The Contractor shall develop and implement Quality Management/Performance Improvement (QM/PI) Program-specific Enhancing Quality Improvement Plans (EQIPs) for taking appropriate steps to enhance the Contractor's performance and quality related to care and services provided when deficiencies or concerns are identified and as directed by AHCCCS. The EQIPs may focus on clinical or non-clinical areas. The Contractor shall develop and implement EQIPs which consider both the Medicaid and Children's Health Insurance Program (CHIP)/KidsCare programs, as applicable.

All proposed EQIPs are to be submitted to AHCCCS for review and approval.

A. PROPOSED EQIP SUBMISSIONS

At a minimum, Contractors required to submit a proposed EQIP shall address each of the following for each identified/required performance measure or performance metric included within the EQIP dependent on measure/metric type.

1. Non-CMS Core Set Only Measures/Metrics
   a. All required measure(s)/metric(s) specific to the EQIP focus (e.g., inclusion of each Performance Measure below the associated Performance Measure Performance Standard; inclusion of all specified survey measures below the AHCCCS identified performance standards; or other identified metrics, as appropriate to the EQIP submission),
   b. Evidence of Root Cause Analysis (RCA), including all RCA tools utilized as part of the Contractor's analysis efforts,
   c. Identified root cause(s) of the deficiency(s)/concern(s) for each required measure/ metric specific to the EQIP focus area,
   d. Measurable and realistic population and program-specific goal(s) and/or identified target(s) the Contractor shall utilize to measure progress toward meeting the AHCCCS performance requirement(s),
   e. New and existing interventions, directly correlated to each associated measure/metric, that are intended to facilitate expedient improvement in performance as specified below:
      i. Existing interventions: Description of ongoing interventions implemented prior to the EQIP proposal development. The Contractor shall include:
         1) The intervention start date and the intervention end date, when an intervention is retired or discontinued as part of the Contractor's EQIP proposal development,
         2) Discussion related to the evaluation of existing interventions, and
         3) Identified barriers/reasons the interventions have not achieved the desired effect.
      ii. New or enhanced interventions: Interventions planned for implementation following the EQIP proposal development that are either new or enhanced when compared with the Contractor's existing interventions. The Contractor shall incorporate evidence-based practices that have been shown to be effective in the same/similar populations and shall include interventions that are internal, external, member-focused, and provider-focused, as appropriate to the measure/metric. The Contractor shall include:
         1) The start date and the end date (specific timeframes for implementation) for each identified intervention, and
         2) Staff positions responsible for implementing/overseeing each identified intervention.

Effective Dates: 10/01/18, 02/01/10; 07/15/21, 10/01/23, 10/01/24, 11/07/25, 10/01/26
Approval Dates: 11/15/18, 11/21/19, 04/27/21, 08/03/23, 06/13/24, 08/26/25, 09/01/26

f. Methodology and frequency for monitoring and evaluating the Contractor's overall progress towards achieving the measurable and realistic goal(s), identified target(s), and AHCCCS performance requirements. Monitoring and evaluation shall occur, at a minimum, on a quarterly basis,
g. Description of the process for initiating and repeating the Plan-Do-Study-Act (PDSA) cycle as part of Contractor's performance improvement evaluation and EQIP update activities, including the process for refining interventions based on measuring/evaluating the Contractor's results to date. PDSA cycles shall be conducted in a time frame as short as practical, based on the performance measure and associated intervention(s). The Contractor shall utilize PDSA cycles for several performance measures during the calendar year,
h. For performance measures required as part of the Contractor's current EQIP proposal that were included as part of an EQIP during the previous measurement period, the associated current/updated PDSA cycle(s) are included, and
i. Method(s) for internal and external dissemination of EQIP findings and results.

2. The CMS Core Set Only Measures (as directed and allowed by AHCCCS) including, but not limited to:
   a. A description of the identified barriers/challenges,
   b. The activities/interventions that have been implemented (or are intended to be implemented) to improve the Contractor's performance,
   c. Progress to date on implementing activities/interventions aimed at improving performance, and
   d. The most current results for the required performance measures available at the time of submission.

The Contractor shall refer to the AMPM Policy 970 for additional guidance on Performance Measure EQIP requirements.

B. SUGGESTED ADDITIONAL ELEMENTS

AHCCCS encourages additional information to also be provided within EQIP submissions, as this may assist with identifying potential barriers and/or issues that the Contractor may be experiencing. These additional elements include, but are not limited to:

1. Background information related to the measures/metrics requiring an EQIP.

2. Quantitative and qualitative data.

3. Other pertinent data and/or information.

C. ENHANCING QUALITY IMPROVEMENT PLAN UPDATE SUBMISSIONS

1. Required Elements

Following approval of the Contractor's EQIP Proposal, the Contractor is to submit EQIP updates as specified by AHCCCS.

The EQIP updates shall include the following:

a. Evidence of ongoing monitoring and evaluation, inclusive of population and program-specific data and associated analysis, of overall progress achieved in relation to the established measurable and realistic goal(s), identified target(s), and AHCCCS performance requirements,
b. A brief summary of the Contractor's progress in implementing each intervention included as part of the approved EQIP. This summary shall include quantitative and qualitative analysis that discusses any barriers/challenges faced with implementation and identified opportunities for improvement,
c. Identification of any refined interventions and specific changes made since the most recent EQIP Update/EQIP Proposal, and
d. All newly initiated/updated/refined PDSA cycles conducted as part of the Contractor's ongoing EQIP related monitoring and evaluation activities. For Performance Measures that continue to remain on an EQIP from the previous measurement year, the Contractor shall include the associated previous measurement year PDSA cycle(s) with evidence of updates/refinements.

Note: Performance Measure-specific EQIP updates (i.e., CMS Core Set Only and NCQA HEDIS®) shall be included within the Performance Measure Monitoring Report & Work Plan/Work Plan Evaluation Template as part of its Performance Measure Monitoring Report submissions; whereas, non-Performance Measure-Specific EQIP updates (e.g., CAHPS®, NCI-AD™) shall be submitted in alignment with AHCCCS-Required or Contractor-Identified EQIP (Proposal and Updates) requirements (as applicable to the EQIP type) as specified in Contract Section F, Attachment F3, Contractor Chart of Deliverables.

D. AHCCCS FEEDBACK

Following any EQIP Proposal or EQIP Update submission, the AHCCCS Quality Improvement Team will provide feedback to the Contractor utilizing the AHCCCS Enhancing Quality Improvement Plan (EQIP) Proposal Checklist or AHCCCS Enhancing Quality Improvement Plan (EQIP) Update Checklist. For Performance Measure-Specific EQIP updates, AHCCCS will provide feedback as part of the Performance Measure Monitoring Report (PMMR) and QM/PI Program Plan deliverable feedback. In addition, AHCCCS may request additional clarification via email communication that shall be included as part of the Contractor's EQIP Proposal/Update submission.