

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 03/02/2009 Last Review Effective Date: 02/11/2009
SUBJECT: Quality Management	SECTION: QM 1.3

SUBTITLE: Performance Measures

POLICY:

It is the policy of Children's Rehabilitative Services Administration (CRSA) to ensure the achievement of performance measure targets established for present contract year.

DEFINITIONS:

Timeliness of Eligibility Determination #1:

The percent of AHCCCS members for whom a determination of eligibility was made (i.e., eligible or ineligible) and who were notified in writing of the decision within fourteen (14) calendar days of a complete CRS Referral Form received by the CRS subcontractor.

Timeliness of Eligibility Determination #2:

The percent of AHCCCS members for whom a determination of eligibility could not be made from the CRS Referral Form and who were notified in writing within fourteen (14) calendar days of receipt of the Referral Form that additional information or a medical evaluation was required in order to make a determination of medical eligibility.

STANDARD:

CRSA will meet the minimum performance standards and show continuous improvement toward meeting performance goals as established by State and Federal regulatory agencies.

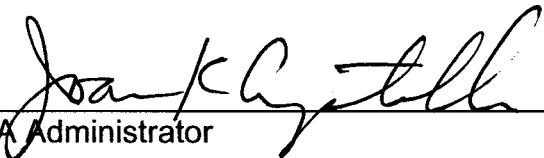
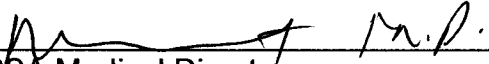
PROCEDURES:

- 1) Performance measurement will be completed as described within CRSA's contract with Arizona Health Care Cost Containment System (AHCCCS).
- 2) CRSA shall meet the minimum performance standards for the measures listed in (a)-(d) of this section and continue to improve the performance to meet the goals as established by AHCCCS:
 - a) Timeliness of Eligibility Determination #1.
 - b) Timeliness of Eligibility Determination #2.
 - c) Timeliness of Initial Service Plan Development.
 - d) First CRS Service.

- 3) CRSA will report performance by presenting year to date information quarterly to the CRSA Quality Management Committee (QMC) and within the annual quality management program evaluation. When standards are not met, input from the Children's Rehabilitative Services (CRS) Contractor will be sought to address barriers using a quality systems approach (i.e., PDCA: Plan, Do, Check, Act).
- 4) Performance measurement reports will be provided to the CRS Contractor on a quarterly basis to provide the opportunity for corrective action of performance below the minimum standard(s).
- 5) The CRSA QMC will approve and monitor corrective action plans developed by the CRS Contractor to achieve the minimum performance standard(s).
- 6) When the CRS Contractor is under corrective action, CRSA will evaluate performance standards on a monthly basis. When the CRS Contractor has met the minimum performance standard based on compiling of three (3) consecutive months of data, the CRSA QMC will close the corrective action plan for that performance standard. The CRS Contractor will be notified of this determination in writing. The CRS Contractor's performance monitoring will return to the ongoing quarterly monitoring schedule. Validation of implementation of corrective actions will take place during the CRSA Annual Administrative Review.

If the CRS Contractor is on corrective action at the time of the CRSA Annual Administrative Review, the standard will be found non-compliant and further actions will be taken.

- 7) CRSA will comply with national performance measures and levels that may be identified by the Center for Medicare and Medicaid Services (CMS) in consultation with AHCCCS and/or other relevant stakeholders.
- 8) CRSA will submit performance measure data as specified by AHCCCS and/or other regulatory Federal and State agencies as defined within contract, rules, and regulations.

<p>Approved:</p> <p> _____ CRSA Administrator</p> <p> _____ CRSA Medical Director</p>	<p>Date:</p> <p><u>3/5/09</u></p> <p><u>3/4/09</u></p>
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