

## Q4 Quality Check-in Meeting, May 5, 2021 at 10-11 am

### Group #4 Medium County Discussion

- **How do you make MA QA a priority within your County?**
  - **Alison with Garfield** – We pull the MA only cases each month for each technician to be reviewed. The QA reviewers will look at the data entry for the food to see if it might have affected the med and we do recommendations on what to look out for in the future.
  - **Vanessa** – With the pandemic going on has anyone had to restructure their teams?
  - **Stephanie with Fremont** – We have not restructured our teams, but we have reprioritized our schedules by blocking out hours of time to get it done.
  - **Vanessa** – Has anyone hired new staff for QA?
  - **Arturo** – Northwest region has a floater technician they share to help with vacancies.
  - **Alison with Garfield** – I'm the Supervisor for that Northwest technician and she does the Med only applications and changes. The way we have utilized Lilly is they have requested the use of her time to work some items for them so they can work on the med locked in report which has been a big priority. If other regions are looking to ban together to create a position like this, I would be happy to talk to people about it.

- **Is your County using a multi-program QA review form or a MA only QA review form?**
  - **Kathy with Alamosa** – We use the Medicaid review form, but we want to incorporate all programs.
  - **Tara with Chaffee** - We use two separate forms, the MA only form and a Snap QA form and that is one of my challenges is incorporating them into one review form.
  - **Petra with Teller** – We have a specific review form for each program, and we broke out long-term care and managed care with two separate review forms. A lot of it is online now.
  - **Alison with Garfield** – Everything is on one form including LTC. It just has check boxes to make sure things are where they're supposed to be. With the multi-program form it's easier on the reviewers and a lot easier to keep it digital.
  
- **Has anyone implemented peer to peer QA reviews? How's it going?**
  - **Kristen with Muffat** – We do peer to peer reviews. It is our senior staff that performs those reviews. It is successful, and it helps staff catch each other's mistakes and become more aware of what to look for. Also, a good way to coach and help each other out.
  
- **QA reviews are a mechanism to gather Performance Measurement Data. Why would you want Performance Measurement data?**
  - **Caller** - We want to make sure eligibility determinations are done correctly. So, customers are receiving the benefits they are entitled to. Also, with catching error trends we utilize the information for training and learning purposes.
  - **Vanessa** – Can anyone explain why it's important to conduct a root cause analysis within your QA process?
  - **Caller** - You want to identify the problem and where it's coming from and provide group training, so we can eliminate any mistakes.

- **Do you feel your staff view the QA process in a positive or negative way?**
  - **Alison with Garfield** – I think both, nobody likes to hear they are doing things wrong, but you don't know how to correct something unless you know you are doing it wrong. Hopefully they would view it in a positive way.
  - **Morgan County** – We try to spin it in a positive way and they always learn something from it. The technician can shadow the reviewer to understand the process. They can rebut or confer, and we discuss how to fix it or find reasons why.
  - **Judy with Alamosa** – When we do our reviews, we share our results during our unit meetings and offer training opportunities.
  - **Wanda with Fremont** – We tweaked our review tool enough that they have the ability to rebut or add their input. All the staff and QA girls have started focusing on the positive and to ensure the team has all the resources needed to perform their jobs. QA staff also sends out a tip of the week along with any trends.
  
- **How do you communicate QA error trends to your staff?**
  - **Teller County** – We keep a excel spreadsheet to make notes of different errors and provide group trainings as needed.
  - **Wanda with Fremont** – We have once a month team meeting to work with the supervisors to go over any errors and get everyone on the same page.
  - **Cassie with Montrose** – We communicate by having staff meetings every two weeks to look at any error trends. We work on the error trends as a group and we include internal training for that trend. The supervisors do all the QA reviews for the teams, individually and with their units.

- **How do you know your QA process is successful?**
  - **Petra with Teller** – We have a reduction in errors so that tells you people are learning from their mistakes. You know you're doing well when there are no errors to report.
  - **Tara with Chaffee** – To make sure everybody is doing things the same way and that everyone understands the data entry process. So, if there are common errors, we are addressing them in the team meetings and hopefully getting to a place where everybody is on the same page and to know what is expected. One thing I appreciate are the casefile templates which are a good way to know how we are doing because a lot of times things get lost in translation.
  - **Diana (GillyD1) with Prowers** – We just hope our process is successful. When we review something and there is an error or two, we let the whole unit know as a group and we meet every Monday to review the QA's.
  - **Arturo** – Has anyone made actual goals or target goals within QA?
  - **Fremont county** - No, we have not set any target goals besides improving. We do have an excel tracking spreadsheet to track each individual error so we can pinpoint that trend. So, this shows us what we need to do training on. That's how we improve the process, and the trends help to identify where the needs would be.
  - **Alison with Garfield** – Every quarter we do an overall QA progress report with the technicians setting their own goals. It's more personable if they set their own goals and working on what they want to improve which ends up benefitting the whole group.

- **Why is it important to have a QA process for Medicaid?**
  - **Alison with Garfield** – Getting medical care is essential. It determines whether a person is eligible or not. Also, the cost containment.
  
- **Does anyone have any major takeaways from this discussion?**
  - **Caller** – I really enjoyed the piece about Socratic method as a facilitator it is very useful.
  - **Janet(Summit)**– Input from other counties is very helpful.