

The Contractor shall develop and implement Quality Improvement specific Corrective Action Plans (CAPs) for taking appropriate steps to improve care and services if and when deficiencies are identified and as directed by AHCCCS. Quality Improvement CAPs may focus on clinical or non-clinical areas. Contractors shall develop and implement CAPs which considers both Medicaid and Children's Health Insurance Program (CHIP) (KidsCare) populations, as applicable. All proposed CAPs shall be submitted to the AHCCCS/DHCS, Quality Improvement Team for review and approval, prior to implementation.

A. PROPOSED QUALITY IMPROVEMENT SPECIFIC CORRECTIVE ACTION PLAN SUBMISSIONS

1. Required Elements

At a minimum, Contractors required to submit a proposed Quality Improvement CAP, shall include the following:

- a. All required measure(s)/element(s) specific to the CAP 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 elements, as appropriate to the CAP 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) for each required measure/element specific to the CAP focus area,
- d. Measurable and realistic program-specific (ACC, SMI-Designated, CHP, ALTCS E/PD, and DDD) and population-specific (Medicaid and CHIP) 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/element, that are intended to facilitate expedient improvement in performance and compliance with AHCCCS performance requirement(s),
 - i. Existing interventions: Description of ongoing interventions implemented prior to the CAP proposal development. The Contractor shall include:
 - 1) Intervention start date as well as intervention end date, when an intervention is retired or discontinued as part of the Contractor's CAP 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 CAP 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 include interventions that are internal, external, member-focused, and provider focused, as appropriate, to the measure/element. The Contractor shall include:
 - 1) Start date and end date (specific timeframes for implementation) for each identified intervention, and
 - 2) Staff positions responsible for implementing/overseeing each identified intervention.

- 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 CAP 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 short time frame 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 CAP proposal that were included as part of a CAP during the previous measurement period, the associated current/updated PDSA cycle(s) are included, and
- i. Method(s) for internal and external dissemination of CAP findings and results.

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

B. SUGGESTED ADDITIONAL ELEMENTS

AHCCCS encourages additional information to also be provided within CAP 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/elements requiring a CAP,
2. Quantitative and qualitative data, and
3. Other pertinent data and/or information.

C. QUALITY IMPROVEMENT SPECIFIC CAP UPDATE SUBMISSIONS

1. Required Elements.

The Contractor is to submit CAP updates after the proposed CAP has been approved and at intervals specified by AHCCCS. The Contractor shall submit its Performance Measure specific CAP updates as part of the Performance Measure Monitoring Report & Work Plan/Work Plan Evaluation Template. CAP updates shall include the following:

- a. Evidence of ongoing monitoring and evaluation, inclusive of program-specific (ACC, SMI-Designated, CHP, ALTCS E/PD, and DDD) and population-specific (Medicaid and CHIP) 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 CAP inclusive of a 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 that were made since the most recent CAP update/CAP proposal, and
- d. All newly initiated/updated/refined PDSA cycles conducted as part of the Contractor’s ongoing CAP related monitoring and evaluation activities. For Performance Measures that continue to remain on a CAP from the previous measurement year, the Contractor shall include the associated previous measurement year PDSA cycle(s) with evidence of updates/refinements.

D. AHCCCS FEEDBACK

Following any Quality Improvement specific CAP Proposal or CAP Update submission, the AHCCCS Quality Improvement Team will provide feedback to the Contractor utilizing the AHCCCS Quality Improvement specific Corrective Action Plan (CAP) Initial Proposal Checklist and AHCCCS Quality Improvement specific Corrective Action Plan (CAP) Update Checklist. For Performance Measure specific CAP Proposals, the AHCCCS Quality Improvement Team will provide feedback to the Contractor utilizing the AHCCCS Quality Improvement specific Corrective Action Plan Initial Proposal Checklist. For Performance Measure specific CAP Updates, AHCCCS will provide feedback as part of the Performance Measure Monitoring Report and QM/PI Program Work Plan Evaluation feedback. In addition, AHCCCS may request additional clarification via email communication that shall be included as part of the Contractor’s CAP Proposal/Update submission.