

2022 HAP Quality Program Goals & Objectives



Goal	Tasks	Responsible Person/Team	Objective Categories: <ul style="list-style-type: none"> • Quality of Clinical Care • Quality of Service • Member Experience • Safety of Clinical Care
<p>1. Maintain Medicare 5 Star, HEDIS, CAHPS and NCQA plan rankings to comply with the Unifying Concept Goals & Objectives as evidenced by obtaining 4.5 stars or higher with Medicare 5 Star, 80-100 percent of the MMP Quality Withhold measures passing, and achieving 90th percentile for commercial CAHPS and HOS.</p>	<p>Support ongoing HEDIS and Medicare 5 Star improvement initiatives relating to chronic and preventive health measures by minimizing gaps in care.</p>	<p>Dr. Watson Tony Petitta Natalie Pirkola Buff Donovan Mark Huizenga Jeff Taylor</p>	<p>Quality of Clinical Care</p>
	<p>Through the Member Connections Committee, coordinate CAHPS member satisfaction improvement initiatives to achieve corporate member satisfaction goals</p>	<p>Michelle Gale Mark Huizenga Venus Pope</p>	<p>Member Experience</p>
	<p>Administer CAHPS surveys, report results and provide necessary research.</p>	<p>Ari Schwartz Amanda Randazzo</p>	<p>Member Experience</p>
<p>2. Address Purchaser, Accreditation and Regulatory Expectations as evidenced by, obtaining Excellent NCQA accreditation status (Commercial/Medicare, Medicaid, MMP), NCQA accreditation, and credentialing timelines. NCQA Mock survey obtain minimum 80% in all standards and products.</p>	<p>Obtain Health Plan Accreditation Obtain LTSSS Distinction Obtain MED Module Accreditation</p>	<p>Dr. Watson Andrea Van Goethem Patty Marchese Jenette Ferguson Vonteria Carter</p>	<p>Quality of Clinical Care</p>

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<p>3. Case Management initiatives for Commercial and Medicare Advantage members will focus on providing meaningful impact with our members. The goal is to engage members in need of transitional care as well as complex case management to improve the members overall quality of health through education, care, and coordination of care. A reduction in non-emergent ED use, reduction in readmission rate, gap closures, and member surveys will be outcomes monitored.</p>	<p>Increase the overall number of Commercial and Medicare Advantage members enrolled and engaged in the Complex and Transitional Case Management programs.</p>	<p>Catherine Smith Melanie Lacek Sharon Schultz</p>	<p>Quality of Clinical Care</p>
<p>4. Case Management initiatives for LTSS members will focus on follow-up care. A reduction in implementation of LTSS services within 15 days will be monitored</p>	<p>Follow up with members within 15 days of LTSS services being authorized to ensure that services are being implemented</p>	<p>Catherine Smith Melanie Lacek Amanda Nixon TreKinya Matthews Anna-Marie Taylor</p>	
	<p>Follow up with AAAs and/or vendors and monitoring weekly/biweekly reports</p> <p>Maintain monthly meetings with the AAAs and vendors for the purpose of improving care coordination processes</p>	<p>Illana Hearshen Saima Bhatti</p>	
<p>5. Address social determinants of health, and initiate efforts to reduce racial and ethnic disparities with a focus on existing disparities in access to healthcare and health outcomes through ongoing interventions in support of the MMP Quality Improvement Project (QIP) and Chronic Care Improvement Program (CCIP)</p>	<p>Implement Population Health Management SDOH program initiatives in accordance with MDHHS criteria. Participate in health equity initiatives to monitor and improve racial and ethnic disparities.</p>	<p>Catherine Smith Melanie Lacek Sharon Schultz Andrea Van Goethem Patricia Marchese Leslie Johnson Kathy Shureb Mark Huizenga Julie Jackson</p>	<p>Quality of Clinical Care Member Experience</p>

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6. Promote Coordination of Medical and Behavioral Health and Medical and Oral Health Care among the Michigan Medicaid managed care population as evidenced by receiving the highest quality ratings from MDHHS.	Collaborate between pre-paid Inpatient Health Plans (PHIPs) and Medicaid Health Plans (MHPs). Continue to access data on joint members, develop joint care management standards and processes, and implement joint care managements processes. Continue bi-monthly meetings with the PIHPs; MHPs; and MDHHS for the purpose of improving coordination processes.	Leslie Johnson Andrea Van Goethem Patricia Marchese Buff Donovan Mark DesRoberts Sharon Schultz	Quality of Clinical Care
	Identify opportunities to improve oral health care services and the outcomes of such care.	Andrea Van Goethem Patty Marchese Vonteria Carter Anjeanetta Tipton	Quality of Clinical Care
	Continue to maintain all credentialing accreditation and regulatory expectations including State, DIFS, CMS, OIG, Deloitte, and Touché, and NCQA for HAP Credentialing activities.	Janet Krajnovic	Quality of Service
7. Enhance Performance Monitoring/Reporting	Continue to produce quarterly quality reports of Clinical Quality Management Committee (CQMC) Executive Summaries for the HAP Board.	Andrea Van Goethem Patty Marchese	Quality of Clinical Care Quality of Service
	Provider Data Quality Initiative	Jennifer Brousseau	Quality of Service
8. Centers for Medicare and Medicaid: Expansion of Transparency, Hospital Reporting, and Patient Safety as evidenced by continued oversight of CMS Never Events programs Submit annual attestations to CMS and MDHHS for Chronic Care Improvement Program (CCIP) Quality Improvement Program (QIP).	Participate in external collaboratives and internal partnerships to achieve identified goals (e.g., Greater Detroit Area Health Council Save Lives Save Dollars, CIGNA, Michigan Association of Health Plans (MAHP) QI Directors and Medical Directors Meetings, Michigan Cancer Consortium (MCC), and Michigan Quality Improvement Consortium (MQIC).	All Stakeholders	Quality of Clinical Care Quality of Service
	Continue ongoing interventions in support of the Chronic Care Improvement Program (CCIP) and submit annual attestations in accordance with CMS requirements. Submit reports for the Quality Improvement Program (QIP) for the MMP product as requested by MDHHS and/or Health Services Advisory Group (HSAG).	Natalie Pirkola TreKinya Matthews Anna-Marie Taylor Patricia Marchese Andrea Van Goethem Leslie Johnson Catherine Smith Amanda Nixon	Quality of Clinical Care

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	Monitor & investigate the CMS Serious Reportable Adverse Events (SRAE) and Hospital Acquired Conditions (HAC) to promote safe patient conditions and assure appropriate application of the non-payment process.	Yvonne Sesi, MD Patricia Marchese Lautrell Edwards Chuck Palermo Carla Birkenhauer	Quality of Clinical Care Quality of Service Safety of Clinical Care
	Provide monthly HEDIS reports to participating POs	Mark Huizenga Jeff Taylor	Quality of Service Quality of Clinical Care
9. Evaluation of the Quality Program Activities as evidenced by completion of the annual evaluation of the Quality Program, Work Plan, and Quantitative Assessment.	Complete 2022 written annual program summary.	All Stakeholders	Quality of Clinical Care Safety of Clinical Care
	Submit minimally (2) programs HFHS Quality Exposition and MAHP Pinnacle Awards.	All Stakeholders	Quality of Service
	Complete 2022 quarterly updates and the annual work plan evaluation.	All Stakeholders	Quality of Clinical Care Quality of Service Safety of Clinical Care
	Complete 2023 HEDIS submission (MY 2021)	Dr. Watson Jeff Taylor Mark Huizenga	Quality of Clinical Care Quality of Service Safety of Clinical Care
	Draft 2023 Program goals.	All Stakeholders	Quality of Clinical Care Quality of Service Safety of Clinical Care