

# QI Spotlight

October 2003

**Happy New Year!**

**CBHNP – Capital Area has reached the start of Contract Year 3 for the HealthChoices program for Cumberland, Dauphin, Lancaster, Lebanon, & Perry counties as of 10/1/03.**

**Our QI resolutions consist of 72 individual Dimensions of Performance for 2003-04 that fall under our 10 identified Strategic Quality Initiatives (see Aug. 03 QI Spotlight). The 2003-04 QI Work Plan is our assurance that the resolutions last beyond our personal ones to go to the gym or lose 10 lbs.**

**Service Excellence is one of our 10 Strategic Quality Initiatives. How is it measured? The following are the identified Dimensions of Performance for this Initiative:**

- *Aggregate, analyze, & maintain improvement in telephone call abandonment rate and average speed of answer*
- *Aggregate, analyze, & maintain improvement in authorization timeliness*
- *Aggregate & analyze volume & reasons for claims denials*
- *Aggregate, analyze, monitor interventions, and demonstrate improvement in processing of administrative reviews*
- *Analyze and provide written report of aggregated Provider survey data*
- *Identify opportunities for improvement / interventions based on Provider survey*

**Cheers to a great year!**

*“Things will get better despite our efforts to improve them”*

*– Will Rogers*