

## 2024 QUALITY INITIATIVES



### MORTALITY REVIEWS

This process includes triage, other participants at risk determinations, and initial/comprehensive reviews. These reviews identify factors that may have influenced the participant's health leading to their death, information indicating the death was potentially preventable, and determine any concerns with quality of care, service level, and emergent care delays.



### CRITICAL INCIDENT MANAGEMENT (CIMP) AND ROOT CAUSE ANALYSIS (RCA)

The CIMP is used to review General Event Reports (GERs) and complete RCA activities to assist the provider or agency in preventing the recurrence of the incident while seeking to maintain the safety of involved participants.

Note: RCA previously referred to as Targeted Analysis (TA)



### HUMAN AND LEGAL RIGHTS ADVISORY COMMITTEE (HLRAC)

The HLRAC assesses and provides consultation regarding human and legal rights and restrictions imposed through approved person-centered plans, and ensures people are exercising their full rights.

Started:  
December 2023



### TECHNICAL ASSISTANCE PROGRAM (TAP)

TAP provides training and technical assistance (TA) to providers based on requests and referrals. The program will include onsite assistance and a library of tools, resources, and best practices.

Expected:  
March 2024



### ONSITE PROVIDER REVIEW (OPR) AND REPORT CARD

OPR is an organizational review of policies, procedures, and person-centered participant interviews to show the quality of services received by the participant. A performance report card will be generated Using key data from the provider reviews, incident information, and other performance measures.

Expected:  
June 2024



### UTILIZATION REVIEW (UR)

The UR process reviews a sample of claims to validate service provision and utilization of authorized services. Aggregated data from utilization reviews will be collected and analyzed to reveal systemic issues with submitted claims.

Expected:  
November 2024