Provider Quality Review:
How to be a Patient Safety Champion

L.A. Care
HEALTH PLAN®

For All of L.A.

Agenda

1. **Introduction**
2. **What is a Potential Quality of Care Issue (PQI)**
3. **How to be a Patient Safety Champion**
4. **Patient Safety and Member Experience**

What is a Potential Quality of Care Issue (PQI)?

Definition

An individual occurrence or occurrences with a potential or suspected deviation from *accepted standards of care*, including diagnostic or therapeutic actions or behaviors that are considered the most favorable in *affecting the patient's health outcome*, which cannot be affirmed without *additional review.*
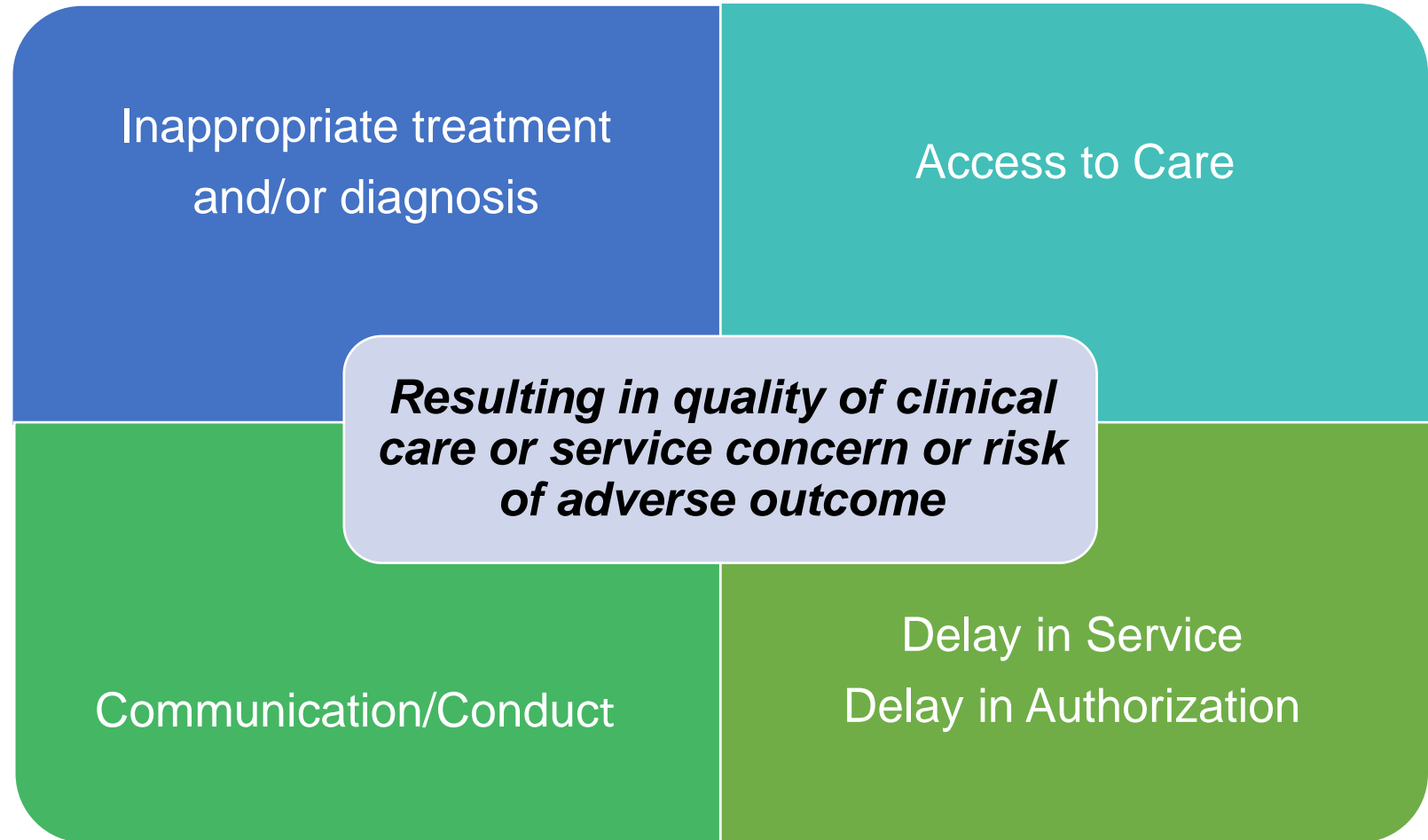
How PQIs Are Identified

- Member Grievance
- Medical record review & Encounter Data
- UM/CM care review
- **Patient Safety**
- Facility Site Review
- Outreach call
- Provider/ Care coordination

Pre-Knowledge Check

- **Which of the following are Potential Quality of Care Issues?**

A. Physical Therapist performed treatment therapy on the wrong limb for 3 weeks.

B. PPG overlooked an urgent referral authorization request; the review was not performed and approved almost 4 weeks later.

C. Member was denied treatment to his approved, in-network specialty appointment.

D. All of the Above

Types of Quality Issues

Inappropriate treatment and/or diagnosis

Access to Care

Resulting in quality of clinical care or service concern or risk of adverse outcome

Communication/Conduct
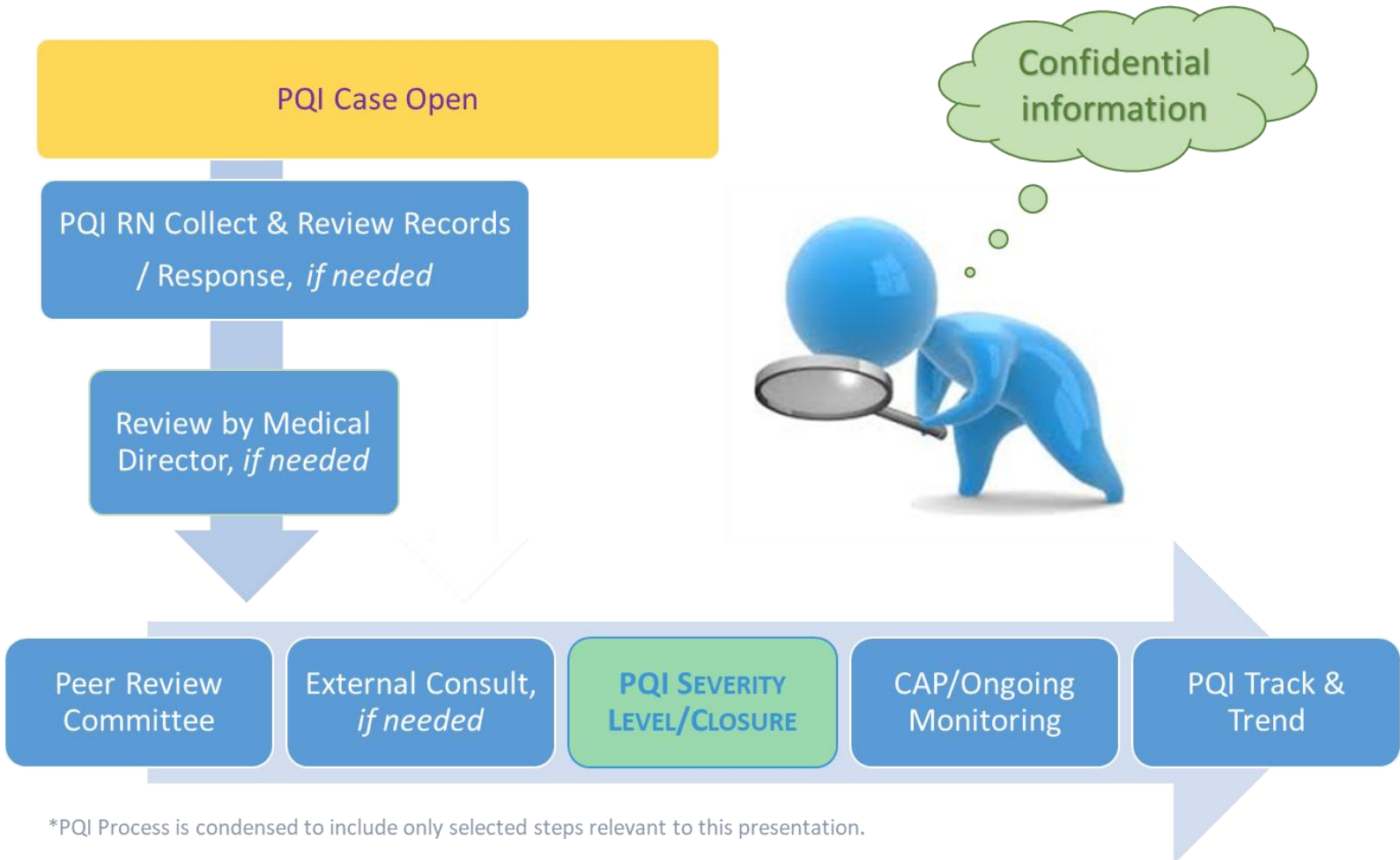
Delay in Service
Delay in Authorization

Quality of Care (QOC) Example

Member admitted as a resident in a skilled nursing facility for the treatment of osteomyelitis and long-term antibiotics. The member gained 50lbs in 18 days, and the facility delayed transferring the member to a higher level of care for further evaluation and treatment.

PQI Process Overview

PQI Case Open

PQI RN Collect & Review Records / Response, *if needed*

Review by Medical Director, *if needed*

Confidential information

| Peer Review Committee | External Consult, *if needed* | **PQI SEVERITY LEVEL/CLOSURE** | CAP/Ongoing Monitoring | PQI Track & Trend |

*PQI Process is condensed to include only selected steps relevant to this presentation.

**All peer review information obtained by the Peer Review Committee for peer review shall be treated in a confidential manner. Specific peer review documentation along with the results of peer review of the L.A. Care Peer Review Committee shall be treated as protected peer review and subject to protections of Section 1157 of the State of California Evidence Code and Section 1370 of the Knox-Keene Act of the State of California.

Patient Safety Champions

Providers

IPA/PPG

L.A. Care

Member

How to Differentiate A&G and PQI

Appeals & Grievance

- Address member/s complaints
- Forward to appropriate entity/ies for response
- Initiate medical records pursuit
- Screen/Refer to PQI
- Close member/s complaint

PQI

- Review overall care and services provided
- Retrieve records, as needed
- Determine if care/services met standards of care
- Identify loop holes, if any
- Identify Corrective Action/Quality Improvement, if needed
- Ensure CAP/QI plan implemented
- Track and Trend issue by Provider/PPG/Entity

Medical Record / Response Request

*"upon five **(5) calendar days**' prior notice or as otherwise required by applicable law or regulatory agency, and subject to applicable State and Federal confidentiality or privacy laws, PPG/IPA/Provider/Vendor/Facility shall make all books, records, and papers relating to Provider Services provided to Members available during normal business hours for inspection by Health plan, DHCS, DMHC, and other applicable State or Federal regulatory agencies and shall make and provide copies of such records as may be reasonably requested by Health plan or applicable regulatory agencies."*
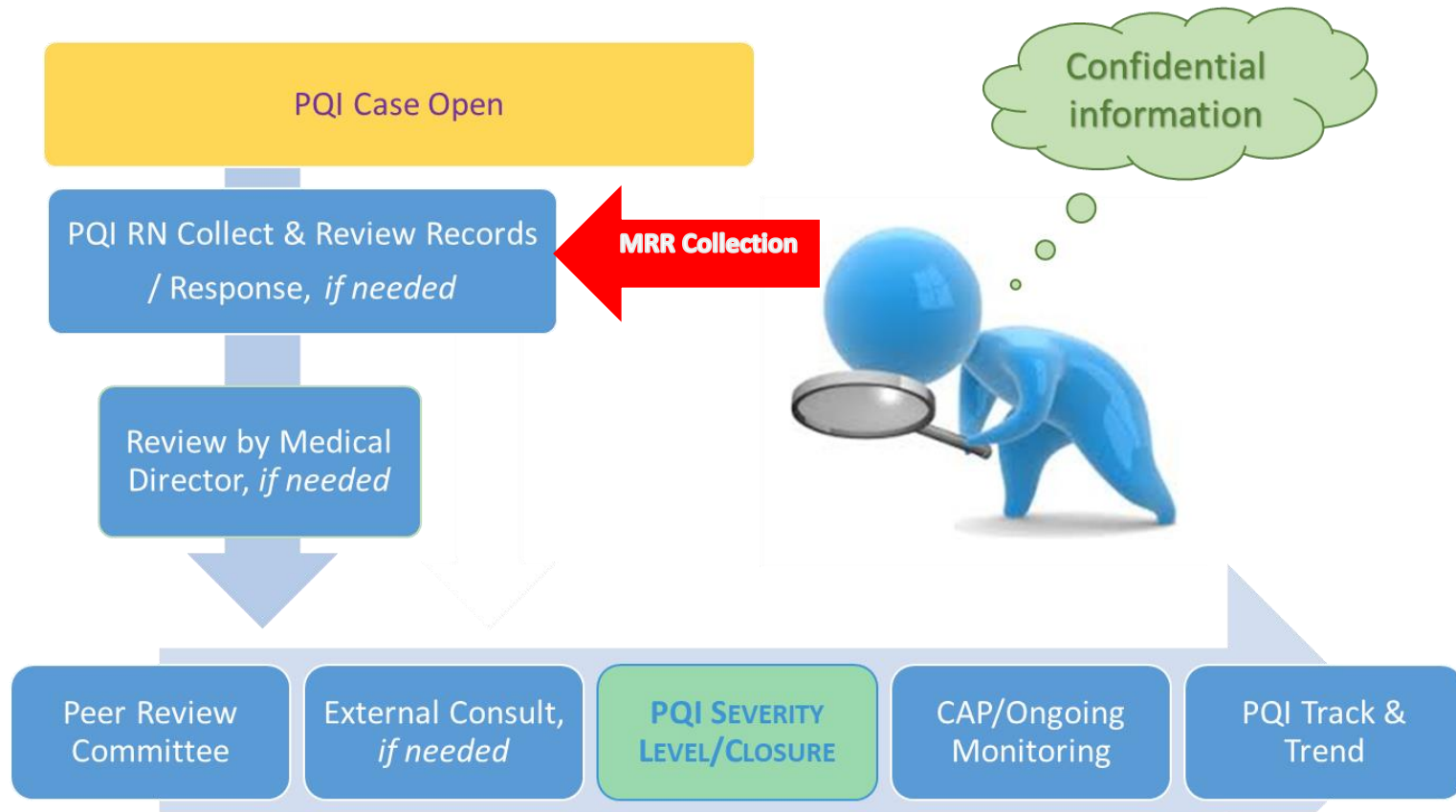
Medical Record / Response Request Process

1st Medical Records/Response Request to Provider

5 business days

2nd Medical Records/Response Request to Provider

5 business days

FINAL NOTICE

PPG Notified

5 business days

CRM/PNM/EPO Outreach

Non-Compliant Letter Issued
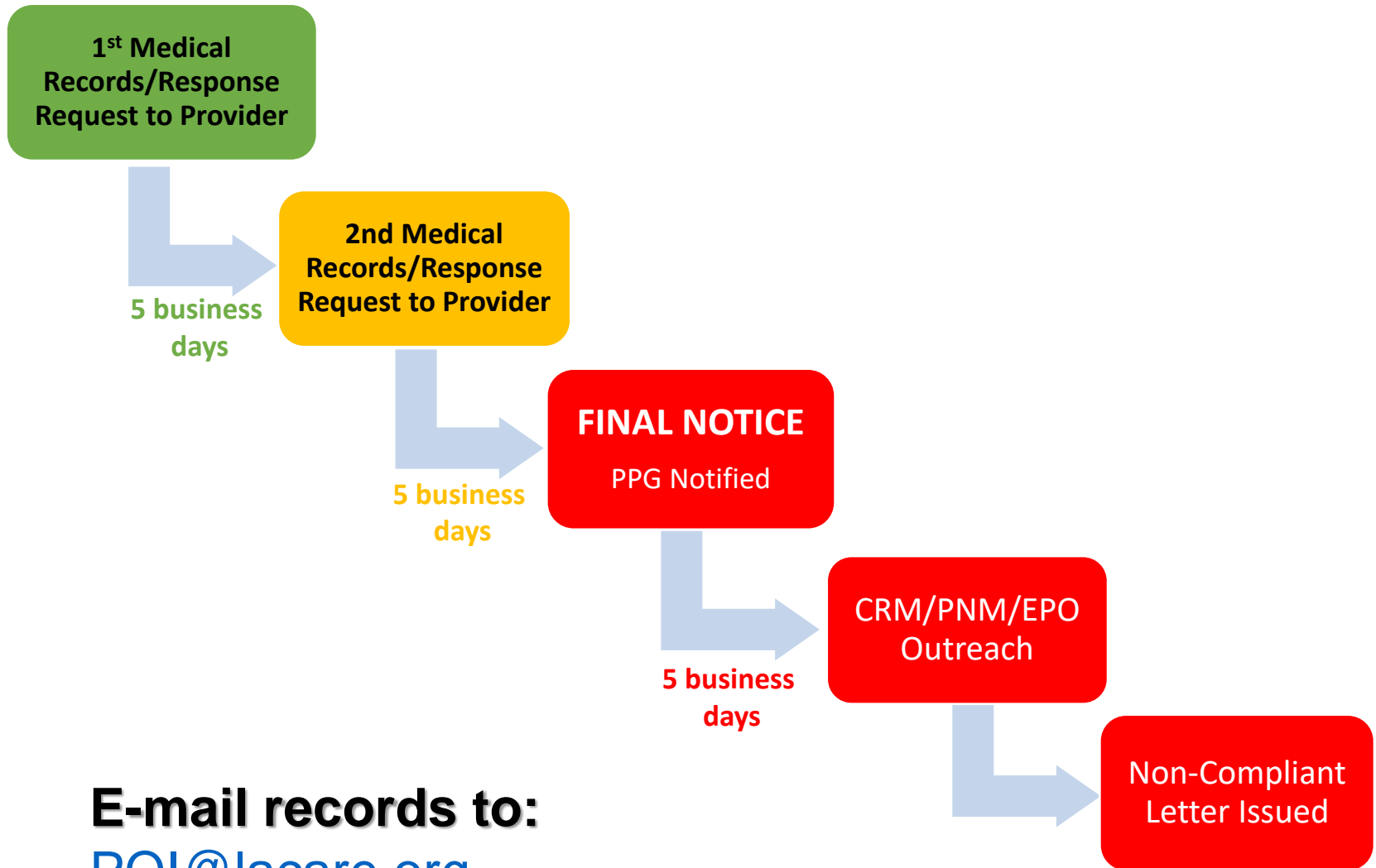
E-mail records to:
PQI@lacare.org

PQI Process Overview

PQI Case Open

PQI RN Collect & Review Records / Response, *if needed* ← **MRR Collection**

Confidential information

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| Peer Review Committee | External Consult, *if needed* | **PQI SEVERITY LEVEL/CLOSURE** | CAP/Ongoing Monitoring | PQI Track & Trend |

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- **Which of the following are medical records that may be requested for PQI review?**

A. Progress Notes

B. Communication/Telephone Log

C. Authorization Record

D. Nursing Notes

E. All of the above

Patient Safety & Member Experience

GOALS:

- **Assure member has access to medical, behavioral/mental health and social services**

- **Improve transitions of care across healthcare settings and providers:**

   1. Timely submission of referrals/prior authorizations for specialty providers/services (e.g., Orthopedics, PT/OT, etc.)

      - Avoid delays in service
      - Avoid delays in authorizations

Patient Safety & Member Experience (cont.)

- **Improve access and utilization of services for chronic conditions**
  1. Identify risk stratification for specific patient populations
     - Low-touch vs. high-touch patient engagement
     - Referral to Care Management, LTSS, etc.
  2. Improved health outcomes
     - Stabilizing current chronic conditions
     - Preventing acceleration to higher-risk health categories
     - Cost reduction for members, providers, and health plans

ACCESS TO HEALTHCARE

Patient Safety & Member Experience (cont.)

- **Improve coordination of care**

- **Improve member experiences in care**
    1. Communication with members
        - Referral status and/or potential issues with authorizations
    2. Communication PPG/IPA or Health Plan
        - Concerns with payment issues (e.g., denied claims, LOAs)

- **Improve member satisfaction**

Team Member + Provider + Patient + Guest = Positive and
Experience   Experience   Experience   Memorable
                                               Experience

Opportunities for Improvement

When a Quality of Care Finding is Affirmed

- Root Cause Analysis

- Updates to Policies and Procedures

- Office Staff re-training

- Corrective Action Plan Implementation

Challenges to Change Initiatives

- **Complexity of healthcare systems & delivery of care**
  - 1. Unpredictable nature of healthcare
  - 2. Interdependence amongst clinicians and systems
- **Lack of time and resources**
  - 1. Time
    - High volume clinics
    - Staff education
  - 2. Personnel
    - Staffing shortages
  - 3. Fiscal
    - Paper charting → EHR
- **Lack of clear expectations or knowledge deficits**
  - 1. Insufficient emphasis on the importance of quality improvement efforts to promote patient safety
  - 2. Insufficient staff buy-in

Successful Approaches to Change

- **Simplification and standardization of work processes**

1. Transitioning to an EHR system can improve team functioning, foster collaboration, reduce human error and improve patient safety
2. Strong leadership in promoting a culture of safety and quality improvement
3. Team champion (with backup) to handle referrals/authorizations and follow-ups with Health Plan
4. Flexibility to adapt to implemented changes
5. Change takes time
6. Re-evaluation of internal processes

Partners in Patient Safety

PQI Referral Submission

- **Pertinent Information**
  - Incident Date
  - Member Information
  - Provider Information
  - Medical Records
- **Summary of Issue**
- **Action Taken**

Form available on L.A. Care intranet and Provider Portal

Provider Resources

Elevating Clinical Quality + P4P
Pharmacy Services
Forms and Manuals
Tools and Toolkits
Policies and Compliance
Health Information Technology
COVID-19 Resources for Providers
Enhanced Care Management
Medi-Cal Redetermination FAQs
Community Supports

PQI Referral Form v.11
Revised 08/2018

Post-Knowledge Check

- **How do we improve the transition of care for our members across the healthcare system?**

A. Timely submission of referral requests

B. Appointments provided with access to care standards

C. Encouraging members to ask questions prior to the conclusion of their visit

D. All of the above

Q & A

Thank You

E-mail your questions and PQI referrals to:

PQI@lacare.org