**NC Medicaid**

**Report Information**

Report Name: QAPI Report

Report Description: Quarterly QAPI update on activities outlined in the QAPI

Report ID: QAV002-J

Business Unit: Care & Quality

Reporting Frequency: Quarterly Report

Deliverable Type: Text Document

Report Due Date: 30 days from end of calendar quarter (or on the next business day if that day falls on a holiday and/or a weekend)

File Naming Convention: PHPID\_ QAV002-J-##\_QAPI Rpt YYYY\_MMDD

File Format: Text Document

PHP **Information**

PHP ID:

PHP Name:

PHP Contact:

PHP Contact Email:

Report Period Start Date:

Report Period End Date:

Date Completed:

*(This report can be submitted in any format. However, this document must be completed and submitted with the report)*

**Report Description:**

Quarterly QAPI update on activities outlined in the QAPI

**Report Instructions:**

* Per PHP Contract Quality Management and Quality Improvement Section, the PHP shall have a robust Quality Assessment and Improvement Program (QAPI) that will focus on health outcomes, not only healthcare process measures, and align with the NC Medicaid Quality Strategy. As such, the PHP shall submit quarterly reporting listing activities, metrics, and progress across these programs.
* The Quality Assessment and Improvement Program (QAPI) reporting shall include activity and result summaries and program assessments of the following:

a) Performance improvement projects (PIPs) specified by the Department;

b) The quality and appropriateness of care provided to Members with special health care needs;

c) The quality and appropriateness of care provided to Members needing long-term services and supports, including assessment of care between settings and a comparison of services and supports received with those set forth in the Member’s treatment/service plan;

d) Efforts to improve quality disparities based on age, race, ethnicity, sex, primary language, and by key population group (e.g., LTSS);

e) Efforts to incorporate population health programs targeted to improve outcomes measures;

g) Underutilization and overutilization of services;

h) Efforts to prevent, detect, and remediate critical incidents including those required for home and community-based waiver programs;

i) Efforts to assess and address health disparities at a statewide and regional level, including findings from the disparity report that PHPs are required to develop;

k) The PHP’s Contributions to Health-Related Resources in alignment with improvement in particular health outcomes outlined in the Quality Strategy.

* The PHP Provider Support reporting (as part of the QAPI) shall include an overview of the metrics the PHP uses to evaluate its provider engagement progress over time, including:

a) The list of provider support activities and materials;

b) PHP activities to provide in-person, online, and regional collaborative support opportunities;

c) Stakeholders engaged for participation in Regional Forums;

d) All technical support activities;

e) PHP provider support progress over time and outcomes; and

f) Detailed information regarding how its provider supports activities advanced the aims, goals, and objectives outlined within the Department’s Quality Strategy.

**Version:**

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| Document version number | v1.0 |  |  |  |  |  |  |  |  |  |  |
| Date of most recent update | 1/30/2019 |  |  |  |  |  |  |  |  |  |  |
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| **Version Notes** |  |   |  |  |  |  |  |  |  |  |  |  |
| **Date** | **Section updated**  | **Change** |  |  |  |  |  |  |  |  |  |  |
| 1/30/2019 | Initial Document Draft | Original |  |  |  |  |  |  |  |  |  |  |
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