

Countermeasure Action Plan

- **Countermeasure (what will happen): Create new QA review form.** This new QA review form will need to include key areas of MA State Audit findings outlined during the Quarter 1 meetings. This form will assist with laying the foundation to gather key performance measures for your County.
- **Who will be responsible?** To be determined by County
- **What will we do next (Timeline)?**
 - Who will create the new QA review form? When?
 - Research and compile questions for QA review form? When?
- **How and when will we measure? How will we know it's successful?**
 - Identify and share with staff MA QA errors/findings.
 - Train staff when QA trends are happening within a unit or office. The goal is to see a reduction of MA QA errors. Explain how you will track & monitor.
 - Begin identifying “Root Causes” of MA errors. The future state will be how to address these root causes with countermeasures. The countermeasures when determined successful should improve the QA process as well a reduction of QA errors.