NORTHCARE NETWORK

POLICY TITLE: Quality Management	**EFFECTIVE DATE:** June 26, 2002
DATE OF LAST REVIEW: (Reviewed with no changes or minimal text revisions.) December 14, 2010	**DATE OF LAST POLICY REVISION:** (Revision to policy statement.) November 2, 2005

POLICY

NorthCare shall have a fully operational Board approved Quality Assessment and Performance Improvement Program (QAPIP) in place that meets the conditions specified in the QAPIP Technical Requirement, contract attachment P.6.7.1.1. Specifics of NorthCare's QAPIP are detailed in the Quality Assessment and Performance Improvement Program Plan document.

NorthCare will implement, track and report MDCH required Performance (Quality) Indicators. Additional indicators that are objective, measurable and based on current knowledge and clinical experience may be established in order to monitor and evaluate key aspects of care and service.

Findings from external reviews will be addressed through NorthCare's QAPIP by developing and implementing performance improvement goals, objectives and activities to address areas where improvement is desirable. Proactive improvement efforts may also be initiated as deemed appropriate in order to evaluate and monitor key aspects of care and service.

NorthCare's Quality Council and/or the Regional Compliance Team will participate in the ongoing monitoring and evaluation of the providers' compliance with applicable regulatory standards as well as partnering with Utilization Management Coordinators to monitor the quality and appropriateness of care provided to consumers. These activities include, but are not limited to:

- Maintain and monitor a network of appropriate providers that is supported by written agreements and is sufficient to provide adequate access to services.
- Ensure services are available and accessible.
- Provide for a second opinion from a qualified health care professional within the network or arranges for one outside the network as necessary.
- Provide for adequate and timely services out of the network if the network is unable to provide necessary covered services.
- Demonstrate that its providers are credentialed as required.
- Promotes the delivery of services in a culturally competent manner, including those with limited English proficiency and diverse cultural and ethnic background.

NorthCare's Expectations of Affiliate and Network Providers include, but are not limited to:

- Having a fully operational QAPIP that includes MDCH and NorthCare contract standards.
- Ongoing assessment of the quality and appropriateness of care and services furnished to consumers.
- Ensure that services are available and accessible.

- Demonstrate that its providers are credentialed as required.
- Meet State standards for timely access to care and services, taking into account the urgency of the need for services.
- Ensures the delivery of services in a culturally competent manner, including those with limited English proficiency and diverse cultural and ethnic background.

NorthCare shall prepare an Annual Performance Report that will include an effectiveness review of its QAPIP. This review must include analysis of whether there have been improvements in the quality of health care and services for recipients as a result of quality assessment and improvement activities and interventions carried out by NorthCare. This Annual Performance Report will be provided to the NorthCare/Pathways Board of Directors, affiliates, other network providers and to recipients upon request.

PURPOSE

To outline requirements of NorthCare's Quality Management program and to provide guidance for employees, affiliates, and other network providers.

APPLIES TO

All Network Providers

REFERENCES

- Master MDCH/PIHP Contract - Medicaid Managed Specialty Supports and Services Concurrent 1915(b)/(c) Waiver Program FY03-04, as amended.
- Attachment P.6.7.1.1 of the Master Contact listed above.
- 42 CFR Parts 400 et al. - Balanced Budget Act, Subpart D – Quality Assessments and Performance Improvement.
- NorthCare QAPIP Plan

BOARD ADOPTED/REVIEWED DATE

6/26/02; 10/6/04; 11/2/05

COO APPROVAL

1/13/11

HISTORY

REVIEW DATES: 7/29/04; 9/14/05; 12/14/10
REVISION DATES: 7/3/08