

Quality Improvement Program Update

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Overview

- Background
- Quality Improvement Program
- Future Directions
- Summary

BACKGROUND

Purpose

- To describe the current Quality Improvement (QI) Program
- To provide an update on future directions for the QI Program

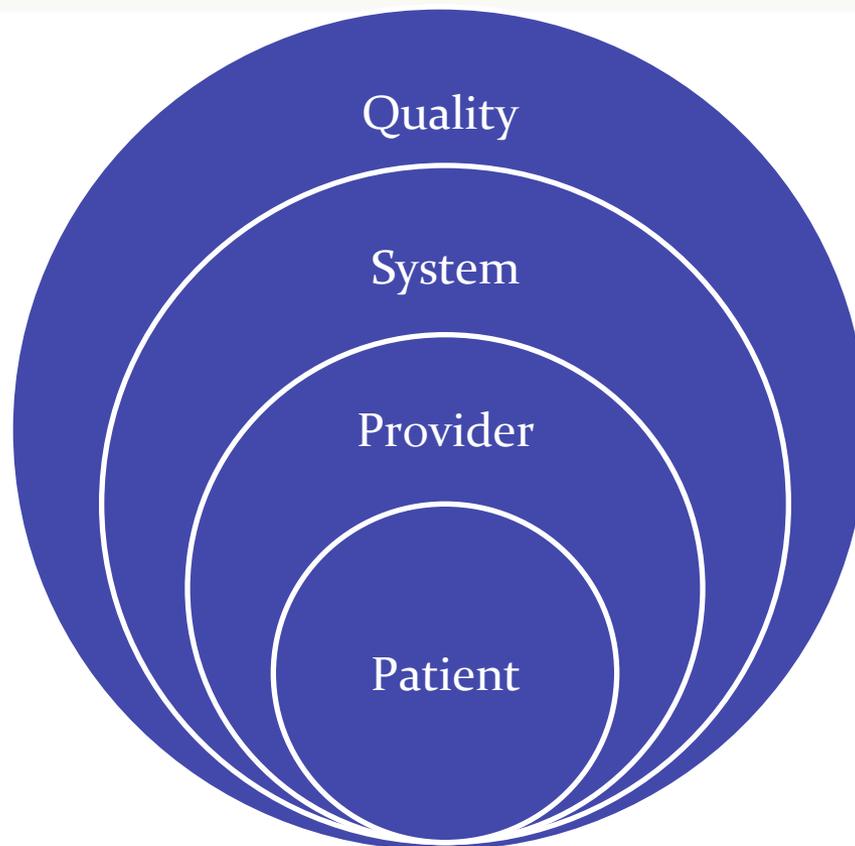
Defining Quality

- Complex
- Contains multiple dimensions
- May have different meanings depending on the context
- Focus is on quality for the Medicare Advantage Organizations (MAOs)

Quality for Medicare Advantage (MA)

- Determining what quality looks like for MAOs
- Quality has some unique features for the Special Needs Plans (SNPs)

Quality is Multidimensional



Quality for Medicare Advantage (MA)

- System
 - Benefits
 - Access
- Provider Network
 - Well-trained
 - Coordinated care
- Patient
 - Health status and health outcomes
 - Satisfaction

Quality for Special Needs Plans (SNPs)

- System
 - C-SNP
 - D-SNP
 - I-SNP
- Provider
 - Model of Care: Interdisciplinary Care Team
- Patient
 - MOC: Health Risk Assessment

QUALITY IMPROVEMENT PROGRAM

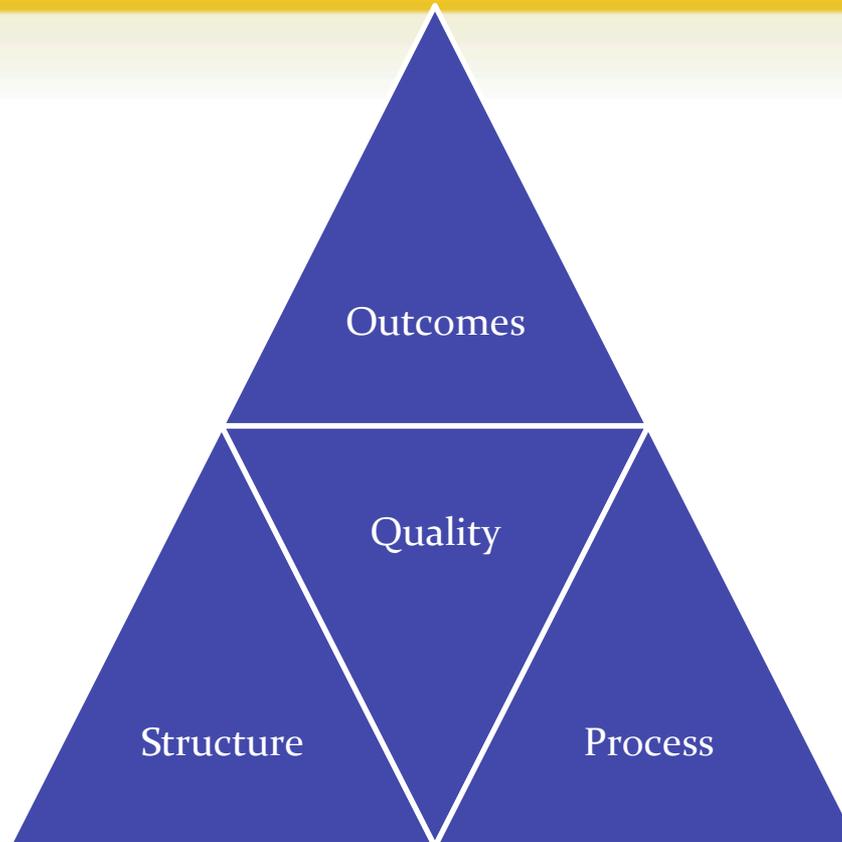
Quality Improvement (QI) Program

- QI Program Plan
 - Chronic Care Improvement Program (CCIP)
 - Quality Improvement Projects (QIPs)
 - Performance Measures

Quality Improvement (QI) Program

- QI Program Plan
 - Health Information System
 - Program Review
 - Remedial Actions
- Model of Care for SNPs

Measuring Quality



QI Program Resources

- Code of Federal Regulations (CFR)
- Central Office and Regional Office Staff
- CMS website
- Medicare Managed Manual

FUTURE DIRECTIONS

QI Program Enhancements

- Conduct annual audits of the QIPs and CCIPs
- Provide a list of clinical and non-clinical topics for the QIPs
- Provide a list of clinical topics for CCIPs

QI Program Enhancements

- Improve methods for reporting the QIPs and CCIPs
- Provide technical assistance early in the process
- Provide on-going technical assistance

Expand QI Program Resources

- CMS website pages
 - Will be developed and updated regularly
- Other areas being developed to support the QI Program
 - Guidance
 - Training
 - Outreach materials for plans

Summary

- Cannot over-emphasize the importance of developing a strong QI Program
- Increasing need to have clinical and health outcomes measures
- Future efforts will focus on multidimensional quality improvement

Contact Information

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Thank you!