

Medicare Advantage Quality Improvement Project Reporting Template

Instructions:

Beginning January 1, 2006, Medicare Advantage Organizations (MAOs) are required to initiate one self-selected Quality Improvement project per year and to submit reports on these projects in advance of the MAO's routine CMS Audit. This reporting process replaces the submission of information via the web-based HPMS QAPI module. This reporting template must be used to submit information required by CMS in order to evaluate Medicare Advantage Quality Improvement projects.

- MAOs should submit a report for each project initiated since their last routine CMS audit, beginning with 2006.
- Provide information for all items under Parts A through I using as much space as is necessary to provide detailed information.
- MAOs may submit additional supporting documentation along with the information in the reporting template.
- Questions about QI project reporting can be submitted to Shaheen Halim, Ph.D. at: QIP-CCIP@cms.hhs.gov or 410-786-0641.

A. Medicare Advantage Organization Information

1. Medicare Advantage Organization Name:
2. Medicare Advantage Contract Number:
3. State:
4. CMS Regional Office:
5. Contact information for person responsible for completion of this report:

_____	_____	_____
Last name	First name	Middle Initial

Title		

_____	_____	_____
Phone	Fax	Email

B. QI Project General Information

1. Title of Quality Improvement Project
2. Date of project initiation
3. Date of project completion or expected project completion

Medicare Advantage Quality Improvement Project Reporting Template

OMB #0938 - Pending Approval.

This form is currently available for informational purposes. Use of this form is not required until OMB approval is obtained. This form is subject to change.

4. Indicate whether the project was initiated in order to participate in a local, regional or national quality improvement collaborative or incentive program (if yes, describe the larger program and its goals):

5 . Project Focus Area Type *[Select all that apply]*

Clinical Focus Area (i.e.: prevention of acute/chronic conditions, treatment or care of acute/chronic conditions, high-volume services, high-risk services, continuity/coordination of care).

Non-Clinical Focus Area (i.e.: Availability, Accessibility, Cultural Competency of Services, Complaints, Grievances, Appeals).

6. Aspect of Clinical Care Related to Focus Area *[Select all that apply and briefly describe each]*

- Prevalence of a clinical condition (specify data source(s) and analysis used to determine)
- Performance against a guideline (acceptable sources recognized by industry)
- Enrollee identified need
- Enrollee demographic characteristics
- Identified special health risks in population (e.g.: asbestosis, sickle cell anemia)
- Consumer interest/advocacy
- Significant variation in practice compared against standardized measures
- High-volume service/procedure
- High-risk service/procedure
- Other aspect of clinical care
- Not Applicable

7. Aspect of Non-Clinical Services *[Select all that apply and briefly describe each]*

- Customer satisfaction (complaints, grievances, appeals)
- Disparities identified for vulnerable population(s)
- Over- or under-utilization adversely impacting health outcomes
- Patterns of referrals
- Timeliness of care
- Access - Availability of service
- Access - Language
- Organizational support for culturally & linguistically appropriate services
- Other aspect of non-clinical service
- Not Applicable

8. Describe the target population for this QI project. State the criteria for inclusion and any exclusion criteria for this target population:

C. Relevance of QI project topic to Medicare population

1. Provide an explanation of why this QI project topic is relevant to your MA organization's Medicare population. Describe the information used in making this determination i.e.: literature reviewed, comparisons with other Medicare Advantage Organizations, cost analyses, adverse events, HEDIS data, enrollee survey data, provider survey data, or external reviewer information.

Medicare Advantage Quality Improvement Project Reporting Template
OMB #0938 - Pending Approval.

This form is currently available for informational purposes. Use of this form is not required until OMB approval is obtained. This form is subject to change.

2. Describe your organization's prioritization process for selecting this specific topic:

D. Data Sources and Collection Methodology

1. Identify the sources of data utilized in quality indicators/measures in this quality improvement project:

- Medical records
- Claims or encounter data
- Complaints or customer service data
- Appeals
- Administrative – call center data
- Administrative - appointment/access data
- Pharmacy data
- Survey data (attach the survey tool and describe the sampling process, sample size, and the survey administration protocol. Provide response rates)
- Other (list and describe):

2. Data Collection Cycle

- Once a year
- Twice a year
- Once a quarter
- Once a month
- Once a week
- Once a day
- Continuous
- Other (describe):

3. Data Analysis Cycle

- Once a year
- Twice a year
- Once a quarter
- Once a month
- Other (describe):

4. Describe any changes in data collection methodology, collection periods, sampling, sample size, data sources, numerator and denominator definitions, inclusion and exclusion criteria or analysis that have occurred since the initiation of this project. Include a rationale for each change and an assessment of the impact of these changes on the quality improvement indicators.

This form is currently available for informational purposes. Use of this form is not required until OMB approval is obtained. This form is subject to change.

E. Quality Improvement Indicators

For each QI indicator you are submitting for this project, complete 1 through 7 (copy and paste as many times as needed).

1. Indicator Name:
2. Numerator description:
3. Denominator description:
4. Inclusion Criteria:
5. Exclusion Criteria:
6. Performance Target:
7. Rationale/Justification for Performance Target:

F. Results:

1. Complete the results table below with the measurement periods and results for each measurement cycle for each quality indicator for this project. Add additional rows for additional measurement cycles and indicators as needed.

	<i>Measurement Period</i>		Numerator	Denominator	Rate	Performance Goal Reached? (Y/N)
	Start date (mm/dd/yy)	End Date (mm/dd/yy)				
Indicator #1						
Baseline Measurement						
Remeasurement 1						
Remeasurement 2						
Indicator #2						
Baseline Measurement						
Remeasurement 1						
Remeasurement 2						
Indicator #3						
Baseline Measurement						
Remeasurement 1						
Remeasurement 2						
(Repeat rows for						

Medicare Advantage Quality Improvement Project Reporting Template
OMB #0938 - Pending Approval.

This form is currently available for informational purposes. Use of this form is not required until OMB approval is obtained. This form is subject to change.

No

1.a. Indicate QIO involvement on this QI Project: *(Select all that apply)*

- Performance Improvement Project Review
- Study Design Development
- Liaison with CMS
- Continuous Quality Improvement (CQI) Training
- Data Analysis
- Development, Testing, and Training on Electronic and/or Paper Abstraction Tools
- Design & Development of Intervention Materials (graphic design and printing)
- Dissemination of Intervention Materials (mailing to all physicians and/or beneficiaries)
- Facilitation of Group Collaborative Projects (focus group, provider meetings)
- Brief consultation
- Collaborative Project
- Other

2. Did you seek Consultation and/or Technical Assistance from another organization, outside of your QIO?

- Yes
- No

2.a. Identify the organization _____

2.b. External Consultation/Technical Assistance from Other Organization:

(Select all that apply)

- Performance Improvement Project Review
- Study Design Development
- Liaison with CMS
- Continuous Quality Improvement (CQI) Training
- Data Analysis
- Development, Testing, and Training on Electronic and/or Paper Abstraction Tools
- Design & Development of Intervention Materials (graphic design and printing)

Medicare Advantage Quality Improvement Project Reporting Template
OMB #0938 - Pending Approval.

This form is currently available for informational purposes. Use of this form is not required until OMB approval is obtained. This form is subject to change.

- Dissemination of Intervention Materials (mailing to all physicians and/or beneficiaries)
- Facilitation of Group Collaborative Projects (focus group, provider meetings)
- Other

3. Are any aspects of your organization's Quality Improvement Program delegated or outsourced? If so list the delegated tasks and the contractor/delegated entity performing the tasks:

3a. Explain how these delegated entities are monitored for compliance with Federal and State requirements, and how often.

3b. Explain how these delegated entities are monitored for general quality assurance purposes, and how often.

I. Lessons Learned

1. State any "lessons learned" from conducting this QI project:
2. What system-level changes were made and/or planned as a result of this project:
3. What opportunities for future improvement were identified in the course of conducting this project:

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-Pending Approval. The time required to complete this information is estimated to average 4 hours 20 minutes per response, including the time to review instructions, search existing data resources, gather the data needed and complete and review the information collection. If you have comments concerning the accuracy of the time estimate of suggestions for improving this form, please write to: CMS 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.