

## Section 7 - Quality Assurance, Performance Improvement and Compliance

---

### 7.1 Quality Assurance, Performance Improvement (QAPI) Plan and Compliance

The goal of the QAPI plan is to systematically monitor, evaluate and improve the quality and appropriateness of care provided or coordinated and maximize member satisfaction. The following areas are reviewed annually:

- The quality and quantity of services;
- The management of care including availability, access and continuity, and early identification of problems;
- The identification and correction of operational and clinical practice issues;
- Outcomes in clinical and non-clinical areas.
- Senior Health Partners supports and carries out these functions through several cross functional committees. Examples of these committees include an internal Quality Utilization Committee, a board appointed Quality Management Committee. All committee meetings are recorded and minutes are reported to the Board of Directors at their quarterly meetings.

---

Trial version converts only first 100000 characters. Evaluation only.

[- Get license for the HTML-to-RTF Pro DLL .Net](#)

### 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.

---

Trial version converts only first 100000 characters. Evaluation only.

[- Get license for the HTML-to-RTF Pro DLL .Net](#)

### 7.3 Provider Quality Report Cards

Senior Health Partners utilizes an annual provider performance report to provide feedback to providers regarding overall performance. Information sources include grievances, utilization data, staff and member feedback. Providers are judged against their peers in network services and against internal benchmarks, when available. Senior Health Partners distributes this annual performance report card to Licensed Home Care Service agencies only as this represents the majority of services delivered to our members.

---

Trial version converts only first 100000 characters. Evaluation only.

[- Get license for the HTML-to-RTF Pro DLL .Net](#)