



Quality Management Annual Workplan 2018-2019

Vaya Health 2018-2019 Quality Management Annual Work Plan

Performance Area	Start date	Completion date	Lead staff	Status
Service availability ¹	Jul-18	Jun-19	Donald Reuss Provider Network Operations Senior Director	Performance monitoring in progress
Cultural competency and access to care for underserved groups ¹	Jul-18	Jun-19	Donald Reuss Provider Network Operations Senior Director	Performance monitoring in progress
Timely access to care ¹	Jul-18	Jun-19	Karla Mensah Customer Services Senior Director	Performance monitoring in progress
Initiation and engagement with MHSU treatment ¹	Jul-18	Jun-19	Steven Kozicki Quality Management Director	Performance monitoring in progress
Integrated care and access to primary care (continuity of care, per DMA/DMH) ¹	Jul-18	Jun-19	Nina Vinson Clinical Informatics Director	Performance monitoring in progress
Use of state facilities and local hospitals ¹	Jul-18	Jun-19	Maggie Farrington Utilization Management Director	Performance monitoring in progress
Use of emergency and crisis services and hospital ED's ¹	Jul-18	Jun-19	Steven Kozicki Quality Management Director	Performance monitoring in progress
Service patterns and costs for high cost / high risk individuals ¹	Jul-18	Jun-19	Maggie Farrington Utilization Management Director	Performance monitoring in progress
Use of evidence-based practices ¹	Jul-18	Jun-19	Maggie Farrington Utilization Management Director	Performance monitoring in progress
Member outcomes ¹	Jul-18	Jun-19	Alison McCall Site Review Specialist	Performance monitoring in progress
Member satisfaction ¹	Jul-18	Jun-19	Steven Kozicki Quality Management Director	Performance monitoring in progress
Trends and patterns in grievances ¹	Jul-18	Jun-19	Stephanie Hopfinger Grievance Specialist Lead	Performance monitoring in progress
Trends and patterns in incidents ¹	Jul-18	Jun-19	Angela Lewis-Myers Healthcare Data Integration Manager	Performance monitoring in progress
Trends in denials and appeals ¹	Jul-18	Jun-19	Steve Puckett Director of Member Appeals	Performance monitoring in progress

¹Performance measures associated with this Quality Assurance Activity are listed in the 2018 QM Program Description

²Performance Improvement Goal and other details are included in the 2017-2018 QI Program Evaluation

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Provider compliance with State Rules ¹	Jul-18	Jun-19	Lisa Besses Contract Performance Director	Performance monitoring in progress
Provider compliance with clinical practice guidelines ¹	Jul-18	Jun-19	Patty Wilson Performance and Quality Improvement Senior Director	Performance monitoring in progress
Provider compliance with LME/MCO contractual requirements ¹	Jul-18	Jun-19	Patty Wilson Performance and Quality Improvement Senior Director	Performance monitoring in progress
Incident response and reporting ¹	Jul-18	Jun-19	Angela Lewis-Myers Healthcare Data Integration Manager	Performance monitoring in progress
Prevention, detection, and remediation of fraud, waste, and abuse ¹	Jul-18	Jun-19	Brande Lamb Special Investigations Director	Performance monitoring in progress
Grievance response and resolution ¹	Jul-18	Jun-19	Stephanie Hopfinger Grievance Specialist Lead	Performance monitoring in progress
Adequacy of LME/MCO supports for providers ¹	Jul-18	Jun-19	Donald Reuss Provider Network Operations Senior Director	Performance monitoring in progress
Conduct of calls ¹	Jul-18	Jun-19	Karla Mensah Customer Services Senior Director	Performance monitoring in progress
Service authorization processes ¹	Jul-18	Jun-19	Maggie Farrington Utilization Management Director	Performance monitoring in progress
Credentialing and recredentialing of providers ¹	Jul-18	Jun-19	Andrew D'Onofrio Provider Operations Director	Performance monitoring in progress
Improve Timeliness of Transitions to Community Living Initiative Quality of Life Survey Completion ²	Apr-2018	Mar-2019	Kelsie Clark Transition Manager	Post-QIP monitoring in progress
Inpatient Rapid Readmission ²	Sep-2017	Jul-2019	Barbara Bellamy Acute Response Team Manager	Improve phase in progress (QIP)

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Integrated Care (Access to Primary & Preventive Care) for Innovations Waiver Participants ²	Sep-2017	Aug-2018	John Frazier Care Coordination Manager	Improve phase in progress (QIP)
Follow-Up After Discharge from Inpatient Mental Health Treatment ²	Sep-2017	Sep-2018	Steven Kozicki Quality Management Director	Improve phase in progress (QIP)
Follow-Up After Discharge from Inpatient Substance Use Disorder Treatment ²	Sep-2017	Dec-2018	Steven Kozicki Quality Management Director	Improve phase in progress (QIP)
Increase housing placements through the Transitions to Community Living Initiative ²	Oct-2017	Jul-2018	Kelsie Clark Transition Manager	Improve phase in progress (QIP)

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