Exploring ways in reaching a higher QA Maturity Level

Continuous Improvement Learning Session

Presented by:

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Purpose of this Learning Session

- County Incentives Contract

Introductions

- **Rahem Mulatu- County Program Administrator**

- **Vanessa Garcia – Continuous Improvement Specialist**

- **Arturo Serrano – Continuous Improvement Specialist**

Overview

- Ground Rules

- Socratic Method

- Questions and open forum discussion

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Ground Rules

- **Keep your microphone muted, if not participating in the discussion.**
- **If possible remain on video at all times.**
- **Please be present during the duration of this Session.**
  - ➢ **This exercise requires engagement**
  - ➢ **Do not use chat function**
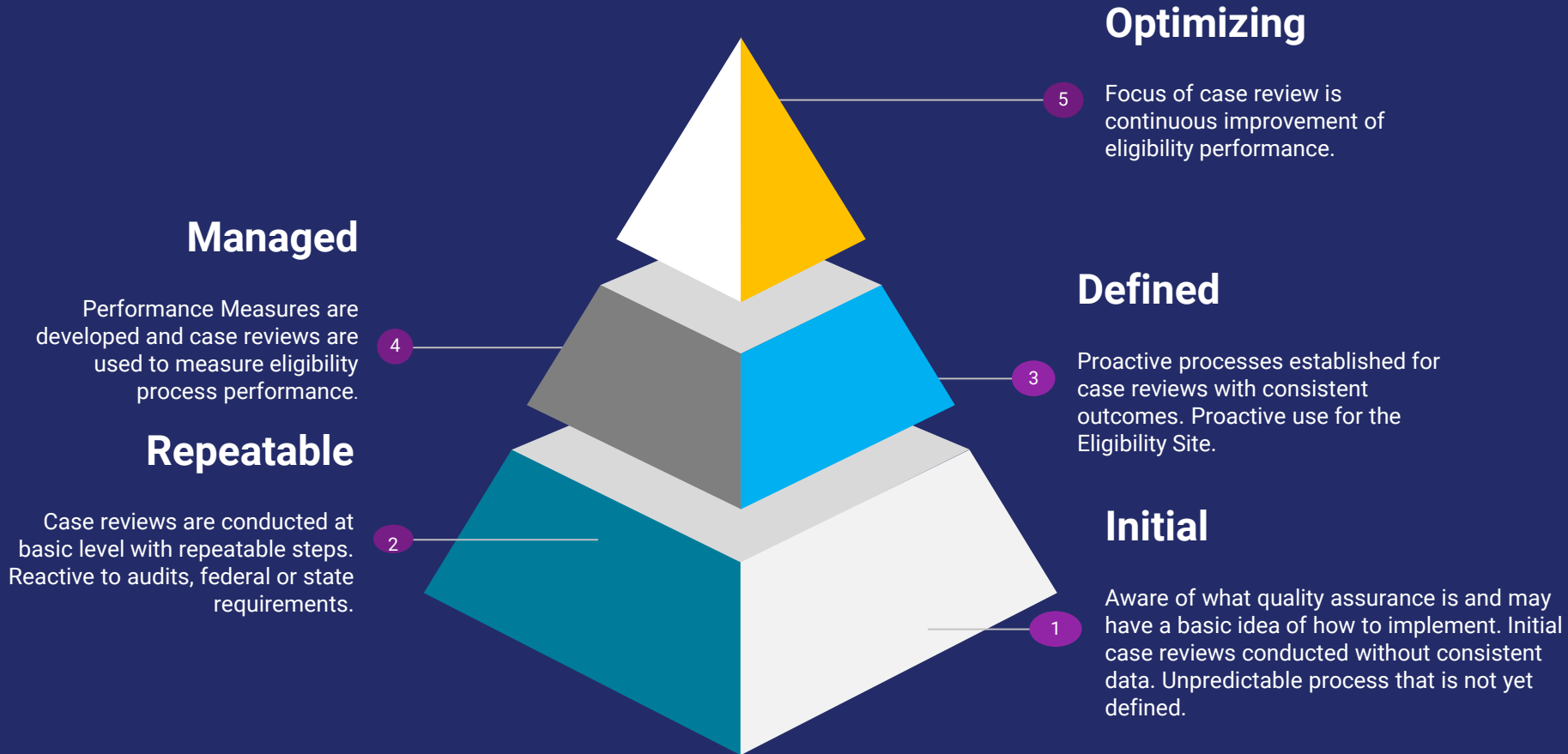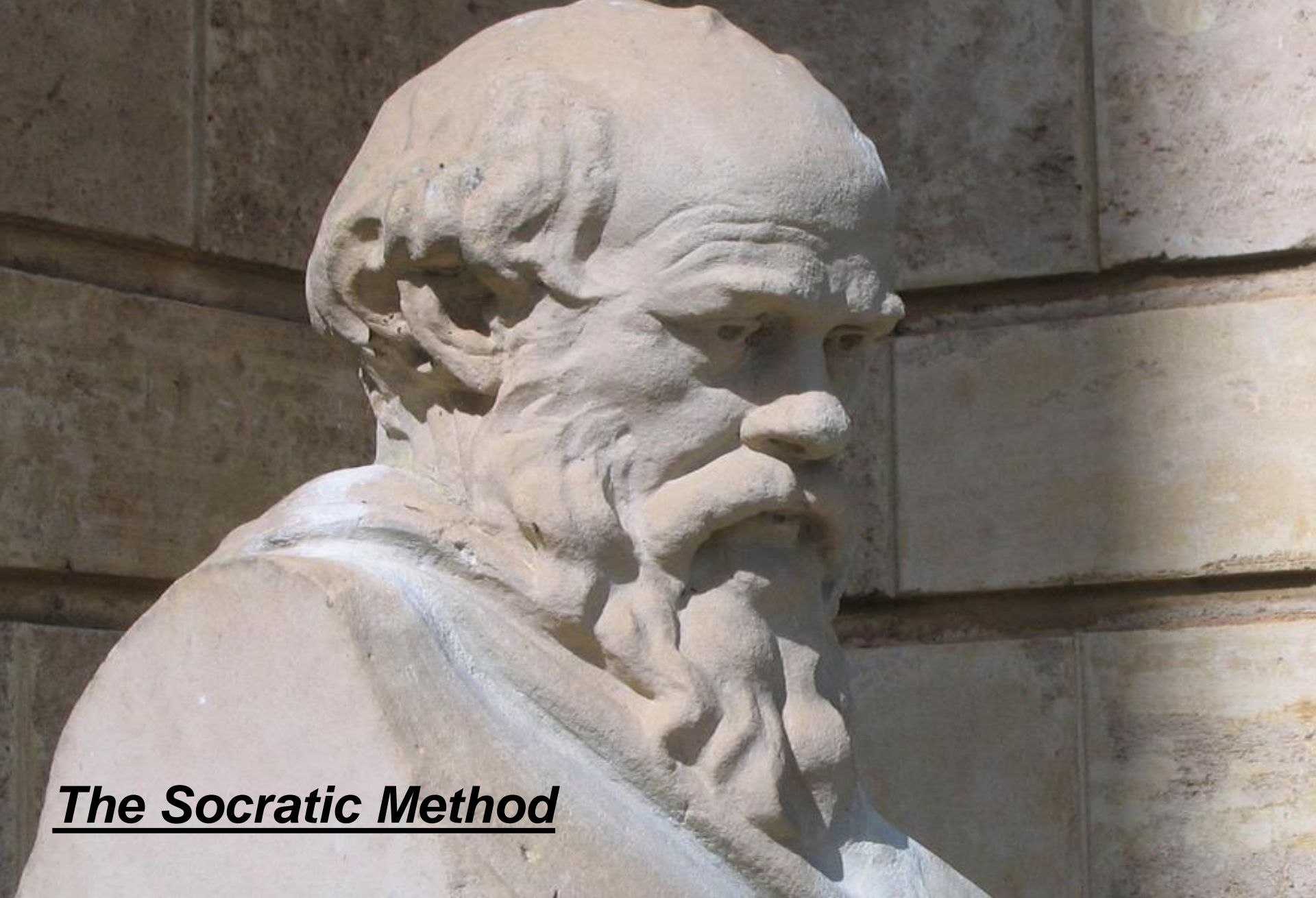 - ➢ **If engagement is low we will be calling on attendees to participate**

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Questions?

The goal is to reach a higher level within the Quality Assurance Maturity Model

Optimizing

5 — Focus of case review is continuous improvement of eligibility performance.

Managed

4 — Performance Measures are developed and case reviews are used to measure eligibility process performance.

Defined

3 — Proactive processes established for case reviews with consistent outcomes. Proactive use for the Eligibility Site.

Repeatable

2 — Case reviews are conducted at basic level with repeatable steps. Reactive to audits, federal or state requirements.

Initial

1 — Aware of what quality assurance is and may have a basic idea of how to implement. Initial case reviews conducted without consistent data. Unpredictable process that is not yet defined.

The Socratic Method

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What is the Socratic Method?

- A teaching technique in which a teacher does not give information/answers directly but ask a series a questions, with the result that the student comes either to the desired knowledge by answering the questions or to a deeper awareness of the limits of their knowledge.

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The Socratic Method

- **Ask versus tell where possible**

- **Avoid leading questions**
  - A question that prompts or encourages the desired answer.
  - **Example:** For example, if you wanted clients to sign up for an insurance plan, you could craft a leading question like: "When would you like to sign up for our insurance plan?"

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Example of the Socratic Method
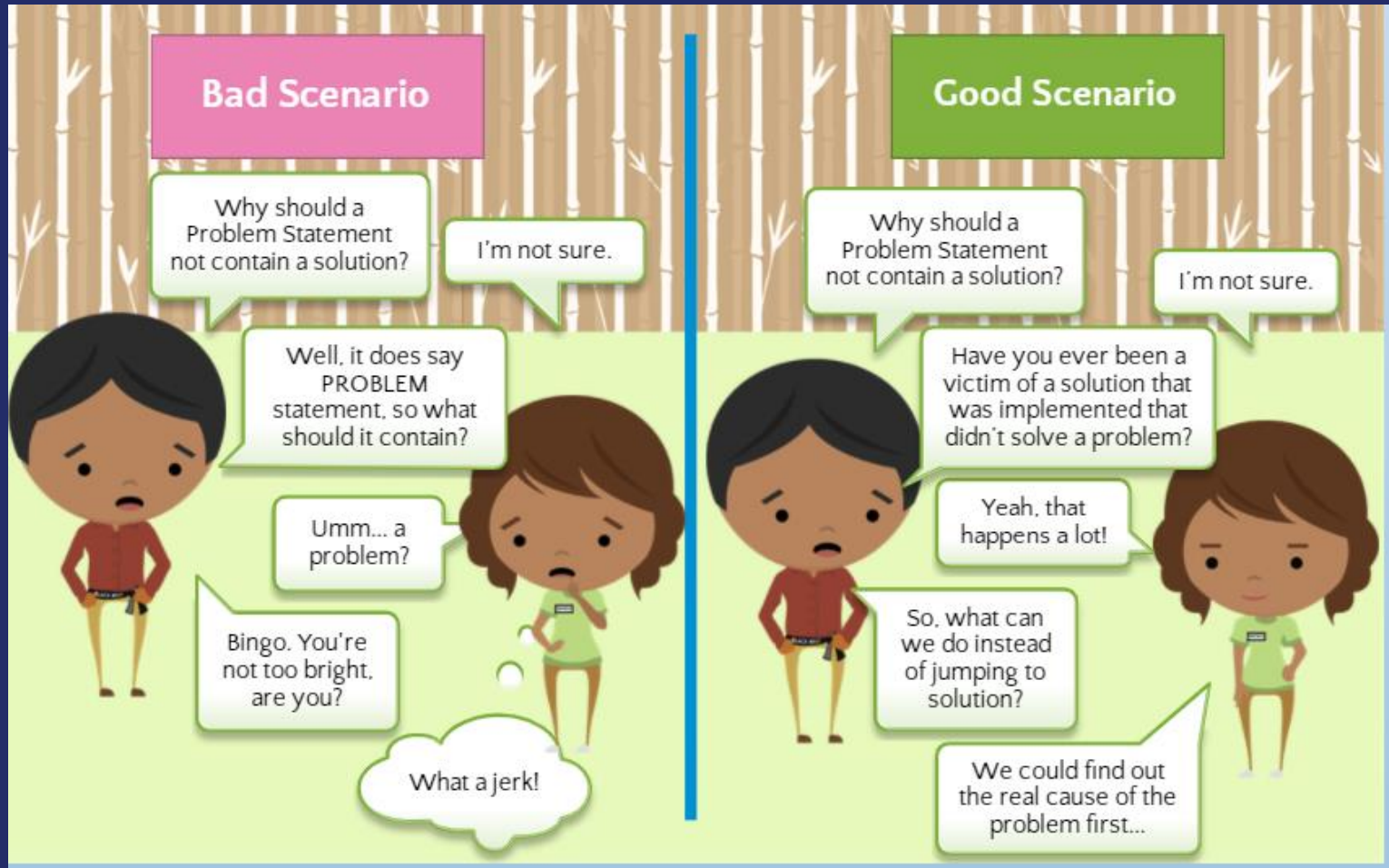
Source: GoLeanSixSigma, DMAIC training, Define Phase.

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In what situation would you use the Socratic Method

- When coaching and leading a person/team to an outcome, by using a series of questions to build critical thinking skills.

Why this approach for today's Learning Session

- While some might have geographic networks not all Counties have been able to share or hear what other Counties are doing.

- Counties have shared their interest in peer to peer learning. Learning from those who actually do the work.

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Questions?

- **How do you make MA QA a priority within your County?**

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- QA reviews are a mechanism to gather Performance Measurement Data. Why would you want Performance Measurement data?

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- Has anyone incorporated Root Cause Analysis into your QA process?

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- Do you feel your staff view the QA process in a positive or negative way?

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- **How do you communicate QA error trends to your staff?**

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- **How do you know your QA process is successful?**

- **Why is it important to have a QA process for Medicaid?**

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- **Does anyone have any major takeaways from today's discussion?**

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Wrap up and Thank You!

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Continuous Improvement Webpage
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