Quality Improvement Project (QIP) Reporting Tool

A. <u>Medicare Advantage Organization (MAO) Information</u>

MAO Name	

Contract #		**Identification #**

MAO Location	

Contact Person	**Name**

Title	**Telephone**	**Email**

MAO Plan Type: ☐ **HMO** ☐ **PPO** ☐ **PFFS** ☐ **SNP:** ☐ **Other** _____
___ Chronic
  (*type*) _____
___ Dual Eligible
___ Institutional

Project Cycle: *(drop down)* __ **Baseline** __ **Year 1** __ **Year 2** __ **Year 3** __ **Other**

B. <u>Background</u>

Quality Improvement Project (QIP) Topic: _____

Clinical___   Non-clinical___   Domain: _____ *(if applicable)*

Clinical *– An organizational improvement project focused on the structure and processes that will enhance care and services to Medicare Advantage Organization (MAO) plan enrollees in order to improve health outcomes. These include but are not limited to: prevention and wellness programs; care management; utilization management criteria and guidelines; peer review; medical technology review; pharmaceutical management procedures; medical record criteria; and processes to enhance communication and continuity of care between practitioners and providers.*

Non-clinical *– An organizational project focused on improving and enhancing health plan policies and procedures, benefit and coverage information and service standards (customer service, appeals and grievances) in order to ensure timely access and delivery of services to the MAO enrollees.*

QIP Reporting Tool

PLAN

C. Data Sources Used for Problem Identification *(Check all that apply)*

__Medical Records	__MAO Part C Reporting Requirements
__Claims (Medical, Pharmacy, Laboratory)	__Encounter Data
__Appointment Data	__Audit Findings
__Plan Data (complaints, appeals, customer service)	__Health Effectiveness Data Information Set (HEDIS®)
__Health Risk Assessment (HRA) Tools	__Health Outcomes Survey (HOS)
__Surveys (enrollee, beneficiary satisfaction, other)	__Consumer Assessment of Healthcare Providers and Systems (CAHPS®)
__Minimum Data Set (MDS) - Institutional SNP	__ Registries
	__Other Sources _____

D. Based on Model of Care *(Check all that apply)*

__ Not Applicable	__ MOC Training
__ Description of SNP Population	__ HRA
__ Measurable Goals	__ Individualized Care Plans
__ Staff Structure & Care Management Roles	__ Communication Network
__ Interdisciplinary Care Team (ICT)	__ Care Management for the Most Vulnerable Populations
__ Provider Network Having Special Expertise & Use of Clinical Practice Guidelines	__ Performance & Health Outcome Measurement

2

QIP Reporting Tool

E. Basis of Selection

Please provide an overall description of the QIP for the year:

E1. Description of the QIP	E2. Impact on Member	E3. Anticipated Outcome	E4. Rationale for Selection
	__ Health Outcomes __ Member Satisfaction __ Other		

F. Prior Focus

Describe any previous attempts to address the problem.

_____Previous Cycle   _____ Other *(Previously studied but not presented as a QIP)*

F1.Cycle/ Year	F2. Intervention (actions taken to achieve goal)	F3. Outcome Achieved	F4. Priority Assessed

G. Project Goal and Benchmark

G1. Target Goal and Benchmark:

G1a. Target Goal:	G1b. Benchmark:
	__ Baseline __ Internal __ External

G1c. Rationale:			

G1d. Planned Intervention	G1e. Inclusion Criteria	G1f. Methodology	G1g. Timeframe

QIP Reporting Tool

G2. Risk Assessment:

G2a. Intervention *Auto Populate*	G2b.Target Audience	G2c. Anticipated Barrier	G2d. Mitigation Plan

H. Plan Project Approval: (Medical Director)

This section to be completed by the responsible person.

Name of Individual	Title	E-mail Address	Phone	Date of Approval

I. CMS Regional Office Approval

Yes ___

No ___ Reason: _____

Name of Individual	Title	Date of Approval

The above information will remain in the system for reporting in subsequent years.

QIP Reporting Tool

DO

J. Project Implementation Review and Revisions

J1. Goal and Benchmark:

J1a. Goal: *Auto populate*			
J1b. Benchmark: *Auto populate*			
J1c. Intervention Actions taken to achieve the goal *(Auto Populate from Plan Section)*	**J1d. Target Audience** *(Auto Populate from Plan Section)*	**J1e. Timeframe** *(Auto Populate from Plan Section)*	**J1f. Barriers Encountered**

J2. Mitigation Plan for Risk Assessment:

J2a. Mitigation Plan Complete all applicable sections.				J2f. Rationale	J2g. Anticipated Impact on Goal
J2b. Intervention	**J2c. Timeframe**	**J2d. Target Audience**	**J2e. Measurement Methodology**		

QIP Reporting Tool

Study

K. Results

<table>
<tr><td colspan="10">K1. Intervention: <i>Auto Populate from Plan Section</i></td></tr>
<tr>
<td>K2.
Project
Cycle/Year</td>
<td>K3.
Time
Frame
<i>(Auto
populate
from
Plan
section)</i></td>
<td>K4.
Sample
Size
or Total
Population
<i>(Number)</i></td>
<td>K5.
Numerator
<i>(skip if not
applicable)</i></td>
<td>K6.
Denominator
<i>(skip if not
applicable)</i></td>
<td>K7.
Results
and/or
Percentage</td>
<td>K8.
Other
Data or
Results</td>
<td>K9.
Target
Goal
<i>(Auto
populate
from Plan
section)</i></td>
<td>K10.
Benchmark <i>(Auto
populate
from Plan
section)</i></td>
</tr>
<tr><td>Baseline</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>Re-
measurement
Period #1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>Re-
measurement
Period #2</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>Re-
measurement
Period #3</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
</table>

QIP Reporting Tool

ACT

L. Summary of Findings or Study Conclusions

L1. Study Findings/ Conclusions	*(Narrative)*
L2. State if any "Best Practices" resulted from the findings.	*(Narrative)*
L3. Describe any "Lessons Learned"	*(Narrative)*

M. Root Cause Analysis Description Goal/Progress Not Achieved:

M1. Intervention *(Auto Populate from Plan Section)*	**M2. Root Cause Analysis**	**M3. Action Plan** *(Drop down boxes)*
		__ Revise intervention __ Revise methodology __ Change goal __ Other _____

N. Action Plan Description

N1. Next Steps	**N2. Action Plan** *(Description of how next steps will be implemented)*

O. Next Steps Goal Met/Progress Demonstrated *(Check all that apply)*:

__Adopt change

__Revise process

__Apply lessons learned to other areas

__Implement policy change

__Issue resolved, no need for further study

__Other (describe) _____