

SECTION 20 - QUALITY IMPROVEMENT PROGRAM

It is the policy of PHP to ensure a Quality Improvement (QI) Program is utilized for purposes of monitoring, evaluating and improving the quality of care and services provided to PHP Members. The QI Program is approved by the PHP Board of Directors and administered through the Corporate Quality Improvement Committee (CQIC).

Data are collected and reviewed in a variety of ways, including the Medicare Health Outcomes Survey (HOS), customer service feedback surveys, enrollment and disenrollment surveys and other Member and Provider surveys.

Outcome measures of specific quality improvement interventions are monitored and compared to internal and/or external benchmarks. Interventions are developed and changed based on outcomes analysis. Outcomes are reported to the CQIC and the CMS regional office or Quality Improvement Organization. Required CMS disclosures include, but are not limited to the following quality and performance indicators regarding:

- Disenrollment rates for Medicare Members enrolled in the Program for the previous two (2) years
- Member satisfaction
- Health outcomes

CQIC is PHP's highest level quality committee and is responsible for oversight of its subcommittees to assure coordination of the structure, staffing and function of each component of quality improvement as well as maintaining or improving overall program quality. Corporate Quality Improvement Committee (CQIC) conducts the following activities:

- Provides general oversight of QI-related activities, maintains plan wide integration of processes related to quality improvement, shares QI information and distributes summary reports
- Reviews and approves methods for evaluation and on-going monitoring of operational and clinical aspects of care
- Reviews and evaluates findings, approves interventions and corrections and makes recommendations
- Ensures follow-up of interventions and corrections
- Reviews and approves practice guidelines, performance monitoring of practice guidelines and quality indicators
- Develops, measures and assesses clinical initiatives
- Provides recommendations for policies and procedures related to QI activities
- Reviews information about Member appeal and grievance activities and provides recommendations as appropriate

The committees reporting to CQIC are as follows.

Utilization Management Committee (UMC) reviews reports indicating potential over or under utilization of services. The review includes use of urgent care and emergency department services by Members with analysis by PCP, hospitalizations, immunizations against communicable diseases and screening examinations for cancer. The review is conducted at least quarterly.

Pharmacy and Therapeutics Oversight Committee (PTOC) reviews pharmaceutical usage and prescription patterns by prescriber and Member as well as Member adherence to prescribed regimens. If significant deviations from the norm are noted, the Medical Director or Pharmacist will discuss those deviations with the involved practitioner. Potential quality of care issues may be referred to the Peer Review Committee for analysis and potential action or to the Team responsible for oversight of care of involved Member(s).

The Quality Improvement Committee (QIC) is responsible for the:

- Provision of leadership and oversight of the implementation of the overall quality improvement plan
- Review of all aspects of quality of care provided to CHP Members, with the exceptions of credentialing delegation oversight and medical quality which are delegated to the Peer Review Committee
- Identification, development, implementation and evaluation of all quality improvement programs and activities (e.g., establishing procedures for involving employees in quality improvement activities, developing methods to inform practitioners and providers of access standards and quality improvement initiatives, developing and distributing Member education regarding quality improvement initiatives and providing direction to management and employees on how to implement quality improvement principles and practices)

The QIC will analyze quality data and develop quality improvement activities for the benefit of PHP Members. It will review recommendations for disease management programs submitted by the Disease Management Committee. The Committee meets at least quarterly and reports to the CQIC on a quarterly basis and will approve for submission to CQIC the annual quality improvement plan, evaluation and work plan.

The Committee Chair is the QI Coordinator and its Membership includes the Medical Directors, the IT Educator, the Clinical Supervisors, the Safety Officer, the Wound Care Nurse, the Provider Relations Manager, a Clinical Pharmacist, a DLA Supervisor, the Grievance and Appeals Coordinator, one PHP Member and one PHP Board Member.

Peer Review Committee (PRC) is responsible for:

- Recommendation for approval of the quality improvement plan
- Annual review and recommendation for approval of the annual quality improvement report and work plan
- Approval of medical policies
- Development and approval of clinical practice and utilization management guidelines that are based on reasonable medical evidence or a consensus of health care professionals in the particular field or are nationally developed and recognized, that consider the needs of the enrolled population and that are reviewed and updated periodically
- Directing dissemination of guidelines to practitioners, practitioner groups, and as appropriate, to Members
- Ensuring the decisions with respect to utilization management, enrollee education, coverage of services and other areas in which the guidelines apply are consistent with the guidelines
- Credentialing oversight

The Committee is comprised of practitioners of various disciplines, but not limited to physicians, to include the PHP Medical Directors, with a majority of the voting Members holding MD and DO degrees. Non-voting internal PHP staff includes the QI Manager, Pharmacist, Manager of Provider Relations and Program Director. The committee meets quarterly and reports to the Corporate Quality Improvement Committee.