

INDEPENDENT CARE HEALTH PLAN

Department: Quality Improvement	Policy Name: Quality Improvement Program Oversight
Policy Number: QI-013	Page: 1 of 2
Cross Reference:	

Policy: It is the policy of Independent Care Health Plan (*iCare*) to establish the oversight responsibility for Quality Improvement (QI) Program in order to meet the needs of *iCare*'s diverse membership.

- 1) Independent Care's Board of Directors (BOD) has ultimate responsibility for the QI Program and all activities that are conducted to support the program. The Systems and Quality Committee of the BOD reviews, monitors, and oversees the QI Program which consists of the annually updated QI Program Description, Work Plan, and Evaluation. After thorough evaluation, the committee makes its recommendations to the BOD.
- 2) The QI Program is also presented to the Enrollee Advisory Committee (EAC) and the Stakeholder Planning Advisory Committee (SPAC) and their associated workgroups, as appropriate, to ensure that provider and member feedback is incorporated into the QI Program.
- 3) The CEO assigns primary responsibility to the Chief Quality Officer (CQO) to design, execute and monitor the program, with Vice President of Accountable Care, Vice President Long Term Care and Community Inclusion, and the Chief Medical Officer supporting the program with operational responsibilities in their areas. The leadership team participates in several *iCare* Chartered Committees for program support, these include, but are not limited to Quality Performance Solutions, Long-Term Care Quality Improvement, and Care Management Quality Improvement.
- 4) The CQO assigns responsibility to the Director of Quality Improvement to review the plan specific contracts for Medicare, Medicaid SSI, Medicaid BC+, and Family Care Partnership, as well any results from external quality review organization audits to incorporate Plan-Do-Study-Act improvements into the QI Program. The Director of Quality Improvement is responsible for the direction, implementation, and management of the QI Program in conjunction with the CIO/CQO. The QI Director has direct authority to deploy the resources necessary for the implementation of the QI Work Plan. The QI Director is responsible for ensuring coordination of QI activities among the various operational departments within *iCare* and monitoring of progress against the annual QI Work Plan. The Director of Quality Improvement develops the annual QI Program Description, Work Plan, and Evaluation and presents them to the various *iCare* Quality Improvement Committees.
- 5) The QI Program Description, Work Plan, and the Evaluation are presented and approved to the BOD within the first two months of the calendar year.
- 6) The QI Program is also administered through the various workgroups as well as *iCare* Chartered Committees, including, but not limited to Grievance and Appeal Committee, Long Term Care Quality Improvement Committee, Utilization Trend Committees representing

Effective Date: 12/28/2007	Responsible Department: Quality Improvement
Revision Number: 6	Last Review Date: October, 2020
Sourced From: N/A	Version Sourced From: N/A
Last Revision Date: October, 2020	Next Review Date: 10/31/2022
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SSI/BadgerCare, SNP and FCP Product lines, Provider Quality Committee, and Credentials Review Committee.

Responsible Department: Quality Improvement
Responsible Party: Director of Quality Improvement
Reviewing Department(s): Quality Improvement
References: CMS Medicare Managed Care Manual Chapter 5 (rev. 117, 8/8/14), Wisconsin Department of Health Services Division of Medicaid Services 2020 - 2021 FCP Contract Article XII, 2020 – 2021 BC+/SSI Contract Article X, and NCQA Standards and Accreditation of Health Plans
Recommended Distribution: All staff via Independent Care’s SharePoint Site

Approvals:

Approved By: Jennifer Rohrbeck	DIRECTOR OF QUALITY IMPROVEMENT	Date: 10/12/2020 4:29 PM
Comments: Approved		
Approved By: Vinay Pandey	VP, CIO & CQO	Date: 10/13/2020 7:24 AM
Comments:		
Approved By: Tom Lutzow	President & CEO	Date: 10/13/2020 7:25 AM
Comments:		

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