



AHCCCS Quality Strategy

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Definition of Quality

- Health care quality is defined as services that promote optimized health and meet current standards of care
- Can be different for every individual
- Includes timely access to care, safe and appropriate treatment, and is supportive of individual needs, goals, and preferences

Definition of Quality

- Member focused
 - Immediate attention to health and safety
- Strength Based
- Continuous improvement
- Open communication and opportunities to learn from each other/find the best solutions

Desired Feedback

- What does quality mean to you?
- How can AHCCCS support the tribes/tribal members in obtaining or providing quality care and services?

Purpose of the Quality Strategy

- A coordinated, comprehensive, and proactive approach to drive quality throughout the AHCCCS system
- Outlines expectations around meeting/exceeding standards related to access to care and quality of care/services
- Highlights Agency approaches program/system development and oversight

Federal Regulation Requirements

- Topics must include:
 - State-defined network adequacy and availability of services
 - State goals and objectives for continuous quality improvement
 - Cover populations in the State served by MCOs
 - Detailed description of quality metrics and performance targets
 - Performance Improvement Project processes
 - Sanctions/regulatory actions
 - External Quality Review processes

Major Areas of Focus – AI-Specific

- American Indian fluidity between FFS and Managed Care
- Integration and Ease of System Navigation
- Policy Efforts
- Care-Coordination
- American Indian Medical Home (AIMH) Model
- Data/Information Sharing

Collaboration with Tribes or IHS/638 Facilities

- Tracking and trending to identify potential concerns such as appropriateness of placement setting or improper seclusion/restraints
- Openly share concerns and offer assistance with investigations
- Support quality improvement efforts such as meeting with tribal facilities to provide process review and share lessons learned

Quality Strategy Timeline

MILESTONES	TARGET DATES
Stakeholder Feedback	Ongoing through March 2018
Complete Draft Document Finalized	1/26/2018
Posting for Public Comments	1/29/2018 – 3/16/2018
Revisions Completed Based on Public Comments	3/30/2018
Post Executive Management Review	4/4/2018-4/13/2018
Final Revisions Completed	4/19/2018
Submission to CMS	4/20/2018
Review and Incorporation of CMS Questions/Feedback	6/20/2018-6/28/2018
Online Posting	6/29/2018

Major Highlights of the Quality Strategy



Quality Strategy Goals/Objectives

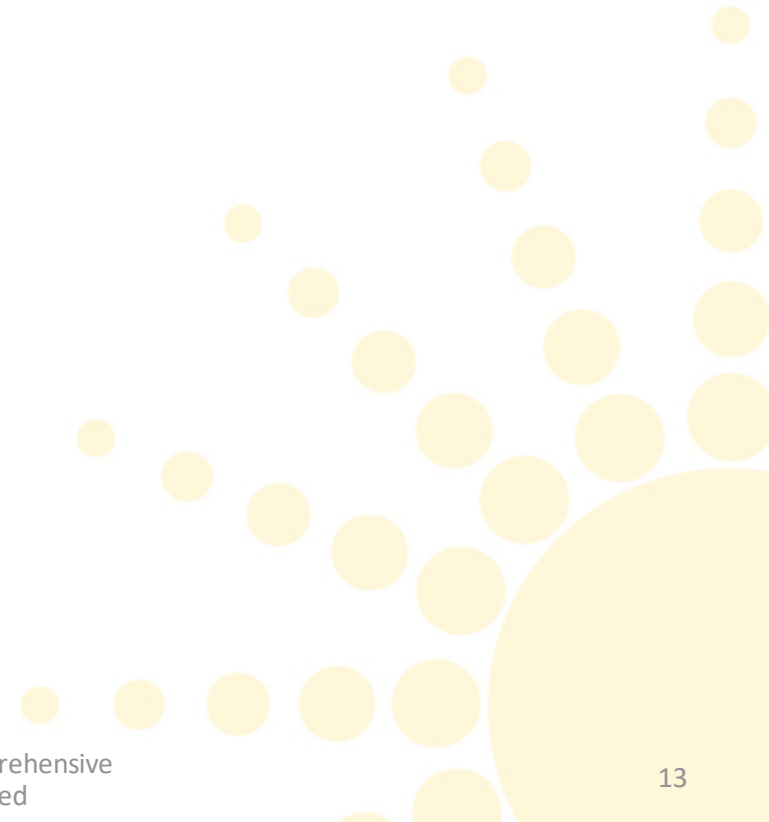
- Clear expectations for member care
- Improve AHCCCS members' health status
- Partner with sister agencies, MCOs, IHS/Tribal 638 facilities, and other providers to improve access to care
- Build capacity in rural/underserved areas
- Improve member satisfaction/experiences
- Continue to enhance data-driven decision making
- Support/promote innovative and quality care

Agency Initiatives

- Autism Spectrum Disorder
- Integrated Health Care
- Opioid Crisis
- Care/Services for Children in the Foster Care System
- Justice Population (Early Reach-In)
- Commitment to Ongoing Learning

Agency Initiatives

- Grants
- Workforce Development
- Employment
- Housing



Desired Feedback

- Are there other initiatives or activities that we should focus on?
- Are we missing any major topics that are of concern?
- What are the best ways to get additional information about these topics?

Major Strategies

- Alignment with the Agency Strategic Plan
- Value-Based Purchasing
- Targeted Investments
- Quality Management (Critical Incident investigation)
- Strategic Partnerships
- Network Adequacy
- Stakeholder Engagement

Desired Feedback

- What additional strategies or opportunities should we consider?
- What are the best approaches to implementing these strategies?
- Is there anything that AHCCCS needs to be mindful of as we pursue these opportunities?

Additional Feedback or Questions?



Thank you.

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