



## Quality Improvement Plan Section Outline

- I. OVERVIEW OF PROGRAM SERVICES
- II. QI ACTIVITIES
  - A. Program Responsibilities
    - i. Outcome Measures
    - ii. Utilization Review
    - iii. Client satisfaction Surveys
    - iv. Peer Record Reviews
      - 1. Number of records to be reviewed
      - 2. Selection method
      - 3. Process of review
      - 4. Process of correction
    - v. Intake and Discharge review
    - vi. Individualized Service Plan Review
  - B. Quality Improvement Manager Responsibilities
    - i. Operational/facility reviews
    - ii. Random Record Review
    - iii. Ensure accurate and complete documentation
    - iv. Number of records to be reviewed
    - v. Process of correction
    - vi. Complaints, grievance, appeals
    - vii. Critical incident review
    - viii. Staff and tenant focus groups
  - C. Medicaid reviews with a licensed staff
    - i. Billing compliance
    - ii. Medical necessity compliance
    - iii. Number of records to be reviewed
    - iv. Process of correction
- III. PROGRAM PERFORMANCE MEASURES
- IV. COMPLIANCE MEASURES