Q4 Quality Check-in Meeting, May 4, 2021 12:30-1:30 pm

Group #3 Medium County Discussion

- **How do you make MA QA a priority within your County?**
    - ○ **JoAnna with Otero County** – For Otero County it is the normal process. We have not only used Medicaid quality assurance by itself, but we include it when we do other types of case reviews. We are starting to implement Medicaid only reviews because of this new trend we are starting now. We have a QA specialist who does it.
    - ○ **Vanessa** – How do you create capacity for QA? Restructure team, or hire new staff?
    - ○ **Erin with Douglas** – On a regular basis we keep staff on a percentage of sup op so CBMS automatically kicks it to the supervisors for review, so it's not once a month it's constant. We hired a QA specialist to assist with Medicaid as well as the other programs.
    - ○ **Nick Barela with Conejos**– We also utilized transaction sampling. We folded it into their performance evaluation and by putting benchmarks in place for our employees, it's easier.

- **Is your County using a multi-program QA review form or a MA only QA review form?**
  - **JoAnna with Otero** - We use both forms and it depends if it's a joint type of situation. If it's a food and med we use multi-program form and if it's MA only we use the MA only QA form. It is probably more convenient to use the multi program QA review form.
  - **Amy with Montezuma** – We use the multi-program QA review form.
  - **Janice with Logan** – We also use one form for all programs. It's just easier to look at one form and know where everything is, instead of changing up the forms. It seems the technicians are used to them, so it makes it easier on all of us.

- **Has anyone implemented peer to peer QA reviews? How's it going?**
  - **Janice with Logan** – Right now we only have one person with the knowledge to do it.
  - **Nick with Conejos** – We have shared caseloads so it's kind of a built-in way to make sure the peer to peer reviews are happening because everyone is touching cases, so we are relying on quality of work for co-workers.
  - **Amy with Montezuma** – We are stating this month for anyone with 5 years of experience to review other cases. We have not done one yet, so we are a little apprehensive.
  - **Arturo** – Janice you've done it in the past, was it tough to get by in with the team?
  - **Janice with Logan** – I didn't get much resistance because everybody was doing it, so it was more to help each other out.
  - **Vanessa** – For those of you who are doing the peer to peer, was there a turning point that made you explore doing this?
  - **Janice with Logan** – I had to start because I also carry a caseload and a supervisor, so I had to split my obligations with the team.
  - **Nick with Conejos** – In the past we had specific caseloads for each of the workers, but it was difficult when an employee is out of office to jump into their caseloads, so now we have a more generalized caseload.

- **QA reviews are a mechanism to gather Performance Measurement Data. Why would you want Performance Measurement data?**
    - **Nick with Conejos** – It is important to coach your staff and to capitalize on their strengths. It is important to have performance data in place, so you know where you may have to tweak your training for your team to work the best they can.

- **Do you feel your staff view the QA process in a positive or negative way?**
    - **JoAnna with Otero** – It's neither negative nor positive, it's just part of the job. It is open for rebuttal and we will correct any findings. So, they learn from it and they don't make the mistake again.
    - **Raven with Douglas** – I agree with JoAnna, it is neither negative nor positive. We just consider it part of the job.
    - **Vanessa** – When it comes to your QA process, how do make sure your staff has a voice in this process?
    - **Janice with Otero** – The QA person gives me the review as a Manager and then I farm that down to the person who took the action on the case and they are responsible to make the corrections, if any are needed. They provide me back the documentation and I forward it on to QA person. If no corrections are needed, it's just filed away in our paper management system and as work is being done it's reviewed at that time
    - **Nick with Conejos** – It opens the door for potential dialogue between you and the employee. So, if they're making specific errors, you can have a conversation with them to say, what can we do to help you, or which training opportunities are best for the employee?

- **How do you communicate QA error trends to your staff?**
  - **Raven with Douglas** – Prior to Covid, we would earn tokens for correct cases or by problem solving. Then we would play a fun game of wheel of fortune, where you would take a spin on the wheel and could win $5 gift cards or an extra jean day. It boosts moral!

- **How do you know your QA process is successful?**
  - **JoAnna with Otero**- Decrease in errors which makes it easier to maintain that lower error rate.
  - **Vanessa** – What tools do you use to measure that success?
  - **Nick with Conejos** – I don't have any tools that I use I usually try to capture the ah-ha moments when meeting with staff which is very helpful.
  - **Flor with Broomfield** – We are in the process of working on a tool. We have been meeting weekly with another department of our county who are helping us build it. We are looking to measure every technician bi-monthly for data entry errors, and eligibility errors.
  - **Kayte with Conejos** - We are also tracking it with a spreadsheet.
  - **Danielle with Eagle** – We put together a data studio. It compiles the information from all the reviews from a QA tool that we use through Sheets, so it does a good job at measuring what workers had what errors and it has graphs showing where the errors are going, so it's going well.

- **Why is it important to have a QA process for Medicaid?**
  - **Diane Romero with Saguache** - To ensure the caseloads are completed correctly.
  - **JoAnna with Otero** – If the case is finished correctly it is less work in the long run and it's better for the customer because they have accurate coverage and it improves our Medicaid incentive dollars.
  - **Nick with Conejos** – Quality of service to clients and accuracy in dollar amounts.

- **Does anyone have any major takeaways from today's discussion?**
  - **Nick with Conejos** – I love to hear what other counties are doing and to generate ideas from those Counties.
  - **Kayte Mora with Conejos** – I like the idea from the County that gives staff incentives to encourage better performance.