

# Quality Improvement

## Participation in the CHIPA Quality Improvement Program

CHIPA's Quality Improvement Program was created to provide a comprehensive system designed to assure that patient care is optimal within available resources and is consistent with the goals of our company and federal and state standards.

We strive to encompass all systems and providers as organizational components of CHIPA and assure that QI systems cover all operations. Our goal is to assist practitioners in improving care continuously by identifying opportunities for improvement, trends and patterns of difficult, and problems in processes by monitoring and evaluating activities. We maintain centralized data gathering and maintenance of effective systems of quality measurement.

## Sentinel events

Sentinel are defined as unexpected occurrences involving death or serious physical or psychological injury, or risk thereof, which occur during the course of a member receiving behavioral health treatment. If you are aware of a sentinel event involving a member, you must notify a CHIPA Case Manager within one business day of the occurrence.

CHIPA has established processes and procedures to notify the health plans so they can investigate and address sentinel events. This may include a centralized Sentinel Event Committee, chaired by medical directors within the health plan, and incorporates appropriate representation from the various behavioral health disciplines. You are required to cooperate with sentinel event investigations.

CHIPA supports the health plans and the Joint Commission on Accreditation of Healthcare Organizations' National Patient Safety Goals as they apply to behavioral health care. These Safety Goals are available on the Joint Commission web site at [www.jointcommission.org](http://www.jointcommission.org).

## Clinician Satisfaction Surveys

CHIPA regularly conducts a satisfaction survey of a representative sample of Clinicians delivering behavioral health services to CHIPA members. This survey obtains data on Clinician satisfaction with CHIPA services including intake, care management, provider services, and claims administration.

## Preventative Behavioral Health Services

CHIPA selects and designs its preventative behavioral health programs based on the demographic, cultural, clinical, and risk characteristics of members. You may be enlisted to participate in the design and implementation of preventative behavioral health programs. CHIPA encourages all Clinicians and facility-based clinical staff to review the content and process of CHIPA preventative health programs. If you would like a printed copy of these programs, please contact Network Management. In addition to keeping our website up to date, CHIPA periodically communicates additional information about these programs, including modifications in program process and content, in the provider newsletter.

## Complaint Investigation and Resolution

You are expected to cooperate with CHIPA in the compliant investigation and resolution process. If CHIPA requests written records for the purpose of investigating a member complaint, you should submit these to CHIPA within 14 business days, or sooner, as requested. You are responsible for obtaining any release of information or consent form that may need to be signed by the member or the member's guardian(s). Complaints filed by members should not interfere with the professional relationship between you and the member.

QI staff, in conjunction with Network Management staff, will monitor complaints filed against all Clinicians and PODs/Groups, and solicit information from them in order to address member complaints. For all complaints other than quality of care complaints, resolution will be communicated to the member.

CHIPA will require the development and implementation of appropriate action plans to correct legitimate problems discovered in the course of investigating complaints. Such action may include having CHIPA:

- Require you to submit and adhere to a Corrective Action Plan
- Monitor you for a specific period, followed by a determination about whether substandard performance or noncompliance with CHIPA requirements is continuing
- Require you to use peer consultation for specific types of care
- Require you to obtain specific additional training or continuing education
- Limit your scope of practice in treating members
- Hold referrals of any members to your care by changing your availability status to "unavailable" and/or reassigning members to the care of another participating Clinician or POD/Group
- Terminate your participation status with CHIPA.

Cooperation with an unavailable status associated with complaint, quality-of-care or sentinel event investigations may include:

- Informing members of unavailable status at the time of an initial request for services, and identifying other network Clinicians or POD/Group
- Informing current members of status and their option to transfer to another network Clinician or POD/Group
- Assisting with stable transfers to another network Clinician or POD/Group at the member's request

## On-site Audits

CHIPA representatives conduct visits to practice locations for On-site Audits with select high-volume Clinicians, potential high-volume Clinicians prior to credentialing, and facilities without national accreditation, as well as for random routine audits and audits to address specific quality of care issues brought to the attention of CHIPA.

During an On-site Audit, charts are reviewed for documentation of diagnosis, treatment plan, and verification of services provided to members. You are expected to maintain adequate medical records on all members. Prior to the audit visit, you will be notified of the specific types

of charts that will be reviewed. Failure to document services and/or dates of services may lead to a request for a Corrective Action Plan.

The On-site Audit and Treatment Record Review tools are based on NCQA, The Joint Commission and CHIPA standards. These forms are utilized during On-site Audits and are available on our website for reference.