

2019 QUALITY IMPROVEMENT GOALS AND OBJECTIVES

Care Coordination

- Goal: Improve care coordination of members with high service utilization, or who require services across systems.
- Objective 1: Implement a care management policy & procedure.
- Objective 2: Designate care management team.
- Objective 3: Develop care management plans for 30 patients who have been identified as meeting high utilization and complex conditions based on policy & procedure criteria.

Clinical Performance Measures

- Goal: Improve performance on UDS and HEDIS quality measures.
- Objective 1: Train providers on OCHIN documentation work flows to capture data.
- Objective 2: Select Measure(s), use 2018 base, and review progress quarterly. Measures to consider based on 2018:
 - Children and adolescents (ages 3 – 17) who had height, weight, and body mass index percentile recorded show documentation of counseling for nutrition and counseling for physical activity.
 - Two year olds fully immunized.
 - Adults (18 years and older) who had a follow-up plan when BMI is outside of normal parameters.
 - Adults (ages 18 – 85) who had a diagnosis of hypertension and whose blood pressure was adequately controlled.

Patient Access

- Goal: Consistently review availability of major appointment types (urgent care, new patients, follow-up) to meet the needs of patients and adjust availability as needed.
- Objective 1: Routinely follow managed care timely access requirements for appointment wait times:
 - 48 hours for urgent care with no prior authorization;
 - 10 business days from request for non-urgent primary care;
 - 15 business days from request for specialist;
 - 10 business days for first prenatal visit;
- Objective 2: Reduce No Show rate incrementally.

Patient Experience

- Goal: Promote a positive and effective patient experience.
- Objective 1: Minimally achieve 80% satisfaction on identified key elements of patient survey.
- Objective 2: Decrease inbound contact wait times from 10 minutes to 5 minutes.