

## 7.2 Quality Assurance Performance Improvement (QAPI)

An annual work plan is designed to conduct activities in support of the QAPI Plan. Activities include a review of all departments and selected operations to comply with regulatory requirements and business and operational goals. Sources of data include record reviews, grievances, 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 Internal Quality Utilization Committee and to the board appointed Quality Management Committee.

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Trial version converts only first 100000 characters. Evaluation only.

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