

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



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Introductions

- **Rahem Mulatu- County Program Administrator**
- **Vanessa Garcia - Continuous Improvement Specialist**
- **Arturo Serrano - Continuous Improvement Specialist**



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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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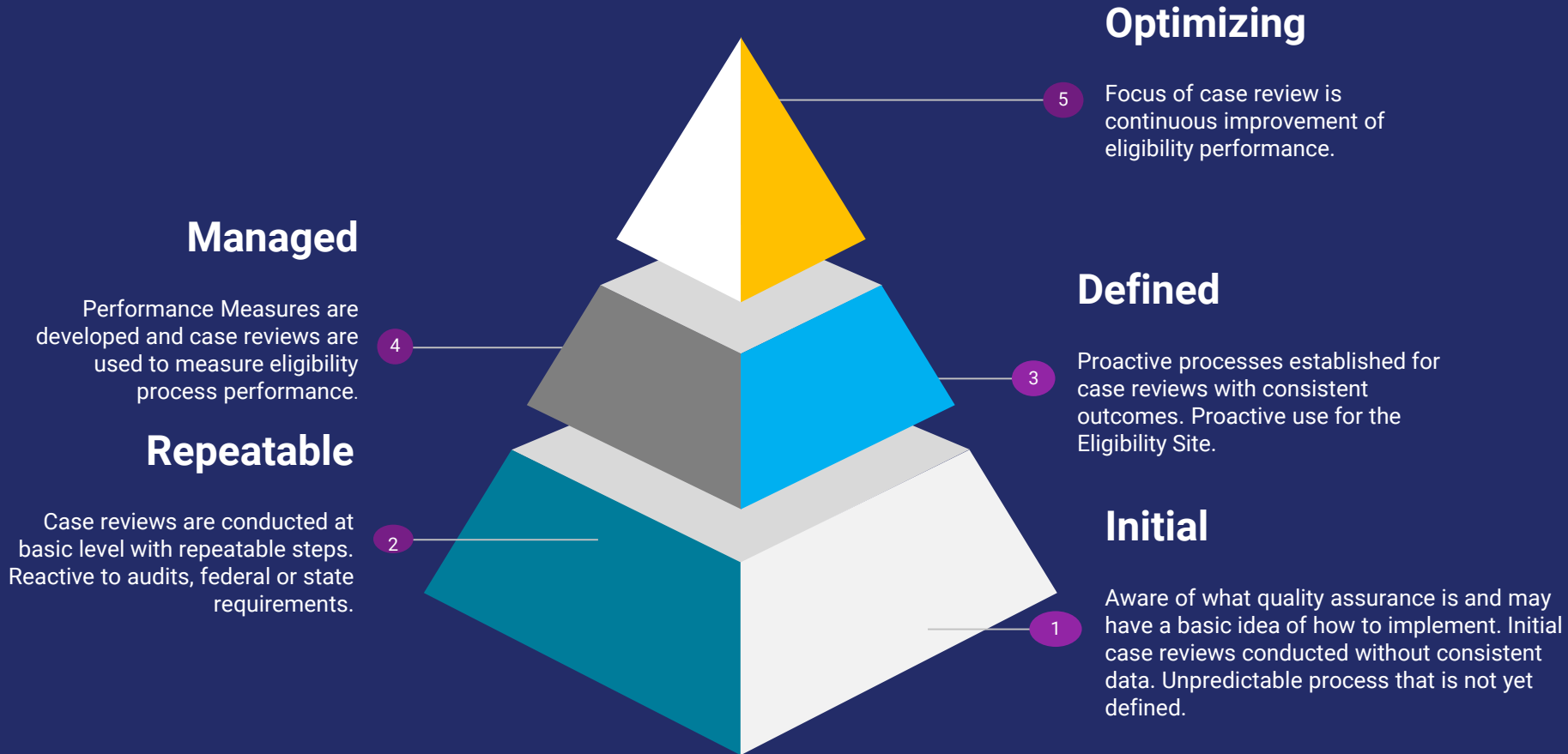
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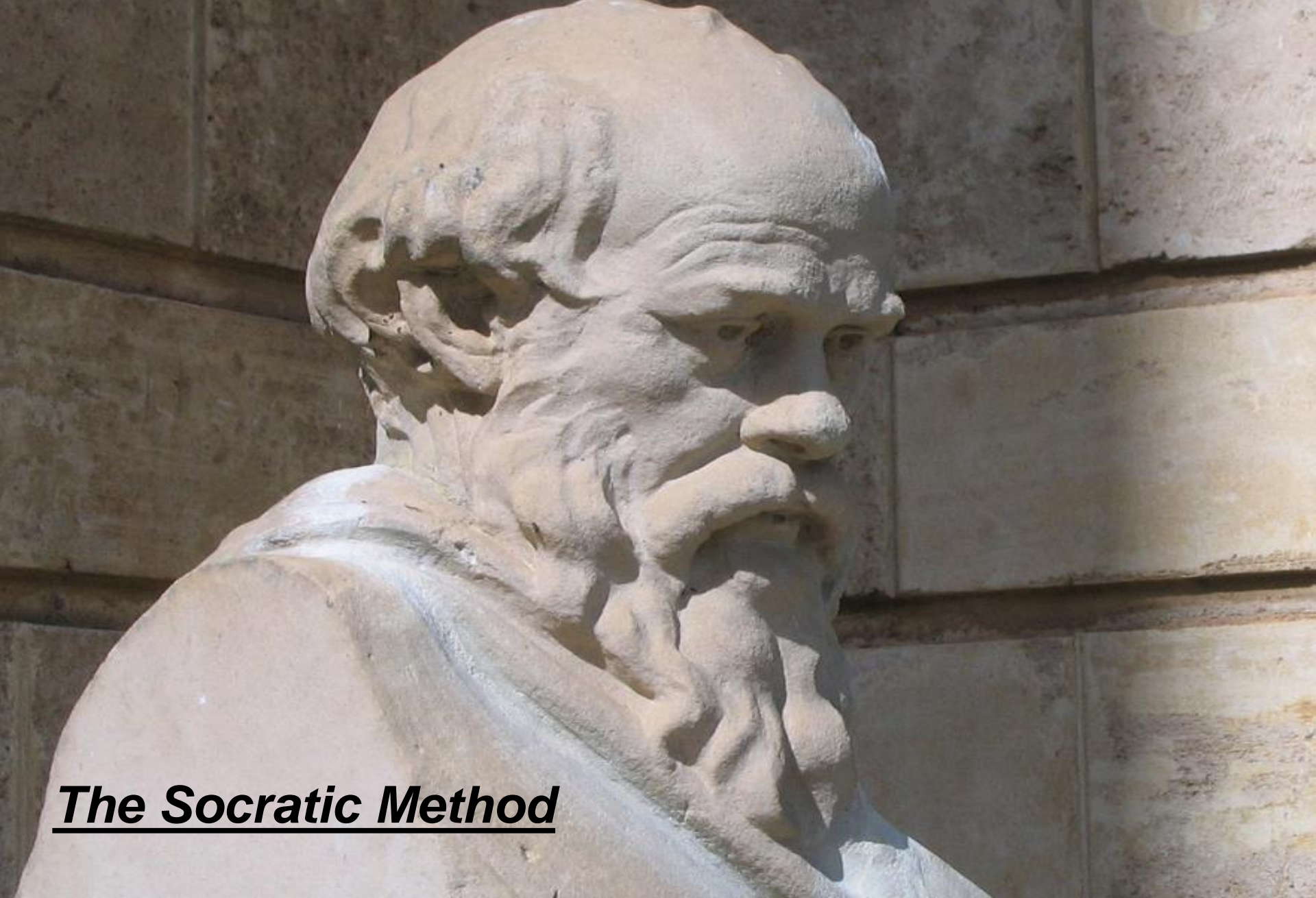


Questions?



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





The Socratic Method



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

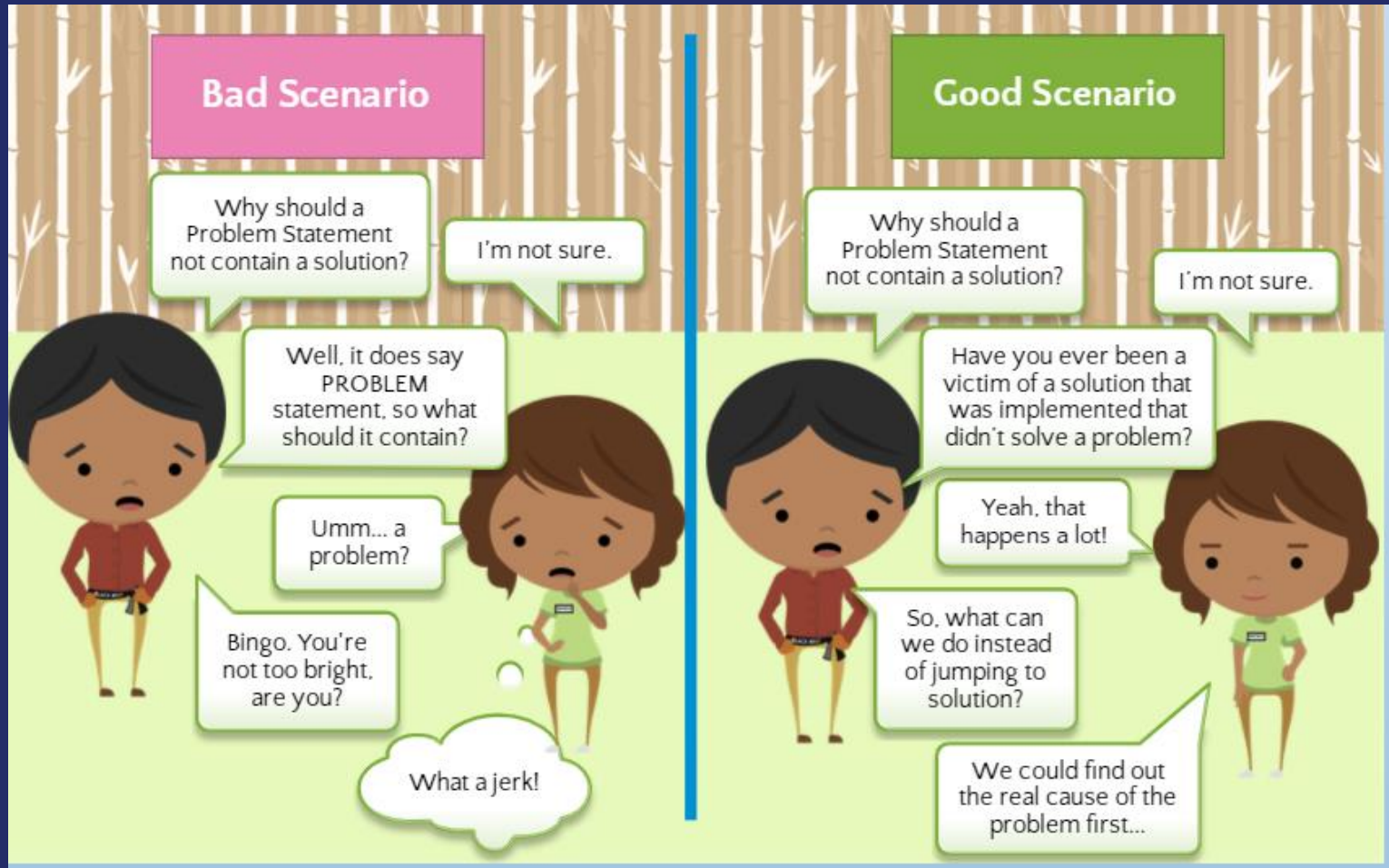
- Ask versus tell where possible
- Avoid leading questions
 - A question that prompts or encourages the desired answer.
 - **Example:** For example, if you wanted clients to sign up for an insurance plan, you could craft a leading question like: "When would you like to sign up for our insurance plan?"



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Example of the Socratic Method



Source: GoLeanSixSigma, DMAIC training, Define Phase.

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.



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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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- Is your County using a multi-program QA review form or a MA only QA review form?



- Has anyone implemented peer to peer QA reviews?
How's it going?



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



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



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- How do you know your QA process is successful?



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- **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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