PUMP

BLUEPRINT WORKSHOP

PuMP® Step 3: Measure Design

Begin with the result in mind (write it down):

There are no errors that impact the eligibility of approved or denied individuals

List sensory evidence of the result:

- External and internal auditors will find fewer errors that require the Department to refund Federal Financial Participation (FFP) to the federal government
- The Department will see a reduction in errors caused by incorrect data entry, missing documentation, incorrect system processing, and/or insufficient training for caseworkers
- The Department will spend less money on capitation payments for ineligible individuals
- The Department's PERM error rate will be 3% or less thus eliminating clawbacks
- The Department will reduce the number of overpayments identified by MEQC
- The Legislative Audit Committee (LAC) will recognize the Department's improvement efforts
- The Department will have better LAC meetings

Create potential measures:

Potential measure	*Strength*	*Feasibility*	*Select?*
1. Number of individuals that were correctly approved, denied, or terminated that divided by the total number of individuals in the sample (%)	7	5	Yes
2. Number of individuals that were incorrectly approved, denied, or terminated divided by the total number of individuals in the sample (%)	7	5	Yes
3. Number of individuals that were incorrectly approved divided by the total number of individuals with an incorrect approval/denial/termination	7	5	Yes
4. Number of individuals that were incorrectly denied/terminated divided by the total number of individuals with an incorrect approval/denial/termination	7	5	Yes
5. Number of data entry errors that caused an incorrect approval/denial/termination divided by the total number of individuals that were incorrectly approved/denied/terminated	6	5	Yes
6. Number of individuals whose approval/denial/termination cannot be confirmed due to missing documentation divided by the total number of individuals that were incorrectly approved/denied/terminated	6	5	Yes
7. Number of system errors that caused an incorrectly approval/denial/termination divided by the total number of individuals with an incorrect approval/denial/termination	6	5	Yes

8. Number of incorrect approvals/denials/terminations that were caused by insufficient guidance divided by the total number of individuals with an incorrect approval/denial/termination	6	5	Yes

Check the bigger picture:

- The site's accuracy rates will be skewed if their sample size is small. For instance, if only one individual from Saguache is sampled and that individual was incorrectly approved, denied, or terminated, their error rate for the month will be 100%
- Accuracy rates may also be skewed depending on the sampling methodology selected for quality assurance reviews. If we sample based on populations that have known issues, the QA team may find a higher instance of errors than they would in a completely random, unstratified sample.
- Need to ensure that system/state errors are not attributed to the eligibility sites. Clear distinctions should be made in the data.
- The Department wants avoid having an error rate above 3%; however, the quality assurance reviews will have a unique methodology and will not mirror other audits. There is no guarantee that these efforts will prevent an error rate above 3% in other audits
- One individual can have multiple errors. Both eligibility errors and errors that did not impact eligibility.
- One individual can have multiple errors with the same root cause. For example, a case can have three data entry errors. The root cause of each error can have a different outcome – i.e. one data entry error impacted eligibility and the remaining two did not impact eligibility

Name and describe the measures:

Measure name	*Measure description*
Correct eligibility determinations	Number of individuals that were correctly approved, denied, or terminated divided by the total number of individuals in the sample (%)
Incorrect eligibility determinations	Number of individuals that were incorrectly approved, denied, or terminated divided by the total number of individuals in the sample (%)
Incorrect approval rate	Number of individuals that were incorrectly approved divided by the total number of individuals with an incorrect eligibility determination
Incorrect denial/termination rate	Number of individuals that were incorrectly denied/terminated divided by the total number of individuals with an incorrect eligibility determination
Rate of data entry errors that impacted eligibility	Number of data entry errors that caused incorrect eligibility determination divided by the total number of individuals with an incorrect eligibility determination

Rate of missing documentation errors that impacted eligibility	Number of individuals whose eligibility cannot be confirmed due to missing documentation divided by the total number of individuals with an incorrect eligibility determination
Rate of system errors that impacted eligibility	Number of system errors that caused an incorrect eligibility determination divided by the total number of individuals with an incorrect eligibility determination
Rate of insufficient guidance errors that impacted eligibility	Number of incorrect eligibility determinations that were caused by insufficient guidance divided by the total number of individuals with an incorrect eligibility determination