Q4 Quality Check-in Meeting: Group 1
Monday, May 3, 2021 · 12:30 – 1:30pm

This meeting was [recorded](.).

Attendees:
- **Isabel Vita** - Archuleta County
- **Jami Furrow** - Washington County
- **Tiffany Watson** - Phillips County
- **Amanda Antonio** - Grand and Jackson County
- **Carmen McKay** - Rio Blanco County
- **Daisy Gusman** - Sedgwick County
- **Deanna Annand** - Washington County
- **Karen Asato-Chrysler** - Grand and Jackson County
- **Kristi Janousek** - Kit Carson County
- **Lindsay Harms** - Sedgwick County
- **Lori Lundgren** - Phillips County
- **Sheryl Guerra** - Elbert County
- **Teresa Traxler** - Washington County
- **Sierra O'Neill** - Lake County

- **How do you make MA QA a priority within your County?**
  - **Jami, Washington County:** I think if we make it part of the training plan then we can make sure it's a priority we're learning it as we're getting our training, so it just becomes that priority. Like as we're training new workers as we're training seasoned workers if we make the QAs part of that training so they're aware how to do them how to present their work with those then I think that it becomes a priority.

  - **Isabel, Archuleta County:** So I think one of the things I've had to do because like you said time is an issue, as a Supervisor, is putting an hour in everyone's schedule and just having to say for this hour we need to do peer reviews, for this hour we are just going to dedicate so just put everything aside and we're going to do it because if you don't put the time in the calendar you're less likely to do it, and you have to make sure that everybody is on the same page, and I have had to do that.

- **Sheryl, Elbert County:** I like the ideas we've just heard, to be honest we're struggling over here. I've been out on FMLA for two weeks and we have lost our Director so we have an interim Director which is Darcy who was helping me, so I have no time with you know from her so it's great to hear those suggestions because hopefully I can try to get those going, just to let you know.

- **Isabel, Archuleta County:** We've been pretty fortunate not to have anyone leave Eligibility. Our front desk person decided to take a different position so we've been training a new front desk person and they don't know all the programs, right, so it slows down the process which even makes less time to do specific things.

- **Isabel, Archuleta County:** I think going back to like HCPF indicating potentially hiring temp staff to help with like the Locked-in Report or things like that in the fall, but when you're a small County you don't have the same hiring pool so that's really not an option so it's like this give and take thing of what are we going to give up to get this done, and it's really hard and when you're on the front lines it's like sometimes you feel like you're not being heard but you just don't have the capacity to do certain things. So I hear what, not sure who indicated about their Director leaving but I can totally see where that could just be a huge, huge barrier to doing things.

- **Is your County using a multi-program QA review form or a MA only QA review form?**
    - **Tiffany, Phillips County:** Because time is always an issue, we want to review as many programs as possible when we're doing it, so yes, we utilize the multi-program and try to review every program that's open on the case.

    - **Sheryl, Elbert County:** On the multi program QA review form, are you talking about all high-level programs?
        - **Arturo**: Yeah, or maybe you could have it be either all HLPG or break out by QA review forms by program.

- o **Sheryl, Elbert County:** We do it by each form, we didn't know there was a multi-program QA form. If someone could share that with me I would love to look at it. Tiffany Watson from Phillips County responds that she will send that to Sheryl, they tweaked the old MEQIP form.

- o **Isabel, Archuleta County:** So, in Archuleta we are using a QA tool I believe we received from Garfield County, but it was approved by the State. We don't review multiple programs at one time, especially now that we're doing peer audits, we only do {inaudible} but our review tool is set up color coded where we only do the MA program if we were doing food and med we could do that if we wanted to we just choose not to and keep it separate just because of who reviews, so our fraud investigator reviews food Colorado where it's adult financial but then the peer to peers we're only reviewing Med, so if we see something that's eye-catching in food or Med or Adult Financial we let one another know but we just use one tool for MA only.

- **Has anyone implemented peer to peer QA reviews? How's it going?**
  - o **Isabel, Archuleta County:** We started it with the grants to do our peer to peer reviews, and it wasn't hard to get buy in. I think that the technicians are more critical since their peers are reviewing their files and it's actually, been a great learning experience. In our group, Supervisors, we review what errors we might have found, what impacts eligibility, what wouldn't but what we still want in there. For instance, like income tax households maybe they forgot a child did it affect eligibility, no go back and put the child that they're getting taxes their parents are claiming them, just different things. We have had two that led to fraud investigations so we did catch that, we have caught some things for self-employment that we've had to go back and review which ended up actually in a Food Assistance recovery because it was an aha and we were able to see that so it's a learning experience and I think everybody's enjoyed it, just kind of bouncing things off from one another and learning what their peers are doing so for instance how to clear certain VCLs because those aren't the easiest in the world, so everybody's kind of become a pro at that because we're having to do that work and the Locked-in Report as well. So I think it's gone really well, I'm keeping a

spreadsheet to review the audits that we do and we're just kind of keeping track of any errors that were made that we discussed and how we can move forward and we're actually getting ready from this we've learned an experience for a potential ME you know a Management Evaluation in the future so we're taking a stab at the questions now to try to get prepared if and when that happens. So I think it's been good in Archuleta County, it's definitely been a learning experience for everybody and training.

- o **Arturo**: Have you seen any capacity for you as a supervisor to be able to monitor the work differently because some of the load is being taken by the staff?

- o **Isabel, Archuleta County:** I think that um so just the hardest part is going because they're random reviews right so it does take extra time for me to go and pull all those cases and then send them out individually and then I color code them so it definitely is added to my caseload but I think that they pretty much figured out like if I have a 15 minute break or the internet's not working or they can do knock out a peer review so I think that we kind of now have it in motion and we're not going to stop doing it after the grant cycle ends because we're kind of on to something that works good for our County.

- o **Amanda, Greene County:** What I'm wondering, I guess one of the things I'm leery about with the peer-to-peer QA reviews, is like the knowledge that your coworkers have obviously with you know training and experience a more experienced worker might catch something that a newer hire wouldn't - what do you do with that?

- o **Isabel, Archuleta County:** So they still all come to me after they finish their auditing process so they go to one another and typically, so I have four technicians only one is fairly new and so when they go to one another because they have to sign off that they reviewed what was in that case and if there was anything they needed to change or any updates they needed to make so after they do that it still comes to me and I look it over and I take a peek at income tax household

just to take a look so I don't feel like it's a lack of knowledge on their part I think they're really good at having that conversation and I have not seen that be a problem at all. I was in a meeting last week with HCPF and Josh and we were talking about our incentives for this next round and I know that HCPF frowns on peer-to-peer just because of the kind of the quality assurance aspect of maybe the State will catch something in a QA but County local won't but I don't see that in our County I think that everybody's really been holding one another accountable and it's been a really good process.

- o **Isabel, Archuleta County:** Yeah, I mean they always pull me into it but it's never been that way, it literally has been a good training experience for everybody and they love it it's like it's not been any kind of intimidation or any nothing it's been a great process so I actually thought that it would be in the beginning and it's really surprised me and I'm very happy that we did it.

- o **Sierra, Lake County**: It's difficult to do peer to peer QA reviews when you don't have a peer or anybody to review the work right now. We're hoping to have our other technician back in the next month or two but for the time being I'm doing all data entry. I don't think there would be any type of issue if we did do the peer-to-peer. Another technician and I have both been with Lake County for quite a bit of time and we already if we catch something since we don't really have a certain caseload we end up working each other's cases quite consistently so if anything is found or discovered we usually go to one another because at the end of the day it's about the eligibility and the timeliness and everything else over just reviewing I suppose. It would be great if we had enough technicians there's just not enough of us here.

- o **Sierra, Lake County**: Yes. Either that, or I guess we do basically have to do peer-to-peer so our Supervisor will review the cases that Jessica and I work, but she works cases occasionally so then Jessica has to review her cases so it's kind of a weird shape. For the most part though our supervisor doesn't touch too many cases so she doesn't really have too many things to review.

- **QA reviews are a mechanism to gather Performance Measurement Data. Why would you want Performance Measurement data?**
    - **Tiffany, Phillips County:** One of the biggest reasons is consistency and just making sure everything is kosher with whatever worker who might touch it. Prior to some of the changes made in our tool, we weren't looking at the data as much, just making the changes that needed to be made but some of the inconsistencies we saw was information on school that wasn't always completed every year like it should be, different things like that. Basically, you're just using it make sure everybody is doing the same work.

    - **Sheryl, Elbert County:** I'm sure we're trying to strive for accurate data put in to make sure we're determining eligibility correctly.

- **Do you feel your staff view the QA process in a positive or negative way?**
    - **Karen, Grand and Jackson Counties:** I guess the answer to that question is, I guess it depends. Each individual, and it depends on how their particular day is going. I just had a talk with all my staff individually about this, because just to reassure them that whenever I ask them to fix something or point out something that needs to be addressed, that's just my goal to get this result and fix and to move on, it is not my intention to make them feel inadequate or that they are not capable of doing this job. So, I find myself that I could have had the same approach over the same period of time, but if that person had a bad day, my comment would add more to the bad things happening to them on that day and be perceived differently on that day even though it was delivered in the same way as I have always delivered feedback. I just have to assure everybody that I think that all of them are very capable of doing this job and to take my feedback as something that okay so I made this mistake, it needs to be fixed, I'm going to learn from it and I'm going to try not make the same mistake in the future, and also hopefully share that with my coworkers so that nobody else makes the same mistake. I think overall that they all understand that yeah things need to be fixed and yes they need to be avoided in the future, it's just a matter of perception on that particular day or time. It's not that I pick on any of them and I just purposefully just pick their cases, no it's just like

anytime things just land on my lap and that's how I find things and I automatically try to address them, it's not like I have the time to just create and list and at the end of the week or the end of the month ask everybody to address things I mean I think that it's better to if I finding something out now, to get it addressed now before I forget, before they forget.

- o **Sheryl, Elbert County:** it's been my experience that with all of the programs with the QA process, it's positive. They want to know what they're doing wrong, they want to know, I mean we're human we make mistakes we miss things, then they remember they you know it's a learning experience it's a training, so I have not had my {inaudible} be negative at all about it. We want to do it right and determine eligibility correctly.

- o **Kristi, Kit Carson County:** We are short staffed, we have two new techs who are relatively new, so anytime we do the QAs and stuff they just feel like it's a learning experience because of the fact that they're new and so they feel like that helps them learn with any issues that they're having.

- o **Sheryl, Elbert County:** They can talk to any of us at any time. We'll get together and discuss it and you know it doesn't have to be a scheduled meeting, you know any concerns we get together and say hey what do you do for this, you know we always butting heads, or not butting heads, but uh talking to each other and figuring it out.

- **How do you communicate QA error trends to your staff?**
  - o **Isabel, Archuleta County:** We discuss it in our group Supervisions, so we couldn't talk about that you know for a long time it was case comments, case comments, case comments, which they say that's going to be on my headstone someday. Another worker says did you look in additional information it's going to be on hers. It's just a discussion that we have on what we're finding so it's not really, and I have it in a spreadsheet, but we don't make a bigger deal than it is, we just talk about it.

- **How do you know your QA process is successful?**
  - **Isabel, Archuleta County:** So I think that we know it's working when we are not seeing the same errors happening over and over again and we're discussing them and they're retaining the information, so to me that's a win-win.

  - **Teresa, Washington County:** I think we know it's successful because we're seeing less mistakes, but with that measurement data we can kind of see what trends are happening and stop those. I know that we do have a plan to put that sort of back into training, then if we have some continuous trends we want to add that just to the training so we can kind of get that stopped before we move forward. So I think we've noticed that we've been able to curb some of those things and that's how we know it's successful.

- **Why is it important to have a QA process for Medicaid?**
  - **Jami, Washington County:** Well I think it's the whole true eligibility piece and it's for the customer especially you want to make sure they don't have to pay anything back and that we're not putting them in a position that that's going to happen and it also is an all-around thing for the provider for the customer for the County for the State like I think it's just a big circle of people involved that you want to make sure that there has to be some kind of quality assurance process to that we are all on the same page and doing eligibility the same way across the State.

  - **Teresa, Washington County:** Well I'm Washington as well, so what Jami had kind of said but I guess our discussion kind of goes back to as well it's kind of hard sometimes to do the QA when everything can be validated with client statement so that's kind of one of I mean not everything but a lot of the portions are so it sounds like that can you know make it difficult.