

QI Spotlight

December 2003

For many health plans and managed care organizations, the Holiday Season can be a mixed blessing. In the midst of the personal holiday rush, there can be significant enrollment changes, altered benefit configurations, budget estimates, and end-of-year reporting to be completed. For CBHNP, the end of year brings the end of the “1st Quarter” as our Capital Area Health Choices year started in October. What is due at this time are the 3 major documents that form the cornerstone of the CBHNP QI Program and all healthcare QI programs:

1. **QI Program Description:**

This is a general description of an organization’s QI Program including the purpose, objectives, scope, structure and processes of the QI Program and the responsibilities of staff and committees.

2. **QI Work Plan:**

This document outlines the specific goals indicators of quality that have been decided upon for study by the organization for the Program Year. The current CBHNP QI Work Plan (2003-04) includes 72 identified Dimensions of Performance (indicators).

3. **QI Annual Program Evaluation:**

This document is a summary and evaluation of the prior year’s QI Program. It provides results of QI activities and trends. As a result of the Program Evaluation, changes may be made to the Work Plan and direction of the QI Program.

These three documents are available upon request.