.	Records will be in 85% compliance with treatment record review standards.	Annually. Completion date 12/31/16.	Royace Gibson	Ongoing

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	Provide accurate, reliable and actionable reports to market customers.	Create comprehensive, cross functional reports based on quantifiable, valid measures for decision making.	NA	Quarterly	Mari Bilderback	Ongoing
	Monitor BH HEDIS measures for all markets and coordinate with Cenpatico Clinical and Health Plan staff to assist with performance improvement.	Review HEDIS for delegated BH measures and shared measures on a monthly basis. Identify and communicate trends to stakeholders as needed. Assist with performance improvement design.	HEDIS 75th percentile, unless otherwise specified.	Monthly, Quarterly and Annually	Tyre Nelson/ Ed Millard	Ongoing
Member & Provider Input into QI Program						
	Ensure timely and viable response to member and provider complaints.	Acknowledge member and provider complaints within 5 days of receipt of complaint except where market contractual requirements are more strict.	# of complaints acknowledged timely/total number of complaints received. Target: 100%	Ongoing Data Collection. Interim monitoring/analyses reported quarterly. Annual evaluation due 01/31/16.	James George/ Amy Patterson	Ongoing
	Ensure timely and viable response to member and provider complaints.	Resolve member and provider complaints within 30 days of receipt of complaint except where market contractual requirements are more strict.	# of complaints resolved timely/total number of complaints received. Target: 100%	Ongoing Data Collection. Interim monitoring/analyses reported quarterly. Annual evaluation due 01/31/16.	James George/ Amy Patterson	Ongoing
	Report trends in member and provider complaints for system and individual improvement opportunities.	Analyze tracked and trended complaint data monthly and quarterly. Report to QIC at least bi-annually. Post trends to QI SharePoint site for business leaders monthly.	NA	Monthly, Quarterly and Bi-annually	Amy Patterson	Ongoing

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	Report trends in QOC concerns and CIs for system and individual improvement opportunities.	Analyze tracked and trended aggregate QOC/CI data quarterly and report to QIC and Cred Committee.	NA	Continuous Data Collection. Interim monitoring and analysis conducted quarterly. Annual analysis completed 01/31/16.	James George	Ongoing
	Complete member and provider satisfaction surveys.	Use trends in survey responses to identify areas for system improvement.	Total number of positive responses/total number of responses. Target: 80% satisfaction rate.	09/01/16	Tyre Nelson/ Amy Patterson	Kick off for 2015 surveys: April, 2015. Survey administration: May-July, 2015. Annual reporting: September, 2016
PERFORMANCE MEASURES						
Access						
	Assess provider appointment availability to ensure member access to care.	Complete urgent appointment availability surveys for all markets monthly.	Number of positive responses for urgent appointment availability/number of providers surveyed. Target: 90%	Quarterly	Tyre Nelson/ Amy Patterson	Ongoing
	Assess provider appointment availability to ensure member access to care.	Complete routine appointment availability surveys for all markets monthly.	Number of positive responses for routine appointment availability/number of providers surveyed. Target: 90%	Monthly	Tyre Nelson/ Amy Patterson	Ongoing
	Assess Access to Cenpatico Call Center	Abandonment Rate is below 7%	Number of calls abandoned/total number of calls. Target: < 5%	Monthly and Quarterly	Agnes Ponce	Ongoing
	Assess Access to Cenpatico Call Center	Ensure timely answer to member and provider calls (average speed of answer).	Time for calls answered/total number of calls. Target: < 30 seconds	Monthly and Quarterly	Agnes Ponce	Ongoing
	Assess Access to Cenpatico Call Center	Ensure all call center statistics result in an overall high service level.	Total of all service level measures/total number of all calls. Target: > 90%	Monthly and Quarterly	Agnes Ponce	Ongoing
	Assess Access to Cenpatico Call Center	Ensure all call center statistics result in an overall high service level (average hold time).	Average hold time performance target: > 2 minutes	Monthly and Quarterly	Agnes Ponce	Ongoing

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	Assess Access to Cenpatico Network Providers and Practitioners	Ensure members have easy access to all provider and practitioner types based on geographic accessibility.	Geo Access Analysis of proximity to providers/practitioners. Target: $\geq 95\%$	Quarterly and Annually	Kelley Grayson	Ongoing
	Assess Access to Cenpatico Network Providers and Practitioners	Ensure sufficient numbers of providers and practitioners are available to Cenpatico members.	Geo Access Analysis of member to provider/practitioner ratios. Target: 1 provider/practitioner to every 2000 members.	Annually	Kelley Grayson	Ongoing
	Ensure members have access to Urgent Appointment Availability	All markets should meet or exceed the target rate for access to urgent care appointments.	Target for access to Urgent Appointment Availability should reach 90%	Quarterly and Annually	Mari Bilderback	Ongoing
Clinical Care Coordination						
	Ensure members receive timely follow up care after a hospitalization (FUH).	Increase the rate of members receiving outpatient follow up care after a hospitalization within 30 days of discharge.	HEDIS 75th percentile	Monthly, Quarterly and Annually	Lanette Allendorf	Ongoing
	Ensure members receive appropriate medication management for a new diagnosis of depression (AMM).	Increase the rate of members attending medication management appointments for depression management.	HEDIS 75th percentile	12/31/16	Lanette Allendorf	Ongoing
	Ensure members receive appropriate medication management for a new diagnosis of attention deficit disorder/hyperactivity disorder.	Increase the rate of members attending medication management appointment for ADHD management.	HEDIS 75th percentile	12/31/16	Lanette Allendorf	Ongoing
	Ensure Initiation and Engagement of Alcohol and Other Drug Dependent members in Treatment (IET).	Increase the percentage of members who initiate treatment through an inpatient AOD admission, outpatient visit, intensive outpatient encounter or partial hospitalization within 14 days of the diagnosis and the percentage of members and whom have two or more additional AOD services within 30 days of the initiation visit.	HEDIS 75th percentile	12/31/16	Lanette Allendorf/ Rachel Blaising	Ongoing

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	Ensure member adherence to Antipsychotic Medications for individuals With Schizophrenia (SAA) Ages 19-64	Increase the number of members diagnosed with schizophrenia who were dispensed and remain on an antipsychotic medication for at least 80 percent of their treatment period.	HEDIS 75th percentile	12/31/16	Rachel Blaising	Ongoing
	Ensure members are notified and transitioned timely to new providers upon termination of a provider from the network.	Complete member continuity of care notification process 30 days before the provider terminates from the network.	100% of active members will be notified 30 days before a provider terminates from the network and offered a new provider.	12/31/16	Amy Patterson	Ongoing
Screening						
	Ensure Members with Bipolar Disorder and Schizophrenia on Antipsychotics are screened for diabetes (SSD).	To coordinate healthcare needs with primary care.	HEDIS 75th percentile (TBD)	Monthly	Lanette Allendorf	Ongoing
	Increase use of the PHQ-9 Depression Screening Tool.	To ensure providers and practitioners are utilizing industry best practices in the care of members with depression.	5% increase over baseline	12/31/16	Lanette Allendorf/ Rachel Blaising	Ongoing
	Engage pregnant and delivered women at risk for depression in health care services.	Increase the successful outreach rate for members at medium/high risk for depression.	Total number of medium/high risk screens with successful outreach/total number of responses. Target: 75% successful outreach.	12/31/16	Lanette Allendorf/ Rachel Blaising	Ongoing
	Engage pregnant and newly delivered women at risk for depression in health care services.	Improve turnaround time from receipt of screen to trigger to clinical team for outreach.	≤ 2 business days per screen	12/31/16	Lanette Allendorf/ Rachel Blaising	Ongoing
	Engage pregnant and newly delivered women at risk for depression in health care services.	Improve turnaround time from receipt of completed screen to first outreach to member	≤ 5 business days per screen	12/31/16	Lanette Allendorf/ Rachel Blaising	Ongoing
	Obtain practitioner input on Cenpatico Screening Programs	Ensure applicability and viability of screening programs in the service community.	QIC review and approval	Annually; August, 2016	Tyre Nelson	Annually
Case Management						
	Notify primary behavioral health providers and PCPs when members are discharged from inpatient care.	To ensure continuity and coordination of care.	65% of all discharge assessments are communicated to PCPs and primary BH providers.	Monthly	Lanette Allendorf	Ongoing

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	Reduce readmissions to inpatient care at 30 and 90 days.	To ensure members are connected to outpatient services in a timely fashion following discharge.	3.5% at 30 days, 11.8% at 90 days	Monthly	Lanette Allendorf	Ongoing
	Improve member engagement in Cenpatico CM Program	To ensure members receive assistance in managing care transitions and obtain needed resources to improve self care.	10% increase in member CM engagement rates.	12/31/16	Lanette Allendorf	Ongoing
	Decrease Inpatient Readmission Rates at 30 and 90 Days for Members Engaged in CM services.	To ensure members receive care in their community of choice and receive services in the most appropriate, least restrictive setting.	5% decrease in 30 and 90 day readmission rates	12/31/16	Lanette Allendorf	Ongoing
	Reduce Service Costs for Members Engaged in CM Services.	To ensure case management services are effective and efficient.	5% decrease in total care costs	12/31/16	Lanette Allendorf	Ongoing
Provider Data Management						
	Ensure timely review and approval of credentialing provider and	Improve processing time of initial credentialing applications.	≤ 30 days	12/31/16	Irene Armendariz	Ongoing
	Ensure timely review and approval of recredentialing of providers and	Improve processing time of recredentialing applications.	< 2 years in Florida; 3 years in all other markets (36 months).	12/31/16	Irene Armendariz	Ongoing
	Ensure timely processing of provider and practitioner credentialing and recredentialing files.	Improve credentialing staff production.	≥ 20 complete and clean applications per staff member, per week	12/31/16	Irene Armendariz	
BSO						
	Increase auto-adjudication rates.	Meet or exceed auto-adjudication rate.	>85%	12/31/16	Jason McBride	
	Process claims within contractual TAT.	Process claims within 30 days or less.	> 90%	12/31/16	Jason McBride	
Utilization Management						
	IP Authorization TAT	Meet UM Timeliness IP for all Products	100%	12/31/16	Lanette Allendorf	
	OP Authorization TAT	Meet UM Timeliness OP for all Products	100%	12/31/16	Lanette Allendorf	