

Executive Summary

The QI/UM Program of PerformCare systematically monitors and evaluates the quality and safety of clinical care and the quality of service provided by PerformCare and network providers. Quality of care is defined as the degree to which health care services are consistent with current professional knowledge and industry best practices. This approach looks both **outward** to the provider network and **inward** to the provision of services by PerformCare to Members and providers.

The 2022 Program Evaluation provides the accomplishments and project details based on PerformCare's 10 Strategic Clinical Quality Improvement Initiatives.

Calendar year 2022 continued to be impacted by the **COVID-19** pandemic. PerformCare continued to work closely with providers to offer support in shifting between telehealth activities and offering in-person services to meet the needs of the membership. PerformCare staff successfully transitioned back to in-office operations along with remote operations. Quality efforts continued to occur throughout 2022 via TRRs/chart reviews being conducted through virtual desktop reviews; however, on-site meetings began to occur successfully toward the end of the calendar year. Meetings continued to occur as scheduled by the use of Zoom technology with a choice to meet in person depending on the attendee's comfort level.

Overall, all PerformCare functions and responsibilities to its Members and providers were sustained with little interruption throughout the entire pandemic starting in 2020 and extending throughout 2021 and 2022.

This Executive Summary provides just a few highlights for Calendar Year 2022:

Competency

- Complied with any/all changes to the PS&R
- Participated in all QPQM and PIP meetings and submitted all reports
- Achieved Full 3 year NCQA Health Equity Accreditation in September 2022
- Secured the new 2023 NCQA Accreditation Standards for both accreditations
- Secured and implemented the contract with Inovalon (certified HEDIS vendor)

Performance

- Value-based purchasing was fully operational in 2019 and enhancements continued throughout 2022

- Continued an outreach project focused on reducing Emergency Department Utilization that incorporated TCM, ACT, and FQHC providers in diversion efforts
- Held quarterly Integrated Quality meetings with two PH-MCO plans focused on improving joint outcomes measures
- Submitted the 2021 – 2023 PEDTAR Performance Improvement Project Baseline Recalculation and Quarterly Updates
- Follow-up Specialist successfully engaged Members recently discharged from MH IP and SU IP
- CABHC Individual IBHS and Individual ABA Providers were trained to complete the CANS as part of the initial IBHS Assessment and the six-month ITP update, in addition to the evaluators CANS assessments, for additional data comparisons during treatment
- 30 TRRs were conducted in alignment with the triennial credentialing cycle
- Completed the 2021/22 review and revision of all Policies and Procedures
- Inter-rater reliability: demonstrated a 95% average consistency in MNC decision making across all reviewers in 2022
- Ambassador Program members successfully participated in numerous virtual and in-person community events
- PerformCare completed annual Member and provider satisfaction surveys
- The Tobacco Cessation Initiative was updated, submitted, and implemented for 2023
- Telephone service access was 92.08%, which did not meet the performance goal of greater than 97%
- MSS achieved the targeted goal of 90% for compliance with documentation audits
- Expansion of Project RED

Safety

- Conducted 199 QOCC reviews and 473 follow-up actions with providers throughout 2022
- C&G resolved 51 Level I and 0-6-Criteria complaints throughout 2022.
- Conducted interdepartmental quarterly review of QOCC and CIR data to determine trends among individual providers and high-risk Members to provide additional monitoring
- Expanded reporting and monitoring of restraints and seclusions

All stakeholders, including Members, providers, counties, the Pennsylvania DHS, and PerformCare employees, are encouraged to review and utilize the information contained in the *2022 QI/UM Program Annual Evaluation*. PerformCare strives for full transparency in sharing its HC MCO activities and results.

All QI documents, including this evaluation and the *2023 QI/UM Program Description*, are available upon request to any stakeholder. This Executive Summary is also shared with providers and Members through the PerformCare website annually.



Joseph Buttacci, MA, LPC, CAADC

Director of Quality Improvement

PerformCARE®