

Annual Report on Quality Management and Performance Measurement/Improvement
Calendar Year 2016

Introduction:

Life Alliance is committed to providing quality services to our consumers. We also understand that this goes beyond direct care. Our approach to quality assurance and continuous improvement is to learn from best practice and utilize tools from area programs and other government agencies. We set standards for management, supervisory, staff, and consumer service quality that strive to meet or exceed the industry standard.

The Life Alliance Quality Management Committee meets on a quarterly basis. Members of the Leadership Team and the Quality Assurance Director have standing seats on the committee. The committee performs, at a minimum, the following tasks:

- Reviews 40% of all consumer and employee charts annually
- Review and formulate a plan to address all formal complaints/grievances
- Review and formulate a plan to address all MCO Plans of Correction
- Set and review performance management, measurement, & improvement goals, results, etc
- Review the results of consumer satisfaction surveys
- Review credentialing status
- Review the results of all internal/external audits

Performance Measurement, Management, and Improvement System:

Each year we adhere to the following process:

- Gather data from internal and external sources
- Draft annual planning objectives
- Gather data from internal and external sources
- Develop indicators and outcomes measurements to ensure objectives are met
- Gather data from internal and external sources
- Track progress quarterly
- Gather data from internal and external sources
- Draft annual analyses outlining results, improvements made, and improvements needed

Internal data may include: annual employee, consumer, and stakeholder satisfaction surveys, targeted satisfaction surveys, service grids, progress notes, performance evaluations, incident reports, complaint log, internal committee meetings.

External data may include: MCO trainings and forums, MCO-required outcomes, provider collaboratives, industry trainings and forums, advocacy group meetings, external committee meetings, workshops, seminars, industry best practice

At its discretion and as necessary, the Life Alliance Leadership Team and/or Director of Quality Assurance may develop issue-specific Quality Improvement Projects or Performance Improvement Projects. These projects would have their own objectives, indicators, and outcomes within the overall PMMI system.

Annual Quality Management Goals:

Employee charts reviewed

Goal- 100%

Result- 100%

Extenuating Factors: N/A

Consumer charts reviewed

Goal- 100%

Result- 100%

Extenuating Factors- N/A

Plans of Correction

Goal- 3 or less

Result- 0

Extenuating Factors: N/A

Number satisfaction survey line items under 90%

Goal- 0

Results- 1

Extenuating Factors- New policy was put in place to streamline the admissions process and establish set timelines.

Complaints/Grievances Filed

Goal- 1 or less

Results- 7

Extenuating Factors- New complaint policy encourages complaints as feedback. Total number of complaints will no longer be a measureable goal. Moving forward we will measure for unresolved complaints.

Evaluate QM system

Goal- 1

Results- 1

Extenuating Factors- N/A

Satisfaction of overall operations by consumers, stakeholders, employees

Goal- 90%

Results- 97.5%

Extenuating Factors- N/A

Other Committee Activities:

Committee established new processes for RADSE applications and Incident Reporting. Copies of each are forwarded to Quality Assurance for review and tracking.

2017 will see several tweaks to the Performance Measurement, Management, and Improvement system. The system will likely transition into our electronic health record software in 2018.

