

7.2 Quality Assurance Performance Improvement (QAPI)

An annual work plan is designed to conduct and/or monitor activities in support of the QAPI plan. Activities include a review of clinical operations to comply with regulatory requirements and business and operational goals. Sources of data include record reviews, incidents, hospitalizations and nursing home admission data, high-risk/high-volume utilization data, and other customer service and provider performance data reports. Data is reported to the Quality Improvement Committee (QIC) and its sub-committees as appropriate.