

The Contractor shall develop and implement Quality Management/Performance Improvement (QM/PI) Program-specific Enhancing Quality Improvement Plans (EQIPs)¹ for taking appropriate steps to enhance the Contractor's performance and quality related to care and services provided when deficiencies or concerns are identified ~~Quality Improvement specific Corrective Action Plans (CAPs) for taking appropriate steps to improve care and services if and when deficiencies are identified~~ and as directed by AHCCCS. The EQIPs may focus on clinical or non-clinical areas. The Contractor shall develop and implement EQIPs which consider both the Medicaid and Children's Health Insurance Program (CHIP)/KidsCare programs, as applicable. Quality Improvement CAPs may focus on clinical or non-clinical areas. Contractors shall develop and implement CAPs which considers both Medicaid and Children's Health Insurance Program (CHIP) (KidsCare) populations, as applicable. All proposed CAPs shall be submitted to the AHCCCS Quality Improvement Team for review and approval, prior to implementation.

All proposed EQIPs are to be submitted to AHCCCS for review and approval.²

A. PROPOSED QUALITY IMPROVEMENT SPECIFIC CORRECTIVE ACTION PLAN EQIP SUBMISSIONS

1. Required Elements

At a minimum, Contractors required to submit a proposed ~~Quality Improvement CAP~~ EQIP, shall address each of the following for each identified/required performance measure or performance metric included within the EQIP dependent on measure/metric type ~~following:~~

1. Non-CMS Core Set Only Measures/Metrics³

- a. All required measure(s)/~~metric~~ element(s)⁴ specific to the ~~EQIP CAP~~ EQIP focus (e.g., inclusion of each Performance Measure below the associated Performance Measure Performance Standard; inclusion of all specified survey measures below the AHCCCS identified performance standards; or other identified ~~metrics~~ elements, as appropriate to the ~~CAP EQIP~~ EQIP submission),
- b. Evidence of Root Cause Analysis (RCA), including all RCA tools utilized as part of the Contractor's analysis efforts,
- c. Identified root cause(s) of the deficiency(s)/concern(s) for each required measure/~~metric~~ element specific to the ~~EQIP CAP~~ EQIP focus area,
- d. Measurable and realistic population and⁵ program-specific ~~(ACC/ACC-RBHA, SMI-Designated, CHP, ALTCS E/PD, and DDD) and population specific (Medicaid and CHIP)~~ goal(s) and/or identified target(s) the Contractor shall utilize to measure progress toward meeting the AHCCCS performance requirement(s),⁶

¹ Revisions made throughout the attachment to reflect changes made in AMPM Policy 920 related to the deliverable name.

² Enhancing Quality Improvement Plans (EQIP) overview added to allow attachment to serve as a stand-alone comprehensive resource related to submission requirements.

³ Introduction statement included with subitems now included to better outline the requirements for Non-CMS Core Set Only Measures/Metrics and Centers for Medicare and Medicaid Services (CMS) Core Set Only Measures.

⁴ References to element(s) revised to metric(s) to align with terminology utilized in the body of AMPM Policy 920.

⁵ Updated language to align with Policy.

⁶ Revisions made to provide enhance clarity and flow of the statement.

- e. New and existing interventions, directly correlated to each associated measure/~~metric~~~~element~~, that are intended to facilitate expedient improvement in performance ~~and compliance with AHCCCS performance requirement(s)~~ as specified below:⁷
- i. Existing interventions: Description of ongoing interventions implemented prior to the EQIPCAP proposal development. The Contractor shall include:
 - 1) ~~The i~~ntervention start date ~~as well and as the~~ intervention end date, when an intervention is retired or discontinued as part of the Contractor's EQIPCAP proposal development,
 - 2) Discussion related to the evaluation of existing interventions, and
 - 3) Identified barriers/reasons the interventions have not achieved the desired effect.
 - ii. New or enhanced interventions: Interventions planned for implementation following the ~~CAP~~ EQIP proposal development that are either new or enhanced when compared with the Contractor's existing interventions. The Contractor shall incorporate evidence-based practices that have been shown to be effective in the same/similar populations and shall include interventions that are internal, external, member-focused, and provider-~~—~~focused, as appropriate, to the measure/~~metric~~~~element~~. The Contractor shall include:
 - 1) ~~The s~~Start date and ~~the~~ end date (specific timeframes for implementation) for each identified intervention, and
 - 2) Staff positions responsible for implementing/overseeing each identified intervention.
- f. Methodology and frequency for monitoring and evaluating the Contractor's overall progress towards achieving the measurable and realistic goal(s), identified target(s), and AHCCCS performance requirements. Monitoring and evaluation shall occur, at a minimum, on a quarterly basis,
- g. Description of the process for initiating and repeating the Plan-Do-Study-Act (PDSA) cycle, as part of Contractor's performance improvement evaluation and EQIPCAP update activities, including the process for refining interventions based on measuring/evaluating the Contractor's results to date. ~~Plan-Do-Study Act (PDSA)~~ cycles shall be conducted in a time frame as short time frame as practical, based on the performance measure and associated intervention(s). The Contractor shall utilize PDSA cycles for several performance measures during the calendar year,
- h. For performance measures required as part of the Contractor's current EQIPCAP proposal that were included as part of an EQIPCAP during the previous measurement period, the associated current/updated PDSA cycle(s) are included, and
- i. Method(s) for internal and external dissemination of EQIPCAP findings and results.
2. The CMS Core Set Only Measures (as directed and allowed by AHCCCS) including, but not limited to:
- a. A description of the identified barriers/challenges.
 - b. The activities/interventions that have been implemented (or are intended to be implemented) to improve the Contractor's performance.
 - c. Progress to date on implementing activities/interventions aimed at improving performance, and
 - d. The most current results for the required performance measures available at the time of submission.

⁷ Revision made to more clearly capture the basis/intent for this deliverable and associated requirements.

The Contractor shall refer to the AMPM Policy 970 for additional guidance on Performance Measure **EQIPCAP** requirements.

A.B. SUGGESTED ADDITIONAL ELEMENTS

AHCCCS encourages additional information to also be provided within **EQIPCAP** submissions, as this may assist with identifying potential barriers and/or issues that the Contractor may be experiencing. These additional elements include, but are not limited to:

1. Background information related to the measures/~~metrics~~ **elements** requiring an **EQIPCAP**.
2. Quantitative and qualitative data.
3. Other pertinent data and/or information.

B.C. QUALITY IMPROVEMENT SPECIFIC CAP ~~ENHANCING QUALITY IMPROVEMENT PLAN~~ UPDATE SUBMISSIONS

1. Required Elements

~~Following approval of the Contractor's EQIP Proposal, T~~the Contractor is to submit **EQIPCAP u**updates ~~as~~ **after the proposed CAP has been approved and at intervals** specified by AHCCCS.

~~The Contractor shall submit its Performance Measure specific CAP updates as part of the Performance Measure Monitoring Report & Work Plan/Work Plan Evaluation Template. The EQIPCAP u~~updates shall include the following:

- a. Evidence of ongoing monitoring and evaluation, inclusive of ~~program~~ **population and program**-specific ~~(ACC/ACC RBHA, SMI Designated, CHP, ALTCS E/PD, and DDD) and population specific (Medicaid and CHIP)~~ data and associated analysis, of overall progress achieved in relation to the established measurable and realistic goal(s), identified target(s), and AHCCCS performance requirements,⁸
- b. A brief summary of the Contractor's progress in implementing each intervention included as part of the approved **EQIP**. ~~This summary shall include~~ **CAP inclusive of** a quantitative and qualitative analysis that discusses any barriers/challenges faced with implementation and identified opportunities for improvement,
- c. Identification of any refined interventions and specific changes ~~that were~~ made since the most recent **EQIPCAP U**update/**EQIPCAP P**proposal, and
- d.** All newly initiated/updated/refined PDSA cycles conducted as part of the Contractor's ongoing **EQIPCAP** related monitoring and evaluation activities. For Performance Measures that continue to remain on an **EQIPCAP** from the previous measurement year, the Contractor shall include the associated previous measurement year PDSA cycle(s) with evidence of updates/refinements.

⁸ Revisions made to provide enhance clarity and flow of the statement.

920 – ATTACHMENT B – AHCCCS ENHANCING QUALITY
IMPROVEMENT ~~CORRECTIVE ACTION PLAN~~ **CONTRACTOR**
CHECKLIST

Note: Performance Measure-specific EQIP updates (i.e., CMS Core Set Only and NCQA HEDIS®) shall be included within the Performance Measure Monitoring Report & Work Plan/Work Plan Evaluation Template as part of its Performance Measure Monitoring Report submissions; whereas, non-Performance Measure-Specific EQIP updates (e.g., CAHPS®, NCI-AD™) shall be submitted in alignment with AHCCCS-Required or Contractor-Identified EQIP (Proposal and Updates) requirements (as applicable to the EQIP type) as specified in Contract Section F, Attachment F3, Contractor Chart of Deliverables.⁹

G.D. AHCCCS FEEDBACK

Following any ~~Quality Improvement specific EQIPCAP~~ Proposal or ~~EQIPCAP~~ Update submission, the AHCCCS Quality Improvement Team will provide feedback to the Contractor utilizing the AHCCCS ~~Quality Improvement specific Corrective Action Plan (CAP)~~ Enhancing Quality Improvement Plan (EQIP) Initial Proposal Checklist ~~and AHCCCS Quality Improvement specific Corrective Action Plan (CAP) Enhancing Quality Improvement Plan (EQIP) Update Checklist.~~ ~~For Performance Measure Specific CAP Proposals, the AHCCCS Quality Improvement Team will provide feedback to the Contractor utilizing the AHCCCS Quality Improvement specific Corrective Action Plan Initial EQIP Proposal Checklist.~~ For Performance Measure ~~Specific~~ EQIPCAP Updates, AHCCCS will provide feedback as part of the ~~Performance Measure Monitoring Report~~ Performance Measure Monitoring Report (PMMR) and QM/PI Program ~~Work Plan deliverable~~ Evaluation feedback. In addition, AHCCCS may request additional clarification via email communication that shall be included as part of the Contractor's EQIPCAP Proposal/Update submission.

⁹ Additional statement added to the attachment to enhance overall clarity related to AHCCCS requirements as it pertains to Performance Measure-specific Enhancing Quality Improvement Plans (EQIP) updates and associated reporting mechanisms.