

Transforming Lives



2019-2020

# Global Quality Improvement Committee

## Work Plan



Health Network  
Expires 03/01/2022



Health  
Utilization  
Management  
Expires 03/01/2022



Health Call Center  
Expires 03/01/2022

| Activity/<br>Populations   | Objectives   | Tasks   | Person(s)<br>Responsible  | Monitoring<br>Frequency  | Review Date/<br>Status Update | Completion<br>Date |
|--|--|---|---|--|-------------------------------|--------------------|
| Review quality concerns developing in the provider network.                              | <p>GQIC reviews 100% of all quality concerns reported to the GQIC from the provider Network.</p> <p>GQIC will review quarterly reports and substantiated QOC concerns by Trillium.</p>                       | <ol style="list-style-type: none"> <li>Review concerns brought to the committee throughout the year.</li> <li>Maintain current members' contact information on Trillium's website.</li> <li>Maintain current GQIC Power Point on Trillium Website</li> </ol>  | <ol style="list-style-type: none"> <li>GQIC members</li> <li>*GQIC members/Trillium</li> <li>GQIC members/Trillium</li> </ol>                         | <ol style="list-style-type: none"> <li>As needed</li> <li>Quarterly</li> <li>Annually</li> </ol>   |                               |                    |
| Provide education to the provider network related to Quality Management issues           | <p>GQIC and Trillium will work together to provide resources and/or training for identified training needs.</p>  | <ol style="list-style-type: none"> <li>GQIC and Trillium will survey the provider network and then determine the appropriate route and type of training to provide, based off results of survey.</li> <li>GQIC will work with Trillium to offer training on the QIP Process via Powerpoint to the network</li> </ol>  | <ol style="list-style-type: none"> <li>GQIC members /Trillium</li> <li>GQIC members /Trillium</li> </ol>  | <ol style="list-style-type: none"> <li>As needed</li> <li>As needed</li> </ol>   |                               |                    |
| Collaborate with Trillium staff regarding QI Initiatives of the MCO and provider network | <p>Trillium will Share information on the MCO's QI Projects and Activities</p> <p>Committee Members will discuss and collaborate with Trillium regarding QI initiatives relevant to the provider network</p> | <ol style="list-style-type: none"> <li>Trillium will provide any updates to QI Projects and activities</li> <li>Discuss initiatives developed by Trillium</li> <li>Presentation of a QI initiative by one GQIC provider member at each meeting.</li> <li>Trillium will provide updates to NCQA accreditation initiative, Taylored Plans, and Medicaid Transformation</li> </ol> | <ol style="list-style-type: none"> <li>Trillium</li> <li>Trillium and GQIC members</li> <li>GQIC members</li> <li>Trillium and GQIC member</li> </ol> | <ol style="list-style-type: none"> <li>Quarterly, or as needed</li> <li>Quarterly, or as needed</li> <li>Quarterly</li> <li>Quarterly</li> </ol> |                               |                    |

| Activity/<br>Populations  | Objectives   | Tasks  | Person(s)<br>Responsible   | Monitoring<br>Frequency   | Review Date/<br>Status Update | Completion<br>Date |
|---|--|--|--|---|-------------------------------|--------------------|
| Utilize available data to identify trends related to provider QA/QI systems | Identify trends from routine data and monitoring and make recommendations. | <ol style="list-style-type: none"> <li>1. GQIC members to review quarterly reports and make any recommendations</li> <li>2. Review annual comparison of provider QIP results.</li> </ol> | <ol style="list-style-type: none"> <li>1. GQIC members</li> <li>2. GQIC members</li> </ol> | <ol style="list-style-type: none"> <li>1. Quarterly</li> <li>2. Annually</li> </ol> |                               |                    |

## Signatures

The 2019-2020 GQIC Work Plan was reviewed and approved by the GQI Committee:

Approved by:

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Date

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Date