

NBHP QUALITY IMPROVEMENT AND UTILIZATION MANAGEMENT WORK PLAN

JULY 1, 2013 – JUNE 30, 2014

COMMITTEE ACTION	REPORTING CYCLE AND TARGET DATE	RESPONSIBLE PARTY	TASK STATUS
I. General Quality Improvement and Utilization Management Activities			
A. NBHP will prepare QI-UM Program Annual Evaluation for 2013-2014 (to include EBP results).	To NBHP: 09/1/2014 To HCPF: 09/30/2014	NBHP QI Director	Partially Complete for FY13: Plan and Evaluation to be present to NBHP's QI/UM in October, 2013 Continued from FY13 Plan
B. NBHP will review and update current QI/UM Program Plan (including recommendations from annual program evaluation and follow up on any unmet goals from previous year) for –2013-2014.	To NBHP: 09/14/2014 To HCPF: 09/30/2014	NBHP QI Director	Complete for FY13 Continued from FY13 Plan
C. NBHP will review and update current work plan (including recommendations from annual program evaluation and follow up on any unmet goals from previous year).	Due: 07/30/2014	NBHP QI Director	Complete for FY13. Continued from FY13 Plan
D. NBHP will present QI-UM Program Plan to Board of Managers for adoption.	After 09/1/2014	NBHP QI Director	Partially Complete for FY13: Plan and Evaluation to be present to NBHP's Board in October, 2013 Continued from FY13 Plan
E. NBHP will Review QI Member Committee membership & recruitment efforts.	Ongoing	NBHP QI and OMFA Directors	Complete for FY13 Continued from FY13 Plan
F. NBHP will attend monthly HCPF BQuIC meetings	4 th Tuesday of each month	NBHP QI Director	Complete for FY13 Continued from FY13 Plan
G. NBHP will attend ad hoc HCPF Performance Measures meetings	As scheduled	NBHP QI Director	Complete for FY13 Continued from FY13 Plan
H. NBHP provider Community Mental Health Centers will hold public forums.	Schedule by 01/31/2014 Complete all forums by May 2014. Report due 06/21/2014	OMFA Director and Centers	Complete for FY13 Continued from FY13 Plan
I. Center Provider Quality Improvement Plans			
1. Each center will prepare an annual evaluation summarizing the key activities conducted in 2013-2014.	Due: 08/31/2014	Centers	Complete for FY13 Continued from FY13 Plan
2. Each center will prepare a comprehensive quality	Due: 09/30/2014	Centers	Complete for FY13

NBHP QUALITY IMPROVEMENT AND UTILIZATION MANAGEMENT WORK PLAN

JULY 1, 2013 – JUNE 30, 2014

COMMITTEE ACTION	REPORTING CYCLE AND TARGET DATE	RESPONSIBLE PARTY	TASK STATUS
improvement plan for 2014-2015.			Continued from FY13 Plan
J. Coordinate with Utilization Management and Provider Relations to provide provider education. 1. NBHP will develop annual plan of education forums and curriculum. Review annually at QIUM 2. NBHP will record and maintain Committee Minutes: Colorado Local Credentialing; Cultural Competency; Access and Continuity of Care; and Practice Guidelines; BQUIC; Clinical Advisory Committee.	Due: 09/15/2014 Monthly or Quarterly: Due 3 rd Thursday following scheduled meeting.	NBHP QI Director Committee Recording Secretaries	Complete for FY13. Continued from FY13 Plan Complete for FY13 Continued from FY13 Plan
II. Utilization Management Activities			
A. Notice of Action Report will be completed as required by NBHP. Committee review at next Clinical Advisory Committee Meeting.	Quarterly: Due 3 rd Thursday following end of reporting quarter.	Clinical Peer Advisor	Complete for FY13 Continued from FY13 Plan
B. NBHP will review annual Inter-rater Reliability results of inpatient and residential authorizations.	Annual: Due 03/1/2014	Clinical Peer Advisor	Complete for FY13 Continued from FY13 Plan
C. NBHP will review of UM Summary Reports. Review at QI/UM Committee meeting.	Monthly: Due 1 st Tuesday of each month.	Clinical Peer Advisor	Complete for FY13 Continued from FY13 Plan
D. Review 3 BHO underutilization report	Quarterly	QI Director	Complete for FY13 Continued from FY13 Plan
III. Clinical Practice Activities			
A. Practice Guidelines 1. Review of practice guidelines. As guidelines are finalized by CPG committee, they will be approved by the Clinical Advisory Committee 2. NBHP will monitor ongoing implementation and use of Practice Guidelines by center providers and IPN through annual compliance audit. 3. NBHP will implement training as appropriate for new practice guidelines. 4. NBHP will engage in ongoing review and assessment of new technologies occurring during the fiscal year. Review at	Ongoing Annual Compliance Audit As needed Quarterly as needed	NBHP QI Director NBHP QI Director Practice Guidelines Committee Clinical Peer Advisor, Clinical	Complete for FY13 Continued from FY13 Plan Complete for FY13 Continued from FY13 Plan Complete for FY13 Continued from FY13 Plan Complete for FY13

NBHP QUALITY IMPROVEMENT AND UTILIZATION MANAGEMENT WORK PLAN

JULY 1, 2013 – JUNE 30, 2014

COMMITTEE ACTION	REPORTING CYCLE AND TARGET DATE	RESPONSIBLE PARTY	TASK STATUS
Clinical Advisory Committee.		Director	Continued from FY13 Plan
<p>B. Cultural Competency</p> <p>1. NBHP’s Cultural Competency Committee will meet quarterly. Review minutes at QIUM meeting</p> <p>2. NBHP’s provider Mental Health Centers’ will report on year-end progress/accomplishments.</p> <p>3. NBHP’s committee will develop an updated Cultural Competency plan that has specific goals and objectives for the coming year.</p> <p>4. NBHP will Implement and monitor service area-wide initiatives at committee meeting</p>	<p>Quarterly: 10/2013 01/2014 04/2014 07/2014</p> <p>Due: 08/31/2014</p> <p>Due: 12/2014</p> <p>Quarterly: 10/2013 01/2014 04/2014 07/2014</p>	<p>NBHP QI Director</p> <p>Centers</p> <p>Cultural Competency Committee</p> <p>Cultural Competency Committee</p>	<p>Partially Complete for FY13. Not all meetings occurred as scheduled. Continued from FY13 Plan</p> <p>Complete for FY13 Continued from FY13 Plan</p> <p>Complete for FY13 Continued from FY13 Plan</p> <p>Complete for FY13 Continued from FY13 Plan</p>
<p>C. Recovery Initiatives</p> <p>1. NBHP provider Mental Health Centers will present year-end reports on accomplishments. Committee review at Report Review meeting.</p> <p>2. NBHP provider Mental Health Centers will present updated recovery plans that detail specific goals and objectives for the current year. Committee review at Report Review meeting.</p>	<p>Written report due 08/17/2014</p> <p>Written report due 10/19/2014</p>	<p>Centers</p> <p>Centers</p>	<p>Complete for FY13 Continued from FY13 Plan</p> <p>Complete for FY13 Continued from FY13 Plan</p>
<p>D. Evidence Based Practices: NBHP will ensure fidelity, collect/analyze data, and report results. (EBP results to be included in Annual QI-UM Program Evaluation.)</p>	<p>Due: 08/24/2014</p>	<p>NBHP QI Director</p>	<p>Complete for FY13 Continued from FY13 Plan</p>

NBHP QUALITY IMPROVEMENT AND UTILIZATION MANAGEMENT WORK PLAN

JULY 1, 2013 – JUNE 30, 2014

COMMITTEE ACTION	REPORTING CYCLE AND TARGET DATE	RESPONSIBLE PARTY	TASK STATUS
IV. Review/Audit Activities			
<p>A. NBHP will assure compliance with clinical and encounter/claims documentation standards</p> <ol style="list-style-type: none"> 1. NBHP will conduct IPN chart audits. Written report to both QI/UM Committee and Compliance Committee 2. NBHP will conduct /review MHC chart audits <ol style="list-style-type: none"> a. Encounter/Claims Data Validation (411). Quarterly, review at Compliance Committee b. Centers report QI chart review findings (submit copies of 20 chart reviews). Review at Report Review meeting. 3. NBHP provider Mental Health Centers will submit DBH Site Visit reports: Copies of site visit reports to be provided to NBHP QI Director upon receipt of approved corrective action plans. QIUM or Compliance Committee Meeting. 	<p>Quarterly: Due Jul, Aug, Sep: 01/17/2014 Oct, Nov, Dec: 04/18/2014 Jan, Feb, Mar: 07/18/2014 Apr, May, Jun: 10/17/2014</p> <p>Quarterly: Due Jul, Aug, Sep: 01/17/2014 Oct, Nov, Dec: 04/18/2014 Jan, Feb, Mar: 07/18/2014 Apr, May, Jun: 10/17/2014 To HCPF: TBD</p> <p>Quarterly: Due Jul, Aug, Sep: 01/17/2014 Oct, Nov, Dec: 04/18/2014 Jan, Feb, Mar: 07/18/2014 Apr, May, Jun: 10/17/2014</p> <p>Upon receipt</p>	<p>VO QI Department</p> <p>VO QI Department</p> <p>Centers</p> <p>NBHP QI Director</p>	<p>Complete for FY13 Continued from FY13 Plan</p> <p>Complete for FY13 Continued from FY13 Plan</p> <p>Complete for FY13 Continued from FY13 Plan</p>
<p>B. Mental Health Center Medicaid Contract Compliance Audit</p> <ol style="list-style-type: none"> 1. NBHP will conduct annual audit with review period FY 2013. 2. NBHP QI Director will provide data to NBHP management including outcome of corrective actions. 	<p>11/15/2013</p> <p>December Board Meeting: 12/01/2013</p>	<p>NBHP QI Director</p> <p>NBHP QI Director</p>	<p>Complete for FY13 Continued from FY13 Plan</p> <p>Complete for FY13</p>

NBHP QUALITY IMPROVEMENT AND UTILIZATION MANAGEMENT WORK PLAN

JULY 1, 2013 – JUNE 30, 2014

COMMITTEE ACTION	REPORTING CYCLE AND TARGET DATE	RESPONSIBLE PARTY	TASK STATUS
			Continued from FY13 Plan
V. Performance Improvement Projects and other General Quality Improvement Activities			
A. NBHP will implement the following Satisfaction and Outcome Surveys		NBHP QI Director	Complete for FY13 Continued from FY13 Plan
1. Fact Finders Survey	Bi-annual: Due Jan-Jun: 09/2013 Jul-Dec 03/2014	NBHP QI Director	
2. MHSIP Survey	Due: 05/2014	NBHP QI Director	Complete for FY13 Continued from FY13 Plan
3. YSS-F	Due: 05/2014	NBHP QI Director	Complete for FY13 Continued from FY13 Plan
B. NBHP will complete the HCPF Performance Improvement Project: Increasing penetration for Medicaid Members Aged 65+	Year two Submission 7/1/2014 New Project: TBD	NBHP QI Director	Complete for FY13 Continued from FY13 Plan
C. NBHP will collaborate with HCPF on the new Statewide Performance Improvement Project	TBD	NBHP QI Director	New for FY14 Plan
D. Access to Services Report			
1. NBHP Mental Health Centers will send access to care data to VO.	Quarterly: Due Jul, Aug, Sep: 10/2013 Oct, Nov, Dec: 01/2014 Jan, Feb, Mar: 04/2014 Apr, May, Jun: 07/2014	Center	Complete for FY13 Continued from FY13 Plan
2. NBHP will submit report to HCPF	Quarterly: Due Jul, Aug, Sep: 10/2013 Oct, Nov, Dec: 01/2014 Jan, Feb, Mar: 04/2014 Apr, May, Jun: 07/2014	QM Department	Complete for FY13 Continued from FY13 Plan

**NBHP QUALITY IMPROVEMENT AND UTILIZATION MANAGEMENT WORK PLAN
JULY 1, 2013 – JUNE 30, 2014**

COMMITTEE ACTION	REPORTING CYCLE AND TARGET DATE	RESPONSIBLE PARTY	TASK STATUS
3. NBHP will review Report at QIUM	Quarterly: Due Jul, Aug, Sep: 10/2013 Oct, Nov, Dec: 01/2014 Jan, Feb, Mar: 04/2014 Apr, May, Jun: 07/2014	QM Department	Complete for FY13 Continued from FY13 Plan
E. NBHP will submit the Network adequacy report for HCPF.	Quarterly: Due Jul, Aug, Sep: 10/2013 Oct, Nov, Dec: 01/2014 Jan, Feb, Mar: 04/2014 Apr, May, Jun: 07/2014	VO Provider Relations	Complete for FY13 Continued from FY13 Plan
F. NBHP will review the First Outpatient Service Post Intake report. (Looks at new outpatient admissions to see if there was a follow up appointment and average length to time to post intake appointment.) Review at Report Review meeting	Semi-Annual: Due Jul 2013-Dec 2013: 02/2014 Jan 2013-Jun 2013: 08/2014	NBHP QI Director	Complete for FY13 Continued from FY13 Plan
G. NBHP will analyze Utilization of Hospital Emergency Rooms at the QIUM committee	Annual: Due 09/2014	NBHP QI Director	Complete for FY13 Continued from FY13 Plan
H. Analysis of BHO telephone standards. 1. NBHP will submit report to HCPF 2. NBHP will review the report with the QI/UM Committee	Quarterly: Due Jul, Aug, Sep: 10/2013 Oct, Nov, Dec: 01/2014 Jan, Feb, Mar: 04/2014 Apr, May, Jun: 07/2014 Quarterly: Due Jul, Aug, Sep: 10/2013 Oct, Nov, Dec: 01/2014 Jan, Feb, Mar: 04/2014 Apr, May, Jun: 07/2014	VO Clinical Director NBHP QI Director	Complete for FY13 Continued from FY13 Plan Complete for FY13 Continued from FY13 Plan

NBHP QUALITY IMPROVEMENT AND UTILIZATION MANAGEMENT WORK PLAN

JULY 1, 2013 – JUNE 30, 2014

COMMITTEE ACTION	REPORTING CYCLE AND TARGET DATE	RESPONSIBLE PARTY	TASK STATUS
<p>I. Calculate annual performance measures</p> <p>1. NBHP will submit annual report to HCPF</p> <p>2. NBHP will review the report with the QI/UM Committee</p>	<p>2012 – 2013: Due TBD</p> <p>Quarterly: Due Jul, Aug, Sep: 10/2013 Oct, Nov, Dec: 01/2014 Jan, Feb, Mar: 04/2014 Apr, May, Jun: 07/2014</p>	<p>NBHP QI Director</p> <p>NBHP QI Director</p>	<p>Complete for FY13 Continued from FY13 Plan</p> <p>Complete for FY13 Continued from FY13 Plan</p>
<p>J. Report and Review of Quality of Care Concerns and Critical incidents</p> <p>1. NBHP will review critical incidents and quality of care concerns.</p> <p>2. NBHP will review the report with the QI/UM Committee</p>	<p>Ongoing</p> <p>Quarterly: Due Jul, Aug, Sep: 10/2013 Oct, Nov, Dec: 01/2014 Jan, Feb, Mar: 04/2014 Apr, May, Jun: 07/2014</p>	<p>NBHP QI Director</p> <p>NBHP QI Director</p>	<p>Complete for FY13 Continued from FY13 Plan</p> <p>Complete for FY13 Continued from FY13 Plan</p>
<p>K. Provider after hours audit</p> <p>1. NBHP will review After-hours calls to IPN providers to ensure adequate emergency instructions and response</p>	<p>Quarterly: Due Jul, Aug, Sep: 10/2013 Oct, Nov, Dec: 01/2014 Jan, Feb, Mar: 04/2014 Apr, May, Jun: 07/2014</p>	<p>QI Department</p>	<p>Complete for FY13 Continued from FY13 Plan</p>
<p>L. NBHP will review data on Youth Transitions and Peer Specialists</p>	<p>Quarterly: Due Jul, Aug, Sep: 10/2013 Oct, Nov, Dec: 01/2014 Jan, Feb, Mar: 04/2014 Apr, May, Jun: 07/2014</p>	<p>Centers</p>	<p>Complete for FY13 Continued from FY13 Plan</p>

NBHP QUALITY IMPROVEMENT AND UTILIZATION MANAGEMENT WORK PLAN

JULY 1, 2013 – JUNE 30, 2014

VI. Reporting			
<p>A. Inpatient Benefit Limit:</p> <ol style="list-style-type: none"> 1. NBHP will produce and disseminate to Centers weekly report monitoring status of all consumers who utilize inpatient services. 2. NBHP will review the report with the QI/UM Committee 	<p>Weekly</p> <p>Quarterly: Due Jul, Aug, Sep: 10/2013 Oct, Nov, Dec: 01/2014 Jan, Feb, Mar: 04/2014 Apr, May, Jun: 07/2014</p>	<p>Clinical Peer Advisor</p> <p>Clinical Peer Advisor</p>	<p>Complete for FY13 Continued from FY13 Plan</p> <p>Complete for FY13 Continued from FY13 Plan</p>
<p>B. Outpatient Benefit Limit:</p> <ol style="list-style-type: none"> 1. NBHP will produce and disseminate monthly reports to each Center listing all consumers who exceed 20 individual sessions. 2. NBHP will review the report with the QI/UM Committee 3. NBHP will receive Quarterly report from the centers 4. NBHP will produce and disseminate monthly reports to NBHP all consumers who exceed 20 individual sessions in the Independent Provider Network. 	<p>Monthly</p> <p>Quarterly: Due Jul, Aug, Sep: 10/2013 Oct, Nov, Dec: 01/2014 Jan, Feb, Mar: 04/2014 Apr, May, Jun: 07/2014</p> <p>Quarterly: Due Jul, Aug, Sep: 10/2013 Oct, Nov, Dec: 01/2014 Jan, Feb, Mar: 04/2014 Apr, May, Jun: 07/2014</p> <p>Quarterly: Due Jul, Aug, Sep: 10/2013 Oct, Nov, Dec: 01/2014 Jan, Feb, Mar: 04/2014 Apr, May, Jun: 07/2014</p>	<p>Clinical Peer Advisor</p> <p>Clinical Peer Advisor</p> <p>Centers</p> <p>Clinical Peer Advisor</p>	<p>Complete for FY13 Continued from FY13 Plan</p> <p>Complete for FY13 Continued from FY13 Plan</p> <p>Complete for FY13 Continued from FY13 Plan</p> <p>Complete for FY13 Continued from FY13 Plan</p>

