



CommuniCare
ADVANTAGE

CommuniCare Advantage Quality Improvement

PHILOSOPHY

Through the efforts of the quality improvement program, CommuniCare Advantage strives to improve the Quality and safety of clinical care for all members served. CommuniCare Advantage seeks to conduct its business efficiently and to maintain a work environment that is exciting, challenging, and rewarding. CommuniCare Advantage's goal is to empower employees to accomplish their work in a friendly atmosphere of teamwork and shared respect.

The quality improvement philosophy of CommuniCare Advantage is to organize best-in-class health services for optimum member health status improvement, accessibility, and outcomes. This medium will attract strong collaborative partnerships with practitioners, providers, vendors, and communities. CommuniCare Advantage uses the scientific methods of continuous quality improvement (CQI) to design, implement, operate, evaluate, and continuously improve our members.

SCOPE

The program's scope is comprehensive, and activities are focused on access, clinical quality, satisfaction, service, qualified providers, and compliance. Activities are designed to address institutional and community healthcare settings, evaluate the quality and appropriateness of care and services provided to members, pursue opportunities for improvement, and resolve identified problems. The program indicators relate to the structure, process, and outcomes of the health care services provided. The QIP covers all CommuniCare Advantage (Medicare) members in both the I-SNP and C-SNP settings.

The QIP activities may be categorized by access, clinical quality, satisfaction, qualified providers, and compliance.

- **Member Service:** Assess practitioner appointment availability, after-hours access to care, operational service performance, and coordination of care. Assess practitioner and provider availability based on geographic access.
- **Clinical Quality Care:** Focus on evidence-based medicine and the clinical aspects of preventive care, health promotion and education, acute and chronic disease-specific conditions, utilization, pharmacy, behavioral health, and patient safety.
- **Satisfaction:** Assess member satisfaction with the practitioner and the Plan, satisfaction with the care management process, satisfaction with access, and customer service, including analysis of complaints and appeals.
- **Qualified Providers:** Focus on credentialing and re-credentialing, oversight of health services contracting, practitioner performance profiles, physician discipline, and termination, medical record reviews, and delegation of oversight activities.

www.communicare-advantage.com

*CommuniCare Advantage is the DBA for the legal entity OH CHS SNP, Inc.

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- **Compliance:** Comply with confidentiality requirements, local, state, and federal regulatory requirements.

The overall goal of CommuniCare Advantage's quality program is to identify, monitor, and continually improve care delivery, Member satisfaction, and Member safety. The goal is achieved by implementing clearly defined measurable goals and health outcomes including but not limited to, the following:

- Specific goals for improving access, quality, and outcomes for the members the SNP populations
- Improvements made in the coordination of care and appropriate delivery of services through the direct alignment of the HRAT, ICP, and ICT
- Enhancing care transitions across all healthcare settings and providers for SNP Members
- Ensuring appropriate utilization of services for preventive health and chronic conditions