

# Quality Improvement Program Update

Marsha Davenport, MD MPH  
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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

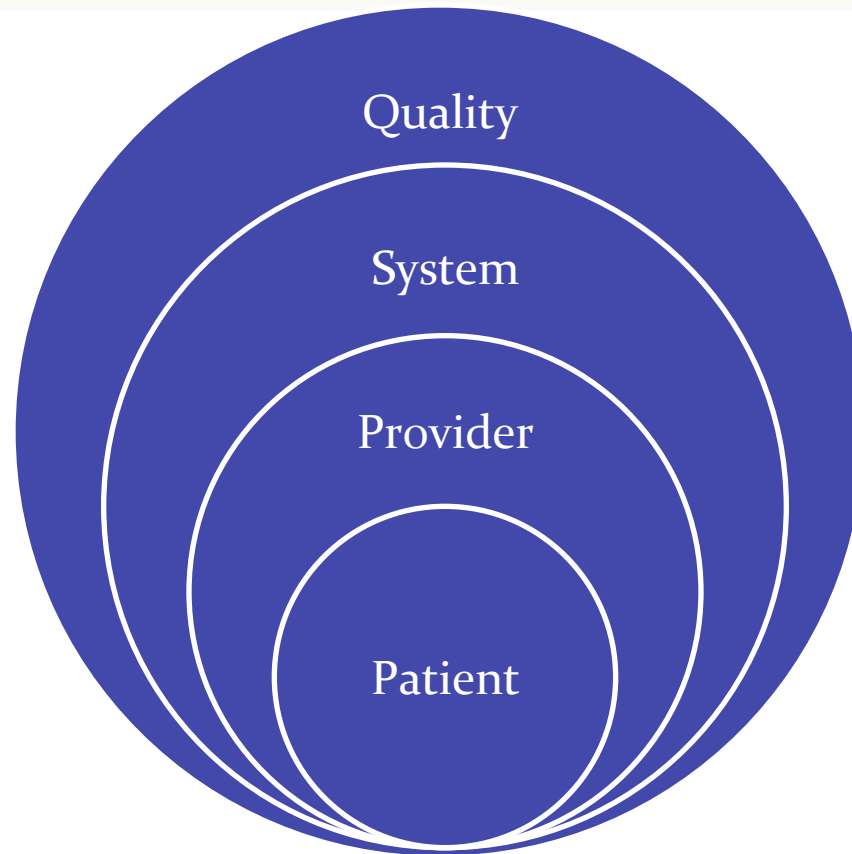
# Defining Quality

- 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

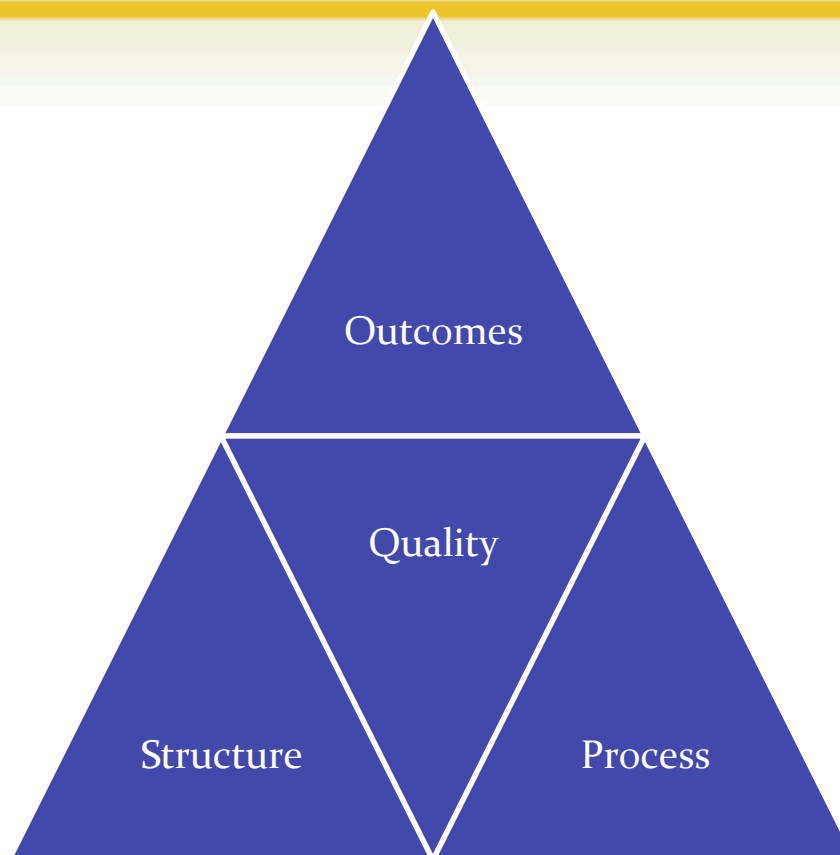
# Quality Improvement (QI) Program

- 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

Marsha Davenport, MD, MPH  
Medical Officer and Acting Director  
Division of Medicare Advantage  
Operations (DMAO)  
Phone: 410-786-0230  
Email: [marsha.davenport@cms.hhs.gov](mailto:marsha.davenport@cms.hhs.gov)

Thank you!