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

<table>
<thead>
<tr>
<th>MILESTONES</th>
<th>TARGET DATES</th>
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</thead>
<tbody>
<tr>
<td>Stakeholder Feedback</td>
<td>Ongoing through March 2018</td>
</tr>
<tr>
<td>Complete Draft Document Finalized</td>
<td>1/26/2018</td>
</tr>
<tr>
<td>Posting for Public Comments</td>
<td>1/29/2018 – 3/16/2018</td>
</tr>
<tr>
<td>Revisions Completed Based on Public Comments</td>
<td>3/30/2018</td>
</tr>
<tr>
<td>Final Revisions Completed</td>
<td>4/19/2018</td>
</tr>
<tr>
<td>Submission to CMS</td>
<td>4/20/2018</td>
</tr>
<tr>
<td>Review and Incorporation of CMS Questions/Feedback</td>
<td>6/20/2018-6/28/2018</td>
</tr>
<tr>
<td>Online Posting</td>
<td>6/29/2018</td>
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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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