

Quality Assurance/Performance Improvement (QAPI) Committee Structure

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Quality Assurance/Performance Improvement Program

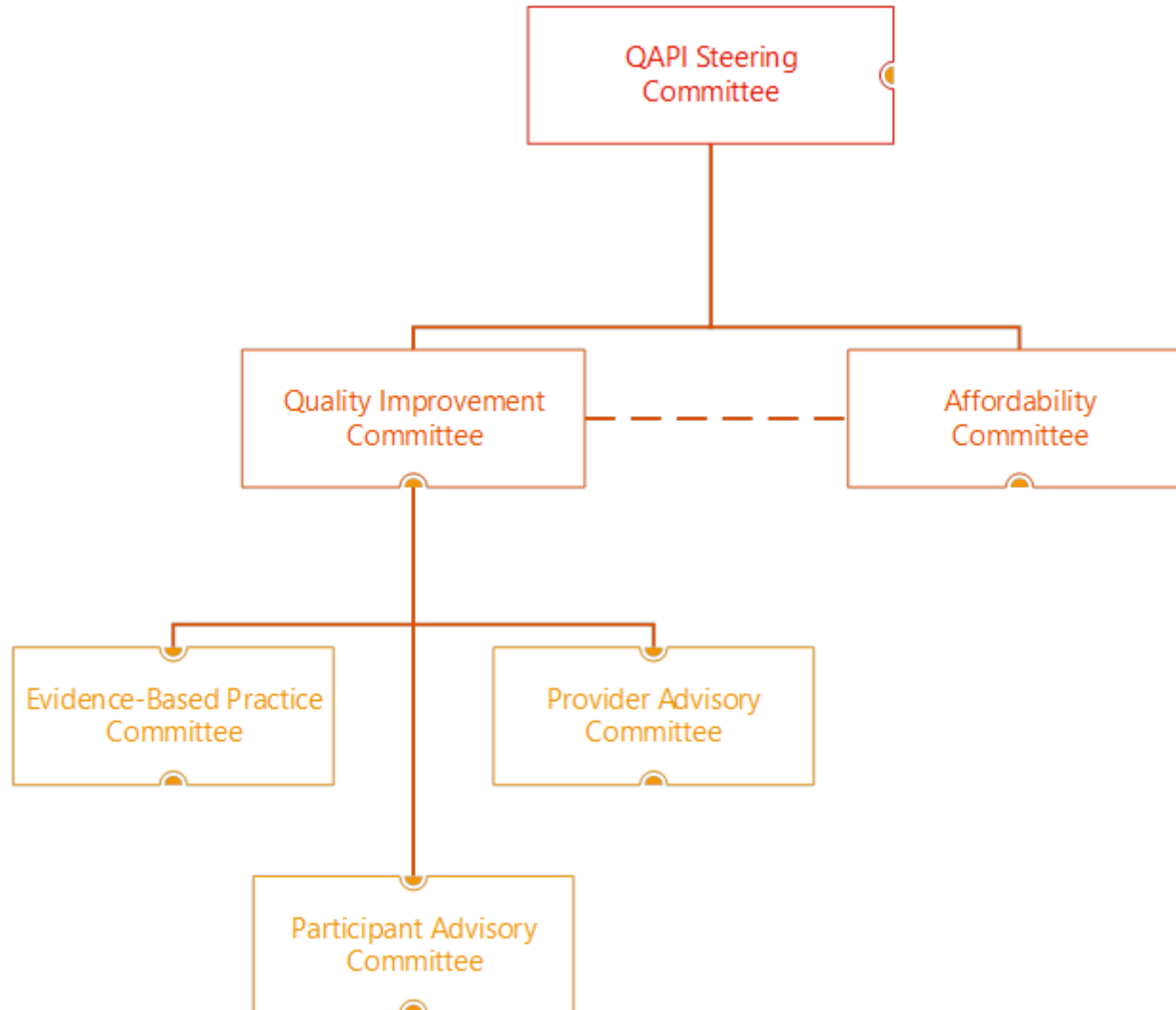
The goal of our Quality Improvement (QI) program is straightforward:

- *Improved quality of care and service for participants utilizing evidence-based best practices.*

To achieve this goal, Optum Alaska, in coordination with the State of Alaska, Division of Behavioral Health (DBH), has structured a comprehensive Quality Assurance and Performance Improvement (QAPI) program that provides the framework for continuous monitoring and evaluation of all facets of behavioral healthcare delivery and service.

Oversight of the Optum Alaska QAPI program is provided through a committee structure which includes input from participants, families, Alaska Medicaid providers and other stakeholders and is accountable to Optum Alaska and to the State of Alaska Division of Behavioral Health.

QAPI Committee Structure Organizational Chart



QAPI Committee Structure Overview

- Oversight of the Optum Alaska Quality Assurance/Performance Improvement (QAPI) program is provided through a committee structure that is accountable to the QAPI Steering Committee.
- QAPI Steering Committee membership includes Optum Alaska Executive Leadership and Division of Behavioral Health (DBH) Leadership.
- The Quality Committees report up through the governance structure to Steering Committees.



Participant Advisory Committee (PAC)

PAC Role and Purpose

- The Participant Advisory Committee (PAC) shall serve to advise Optum and DBH on issues concerning service delivery and quality of health service, participant rights and responsibilities, resolution of participant complaints and grievances and the needs of Medicaid participants.
- The Committee may also establish subcommittees to engage representatives of participants, families and stakeholders to provide recommendations, input, and prioritization of initiatives or issues impacting participants.
- The PAC, ad hoc, subcommittees are also a forum for participants, families and other stakeholders to bring forth their recommendations for changes to procedures, enhancements to systems or to discuss/plan key initiatives to put forth to DBH.

Key Functions of the PAC

Provides feedback and input in at least the following areas:

- Delivery of Quality Services
- Peer/Family Support and Care Coordination
- Participant and Family Education
- Complaints, and Appeals
- Participant and family participation in trainings as available
- A vision for recovery and resiliency to be included on printed and website materials
- Participant satisfaction survey reports





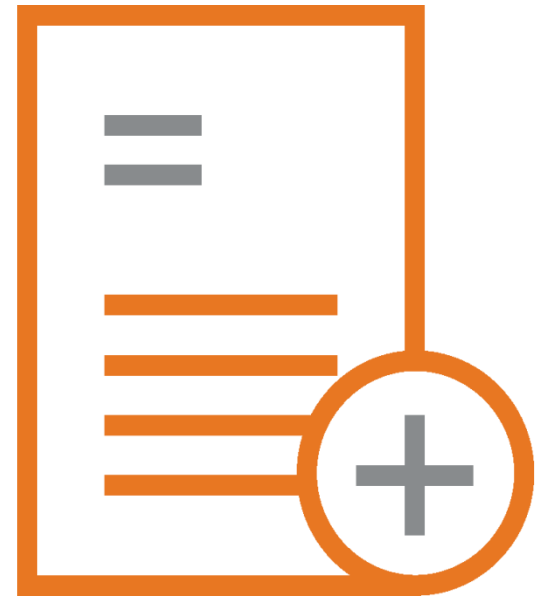
Evidence-Based Practice Committee (EBPC)

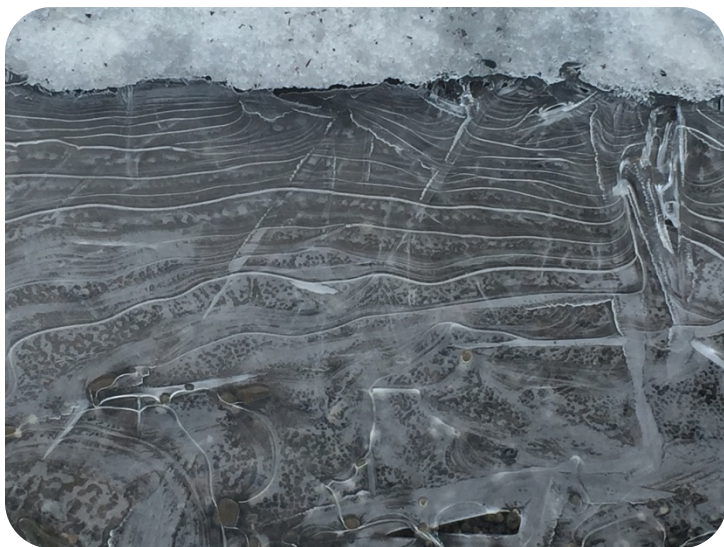
EBPC Role and Purpose

- The Evidence-Based Practice Committee (EBPC) is responsible for overseeing the development, implementation, and monitoring of Evidence-Based Practice.
- The Committee may also establish subcommittees to engage representatives of Alaska Medicaid qualified service providers and other stakeholders to provide recommendations, input, and prioritization of initiatives or issues impacting utilization management and evidence base practices.
- The EBPC, ad hoc, subcommittees are also a forum for providers and stakeholders to bring forth their recommendations for changes to procedures, enhancements to systems or to discuss/plan key initiatives to put forth to DBH.

Key Functions of the EBPC

- Review system quality and performance data, including provider access to Evidence-Based Practices;
- Review Level of Care Guidelines;
- Identify opportunities to enhance health outcomes through the use of Evidence-Based Practices;
- Review, communicate and implement policies and procedures for utilization management;
- Review, communicate and implement policies and procedures for care coordination and advocacy;
- Continually monitor and evaluate the adequacy and appropriateness of behavioral health service delivery;
- Review and consider data and system performance analysis submitted by Optum Alaska





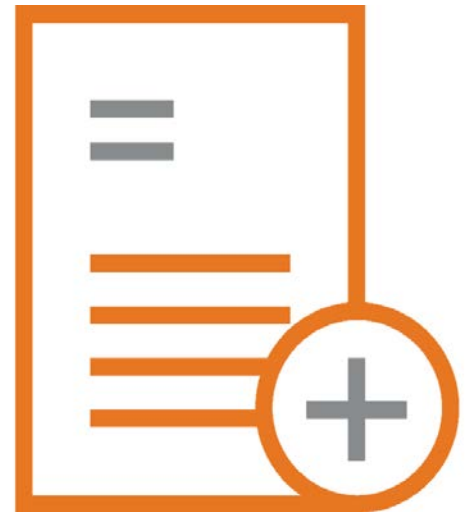
Provider Advisory Committee (PRAC)

PRAC Role and Purpose

- The Provider Advisory Committee (PRAC) shall serve to advise Optum and DBH on quality measures concerning the development and maintenance of an effective and efficient program for growing regional provider capacity.
- The Committee may also establish subcommittees to engage representatives of Alaska Medicaid qualified service providers to provide recommendations, input, and prioritization of initiatives or issues impacting the provider community.
- The PRAC, ad hoc, subcommittees are also a forum for providers to bring forth their recommendations for changes to procedures, enhancements to systems or to discuss/plan key initiatives to put forth to DBH.

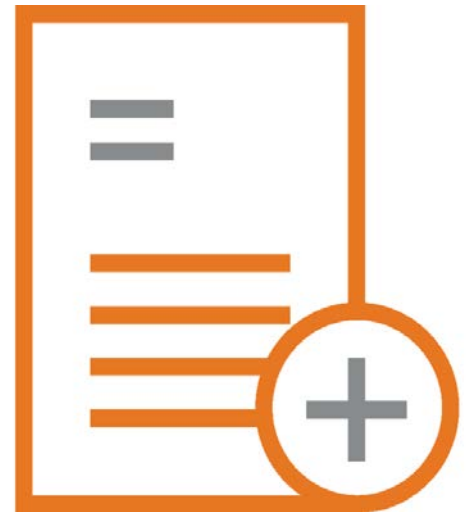
Key Functions of the PRAC

- Review of provider training plans, materials and Provider Alerts to ensure appropriate messaging and content prior to distribution;
- Review of Alaska system enhancements to assess the usefulness to providers;
- As systemic issues impacting providers are identified, gather information, review applicable report analysis and discuss trends to recommend appropriate action plan or corrective actions;
- Gather information and discuss strategies/proposals for streamlining processes, procedures or recommendations for strategic efficiencies between providers and Optum Alaska;



Key Functions of the PRAC (Cont.)

- Review satisfaction survey results and provide input into action planning for identified opportunities for improvement.
- Review and compare quarterly indicators and performance data and recommend actions to improve outcomes;
- Provide input into utilization management/care management processes, documents and decision-making tools;
- Share information between providers and Optum Alaska relative to provider capacity trends;
- Monitor provider sustainability and/or business practice issues and concerns.





Affordability Committee (AC)

AC Role and Purpose

- The Affordability Committee (AC) shall serve to address risk identification and mitigation. The purpose of the Committee will be to serve as an Early Warning System tool to identify unanticipated areas of increased Medicaid expenditure in order to initiate early intervention/management and/or rapid response.

Key Functions of the AC

- Review service utilization, outcomes, and financial data across the nine waiver regions
- Identify trends and patterns





Quality Improvement Committee (QIC)

QIC Role and Purpose

- The Quality Improvement Committee (QIC) purpose is to oversee, organize, and evaluate information reported from the Participant Advisory, Evidence Based Practice, Provider Advisory and Affordability Committees. The Committee has responsibility for oversight of participant care and services and selecting QI activities undertaken to meet the needs of participants, families and other stakeholders.
- QIC membership includes Optum Alaska staff, Division of Behavioral Health staff, Stakeholders (including providers, participants and family members)

Key Functions of the QIC

- Review and amend the annual QAPI Program Description, Quality Improvement Work Plan, and Annual Evaluation;
- Review improvement initiatives and Performance Improvement Projects (PIPs) on a regular basis;
- Assign staff to specific QI initiatives, track progress on action plans, review the results and evaluate the effectiveness of action plans;
- Disseminate findings of Performance Improvement Projects and focused initiatives as appropriate to:
 - Optum Alaska staff, participants, families and other stakeholders, providers, DHSS/DBH and other stakeholders;
- Establish performance goals for trended indicators;



Key Functions of the QIC (Cont.)

- Review summary reports produced by the Evidence-Based Practice committee and recommend changes to Practice Guidelines;
- Assist with developing clinical data warehouse queries related to practice guideline measurements and other clinical metrics;
- Oversee the implementation and analysis of Participant and Provider Satisfaction Surveys.
- Maintain the QI structure;
- Dedicate time during each meeting for public input





Quality Assurance Performance Improvement Steering Committee (QAPI/SC)

QAPI/SC Role and Purpose

- The Quality Assurance Performance Improvement Steering Committee (QAPI/SC) purpose is to oversee, organize, and evaluate information reported from the Quality Improvement Committee and the Affordability Committee

Key Functions of the QAPI/SC

- Review and approve the QI Committee proposed amendments to the annual QAPI Program Description, Quality Improvement Work Plan, and Annual Evaluation
- Review QI initiatives, progress on action plans, and effectiveness of action plans
- Approve performance goals for trended indicators
- Review reports and trends on key system transformation indicators



Thank You

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