

Provider Manual

Quality Improvement Program



The Buckeye Quality Improvement Plan

The scope of Buckeye's Quality Improvement Program (QIP) is comprehensive, addressing both the quality of clinical care and the quality of non-clinical aspects of service. The scope of the QIP ensures that all demographic groups, care settings, and services are included in QI activities. The scope may include, but is not limited to, monitoring of the following:

- Compliance with preventive health guidelines and practice guidelines
- Care management process
- Behavioral healthcare
- Continuity and coordination of care
- Under and over utilization
- Appointment availability/access
- After hours telephone accessibility
- Member satisfaction
- Provider satisfaction
- Grievances and appeals
- PCP changes and disenrollments
- Departmental performance and service

Health Management Program Needs Analysis

Buckeye recognizes that it cannot monitor all of the clinical care and member services delivery areas. Such a level of monitoring is virtually impossible with the current state of quality assessment technology and available resources. Therefore, Buckeye establishes priority areas of clinical care and services to monitor for prescribed periods of time. Focused quality of care studies designed and implemented in accordance with principles of sound research design, implementation and appropriate statistical analysis are the key. Results of these studies can be used to compare the appropriateness and quality of care and services delivered with agreed-upon guidelines for the provision of care, and can be used to identify areas requiring improvement, and can be used to monitor improvement over time.

Buckeye utilizes a 10-step methodology recommended by *Health Care System for Managed Care: A Guide for States* to implement its quality improvement initiatives. However, there may be opportunities for improvement identified in which a modified version of this process may be used. In order to ensure that Buckeye provides care to all demographic groups, the QIP includes monitoring and evaluation of healthcare services provided to Buckeye members, including those members having special needs. The demographic and health characteristics, including disease categories and risk status of the membership, are reported and analyzed to guide the monitoring and evaluation of clinical issues. Indicators are selected and monitored for a variety of demographic groups including:

- Infants and children;
- Pregnant women;
- Adult males and females;
- High-risk members.

Step One of the QI Methodology describes the analysis of demographic and health profiles of its membership including high volume diagnosis, age and gender analysis, and ethnicity analysis. This analysis is conducted at least annually and includes:

- Age/sex distribution
- Hospitalizations by principal diagnosis or DRG
- Hospitalizations or post-hospitalization outcomes (e.g., re-admissions, complications)
- Primary care visits by principal diagnosis
- Specialty visits by principal diagnosis
- Prescriptions by therapeutic category
- Complaints and appeals by type
- Patient satisfaction surveys
- Disenrollment studies

The demographic and health profile is presented to the Quality Improvement Committee for review. This profile is utilized in the selection of study topics relevant to the population served by Buckeye.

In addition to the annual demographic analysis, Buckeye monitors and evaluates the care received by members in all care settings. To accomplish this review Buckeye audits the various types of care settings, including:

- Inpatient hospitalization
- Ambulatory care
- Physician office (primary and specialty)
- Home care

Continuous Performance

The Buckeye Quality Improvement Program (QIP) allows for continuous performance of quality improvement activities, and has established mechanisms to track issues over time.

Annually, Buckeye develops a Quality Improvement (QI) Work Plan for the upcoming year. The QI Work Plan serves as a working document to guide quality improvement efforts on a continuous basis. The Work Plan integrates QI activities, reporting and studies from all areas of the organization (clinical and service), and includes timelines for completion and reporting to the QI Committee, and requirements for external reporting. Studies and other performance measurement activities and issues that are to be tracked over time are scheduled in the QI Work Plan.

The QI Work Plan is utilized by the QI Department to manage projects and by the QIC committees and sub-committees, and Buckeye Board of Directors to monitor progress. The Work Plan is modified throughout the year with approval from the state. Modifications are reported to the Board of Directors and appropriate QI committees.

Additionally, Buckeye uses an Open Issues Tracking Log to ensure follow-up of specific issues or corrective actions requiring tracking over time. The Open Issues Tracking Log is used by the QI department to prepare agendas for the QIC to ensure continued follow-up of issues and corrective action plans.

Quality Improvement Committees

The Buckeye Board of Directors is the governing body for Buckeye. The Board of Directors has ultimate responsibility for quality improvement and meets quarterly to review and act upon reports reflecting the status of QI Program implementation.

Governing body responsibilities for monitoring, evaluating and making improvements to care and service include:

- Review, evaluate, and approve the QI Program description, the QI Work Plan and the annual Program Evaluation
- Review regular reports delineating actions taken and improvements made as part of the QI Program
- Ensure that the QI Program and QI Work Plan are implemented effectively and result in improvements in care and service
- Provide written feedback to the Plan as appropriate, when program goals are not being met

In Buckeye's Quality Improvement Work Plan, approved by the Board of Directors, the Board of Directors has formally designated the Quality Improvement Committee and the Vice President of Medical Affairs to provide oversight of the Buckeye Quality Improvement Program (QIP).

The QIP delineates an identifiable structure responsible for performing QI functions within the organization. The Quality Improvement Committee (QIC) structure consists of the following committees and subcommittees:

- Quality Improvement Committee
- Credentialing Sub-Committee
- Utilization Management Sub-Committee
- Pharmacy and Therapeutics Sub-Committee
- Member Advisory Board
- Grievance and Appeals Sub-Committee
- Delegation Oversight Sub-Committee
- Performance Improvement Committee

These committees will meet on a regular basis in order to oversee QIC activities and allow sufficient follow-up on findings and required actions. The Chairperson of each committee may increase or decrease the frequency based on findings and resolutions. An annual summary of Buckeye's QI Program, including satisfaction results, will be posted on Buckeye's website at www.bchpohio.com.

Billing Error Abuse and Fraud (BEAF) System

Buckeye takes the detection, investigation, and prosecution of fraud and abuse very seriously, and has a BEAF program that complies with state and federal laws. Any information related to BEAF, embezzlement or theft will be reported to the appropriate authorities. These are the primary agencies to which incidents or practices of abuse and/or fraud are to be reported:

Billing Errors, Abuse, and Fraud (BEAF) Hotline
1-866-685-8664

Ohio Department of Job and Family Services' Bureau of Managed Care
50 West Town Street, Suite 400
Columbus, OH 43215
1-614-466-4693

Authority and Responsibility

The President/CEO of Buckeye has overall responsibility and authority for carrying out the provisions of the compliance program.

Buckeye is committed to identifying, investigating, sanctioning and prosecuting suspected fraud and abuse.

The Buckeye provider network must cooperate fully in making personnel and/or subcontractor personnel available in person for interviews, consultation, grand jury proceedings, pre-trial conferences, hearings, trials and in any other process, including investigations, at Buckeye or the subcontractor's own expense.

To report potential fraud and abuse, contact:

**Ohio Department of Job and Family Services' Bureau of Managed Care
50 West Town Street, Suite 400
Columbus, OH 43215
1-614-466-4693**