



Annual QAPIP Action Plan FY 2023

From year to year, the PI Committee is responsible for carrying out the full scope of activities and requirements described within the agency's QAPIP. The committee is also tasked with certain objectives taken from the strategic plan developed by the HealthWest Leadership Team. To guide its work throughout the year, the PI Committee has developed the following action plan, which describes the objectives to be prioritized by the committee, as well as the specific actions that will be undertaken to achieve those objectives during FY 2023.

- **By September 30, 2023, the Performance Improvement Committee will implement a health disparities reduction plan to reduce targeted health disparities identified by HealthWest by 15%.**
 - By April 30, 2023, launch of Power BI dashboards to identify health disparities in FUH-A and FUH-C measures, as well as MMBPIS performance indicator data.
 - By June 30, 2023, completion of analysis of data and submission of recommendations to HealthWest Leadership Team.
 - NOTE: this objective aligns with the regional Performance Improvement Project (PIP) to address health disparities in aftercare provided following psychiatric inpatient discharges

- **By March 1, 2023, the Performance Improvement Committee will ensure compliance with all QAPIP requirements, as defined by the MDHHS/PIHP contract, QAPIP practice guidelines, and CARF standards manual.**
 - Primary and secondary consumers will be identified and invited to join the PI Committee
 - The collection and use of consumer satisfaction data will be formalized and expanded
 - Provider Relations staff will be invited to join the PI Committee and to expand the amount of quality oversight provided to HealthWest's network of contracted providers
 - PI Committee will follow the data review scheduled established in FY22 to ensure that data is used to monitor all required components of the QAPIP throughout FY23 and beyond
 - Program-specific performance indicators of access, efficiency, effectiveness, and satisfaction (identified by the PI Committee in FY22) will be added to appropriate program descriptions and used by the PI Committee and clinical leadership to monitor and improve performance

- **By September 30, 2023, the Performance Improvement Committee will have fulfilled all relevant elements of the corrective action plans adopted by HealthWest following the agency's LRE, MDHHS, and CARF site reviews/accreditation surveys.**
 - Remediation of findings regarding QAPIP and Corporate Compliance standards from LRE audit
 - Remediation of findings regarding training and credentialing standards from MDHHS audit
 - Fulfillment of Quality Improvement Plan (QIP) objectives to address recommendations from CARF survey regarding Performance Measurement and Performance Management standards

- **By March 1, 2023, the Performance Improvement Committee will begin publishing regular reports regarding the committee's findings, agency performance on performance indicators and quality measures, and recommendations for improvement.**
 - Monthly PI Committee Reports will be provided to the HealthWest Leadership Team
 - Quarterly performance reports will be provided to the HealthWest Board of Directors
 - Monthly committee meeting minutes and reports will be posted on The Compass
 - HealthWest's QAPIP, the FY22 QAPIP annual review and evaluation, and the FY23 QAPIP action plan will be published on HealthWest's external website for accessing by consumers, network providers, and community members