

Q4 Quality Check-in Meeting, May 4, 2021 at 9-10 am

Group #2 Small County Discussion

- **How do you make MA QA a priority within your County?**
 - **Sam with Pitkin** - We are kind of starting the process. We were able to bring on another technician during the pandemic to help with the increased workload and now that that person is up to speed it gives the supervisor time to look at how we can expand the QA process.
 - **Funding for new employee:** Disaster relief funds and grants for temporary assistance.
 - **Joyce with Park** - We have also been able to hire a new employee to help with FA and Medicaid. She's a generalist which frees up Janet our supervisor. We are also like Pitkin in the beginning stages of the QA process. Janet will be conducting reviews on a weekly basis with our employees and they are done randomly.
 - **Michaela Estrada** – We are setting monthly deadlines to complete reviews and to stay on track.

- **Is your County using a multi-program QA review form or a MA only QA review form?**
 - **Janet with Summit** – Being a smaller county we use the multi-program form which works better, and it is more efficient and effective.
 - **Joyce with Park** – It might benefit us to rethink our MA only form as a couple of generalists who do the FA and MA, and with this form we could do a FA and MA at the same time. Also, if we revise our form to add the FA part of it, do we have to send it to you guys to get it reauthorized?
 - **Arturo HCPF** - I think it's more on your side because you have already went through the steps for the MA piece for the last quarter, so I think it's more on the County side to reach out to SNAP.

- **Has anyone implemented peer to peer QA reviews? How's it going?**
 - **Joyce with Park** – No we have not tried that yet. Park could be the guinea pig.
- **Arturo HCPF** - Reach out to Archuleta County Isabel Vita they have done some great work in this area.
 - **Janet with Summit** – We used to do it. We have changed the QA process to peer to peer review. It is more of an interactive process between the reviewer and the reviewee. We have a team that does the reviews. The reviewer goes through every case process with a quick review. If there is anything questionable, they must go through the reviewee, so there is a lot of back and forth.
 - **Karen with Gilpin** – Peer to Peer is something we did years ago with other Counties, but it was very time consuming and perhaps there is an easier way to do it. But right now, the Case Managers are overwhelmed and swamped with work. It is difficult adding another step to our plate and we can't commit to it right now, but maybe in the fall we can.
 - **Tammy with Clear Creek**– I agree with Gilpin, there are two of us and we are keeping up with the caseloads and our numbers are looking good, but to find time to do this is difficult. The smaller Counties may not be able to commit to this right now. Until we get to a more even knell, it may be a little difficult.
 - **Sam with Pitkin** – In the Northwest, there are a couple of smaller Counties pulling funds together to get the shared technician to help.

- **QA reviews are a mechanism to gather Performance Measurement Data.**
Why would you want Performance Measurement data?
 - **Joyce with Park** – To find commonality between what a County may be missing or what they are doing well at, and to identify if anything is missing or a trend.
 - **Trisha Jackson with Crowley County** – Gather all information to see where we need to improve and where we are doing fine, but where exactly we need to instruct our technicians in getting better at what they do and just to have a stronger point in what we gather.
 - **Joyce with Park** – I think you will find what you're doing well at or what you're not doing well at. We plan on having monthly training sessions after the reviews to improve or to find out what the causes are. Our goal is to have training classes as well as monthly eligibility meetings. Now that we have hired a new employee and she has gone through the MAGI and Non-MAGI training and brought a lot of information back to the rest of the team. So, as an eligibility team we are going back to the mangi and non mangi training, just to receive any new information that is out there.

- **Do you feel your staff view the QA process in a positive or negative way?**
 - **Joyce with Park** – We need to approach it in a positive manner. If you approach it as a let's learn this together approach and do it correctly it will be a more positive outcome. It's not good to approach it in a negative way.
 - **Janet in chat** – She would love to hear ideas on how to make it positive, maybe changing the acronym or the acronym meaning.
 - **Baca County** – The way we make sure our staff is heard is we hold weekly staff meetings. The staff can give their input or concerns and we work together as a team to be successful.

- **How do you communicate QA error trends to your staff?**
 - **Ivana with Summit** – When our QA team completes an audit and there is a finding, they sit with the case manager to go over the finding. We use it more as a training opportunity. We try to make it a positive experience, but QA's are always looked at in a negative way and I'm not sure why. But we try to use it as a training opportunity and it is one on one, so it's the person who completed the audit with the case manager. Also, when the State audit has come back with zero findings. We send out an email to our Directors, Managers, Case Managers and Supervisors stating we did a great job.
 - **Trisha with Crowley** – I think the reason QA's are viewed as negative is because instead of having a meeting to say, hey you are really doing this well and so each time they are being sat down, it is because they are talking about the negative. I think also having a meeting about the positive would help.

- **How do you know your QA process is successful?**
 - **Joyce with Park** – The process is successful when there are no errors and the QA process is a success. The QA process tools can cover everything we use in the future. It will capture the good and the bad and then we can initiate training. We can see if the process is working because you are not making the same errors and you can identify any new errors.

- **Why is it important to have a QA process for Medicaid?**
 - **Call in User 2** – So we can get incentives. Cost containment. I think everyone profits from it including our clients.

- **How are you going to implement what you learned today?**
 - **Janet with Summit** – We are not alone in the continual view that QA's are negative. We can make a conscience decision to find a way to make it more positive.
 - **Karen with Gilpin** – I agree with Janet, and I would like to reach out to Janet at Summit to go over their multi-program review forms.
 - **Vanessa HCPF**– Also, you can reach out to Archuleta county who has a great peer to peer process.