

The Contractors 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. ACC Contractors shall develop and implement CAPs which incorporates both Medicaid and Children's Health Insurance Program (CHIP) (KidsCare) populations, as applicable.¹ All proposed CAPs shall be submitted to the AHCCCS/DHCM, 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 CAP to the AHCCCS Quality Improvement Team, shall include the following:

- a. All required measures/elements specific to the CAP focus-area (ie.eg. inclusion of each Performance Measures below the associated Minimum Performance Standard/NCQA Medicaid Mean/CMS Medicaid Median; ~~Minimum Performance Standards;~~ inclusion of all specified survey measures below the AHCCCS identified performance standards;² or other identified elements, as appropriate to the CAP submission).
- b. Identified root cause(s) of the deficiency(s) for ~~all~~ each required measures/elements specific to the CAP focus area, ~~and steps to be taken to facilitate an expedient return to compliance.~~³
- c. Measurable and realistic goal(s) and/or identified target(s) the Contractor shall utilize to measure progress toward the AHCCCS performance requirement(s).⁴
- d. New and Existing ~~Appropriate~~ Interventions, directly correlated to each associated measure/element, that is intended to facilitate expedient improvement in performance and compliance with AHCCCS performance requirement(s).⁵
 - i. Existing interventions; ~~(d) Description of ongoing interventions implemented prior to the CAP proposal, 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) ~~inclusive of documentation of evaluation results and identified~~ evaluation of barriers/reasons the interventions have not achieved the desired effect⁶

¹ Updated to reflect requirements in Managed Care Regulations

² Updated to reflect most recent Contract Amendment updates.

³ Revised to enhance flow and clarity related to AHCCCS requirements.

⁴ Revised to enhance clarity.

⁵ Revised to enhance flow and clarity related to AHCCCS requirements.

⁶ Revised to enhance flow and clarity related to AHCCCS requirements.

- 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 ~~to~~ incorporate ~~ing~~ 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:](#)
- ~~2)~~
 - ~~3)1)~~ Start date and end date (specific timeframes for implementation) for each identified intervention, and
 - ~~4)2)~~ Staff positions responsible for implementing/overseeing each identified intervention.⁷
- e. Methodology and frequency for [monitoring and ~~measuring~~ evaluating](#) the Contractor’s overall progress towards achieving the measurable and realistic goal(s), ~~and/or~~ identified target(s), and [AHCCCS performance requirements. Monitoring and evaluation shall occur, at a minimum, on a quarterly basis.](#)⁸
- ~~f. Methodology and frequency for measuring the Contractor’s progress in implementing identified interventions.⁹~~
- f. Description of the process for [initiating and repeating the \[Plan-Do-Study-Act \\(PDSA\\)\]\(#\)¹⁰ cycle, as part of Contractor’s performance improvement evaluation and CAP update activities](#) ~~until the measurable goal(s) and/or target(s) are achieved,~~ including the process for refining interventions based on [measuring/evaluating](#) the Contractor’s results to date.¹¹
- g. Current/updated PDSA cycle(s) for Performance Measures included under a CAP during the previous measurement period and required as part of the Contractor’s current CAP proposal, and¹²
- h. Method(s) for internal and external dissemination of CAP findings and results.

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

A.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.

⁷ Revised to enhance flow and clarity related to AHCCCS requirements.

⁸ Revised to enhance flow and clarity related to AHCCCS requirements.

⁹ Removed as it was found to be duplicative of item directly above.

¹⁰ Adding meaning behind acronym

¹¹ Revise to enhance clarity and flow.

¹² Added to provide additional clarity related to AHCCCS requirements.

2. Quantitative and qualitative data.

~~4.~~3. Other pertinent data and/or information.¹³

B.C. QUALITY IMPROVEMENT SPECIFIC CAP UPDATE SUBMISSIONS

1. Required Elements

The Contractor ~~are~~ 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 & Program Work Plan Evaluation Template.¹⁴ CAP updates shall include the following:

- a. ~~Evidence of ongoing monitoring and evaluation~~, inclusive of data and associated analysis, of overall progress achieved in relation to the established measurable and realistic goal(s), ~~and/or~~ identified target(s), and AHCCCS performance requirements,¹⁵
- ~~a.~~b. A brief summary of the Contractor's progress in implementing each intervention included as part of the approved CAP inclusive of any barriers/challenges faced with implementation and identified opportunities for improvement,¹⁶
- c. Identification of any refined interventions and specific changes that were made since the most recent CAP update/CAP proposal, and¹⁷
- ~~b.~~ ~~Evidence of ongoing monitoring and evaluation for each intervention, outlining the progress achieved in relation to the established measurable and realistic goal(s) and/or identified target(s)~~¹⁸
- d. ~~All PDSA cycles that have been conducted as part of the CAP~~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 previous measurement year PDSA cycle(s) with evidence of updates/refinements.¹⁹

~~Submitted PDSA cycles have been repeated and refined, as appropriate, until improvement is achieved~~²⁰

¹³ Revised to enhance clarity and consistency in formatting in other items/sections.

¹⁴ Language revised to reflect performance measure transition and associated requirements.

¹⁵ Revised to enhance flow and clarity related to AHCCCS requirements.

¹⁶ Revised to enhance flow and clarity related to AHCCCS requirements.

¹⁷ Revised to enhance flow and clarity related to AHCCCS requirements.

¹⁸ Removed as it was found to be duplicative of item above.

¹⁹ Revised to enhance flow and clarity related to AHCCCS requirements, incorporated item previously found below.

²⁰ Removed as it was found to be duplicative of item directly above.

~~Identification of any refined interventions and specific changes that were made since the most recent CAP update/CAP proposal²¹~~

C.D. AHCCCS FEEDBACK

Following any Quality Improvement Specific CAP Proposal or CAP Update submissions, the AHCCCS Quality Improvement Team will provide ~~Contractors~~ 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 following checklists. 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.²²

²¹ Removed as it was found to be duplicative of item found above.

²² Revise to enhance clarity and flow.

AHCCCS Quality Improvement Specific Corrective Action Plan (CAP) Initial Proposal Checklist²³

CAP TITLE:			
CONTRACTOR:		LINE OF BUSINESS:	
DATE OF SUBMISSION:		DATE OF RESUBMISSION:	

REQUIREMENT	FOUND (YES/NO)	COMMENTS/CONCERNS	RESUBMISSION FINDINGS (IF APPLICABLE)
All required measures/elements specific to the focus area have been included within the submission (i.e. inclusion of all Performance Measures below Minimum Performance Standards, inclusion of all specified survey measures, or other identified elements)			
Identified root cause(s) of the deficiency for all required measures/elements specific to the focus area and steps to be taken to facilitate an expedient return to compliance			

²³ Sections/checklists items no longer to be included as part of AMPM Policy 920, Attachment B to reflect the updates to the language above

REQUIREMENT	FOUND (YES/NO)	COMMENTS/CONCERNS	RESUBMISSION FINDINGS (IF APPLICABLE)
Measurable and realistic goal(s) and/or identified target(s) the Contractor shall utilize to measure progress			
Existing interventions (description of interventions implemented prior to the CAP proposal inclusive of documentation of evaluation results and identification of barriers/reasons the interventions have not achieved the desired effect)			
New/enhanced interventions (incorporating evidence-based practices that have been shown to be effective in the same/similar populations and interventions that are internal, external, member focused, and provider focused, as appropriate)			
Start date and end date (specific timeframes for implementation) for each listed intervention			
Staff positions responsible for implementing/ overseeing each listed intervention			
Methodology and frequency for measuring the Contractor's overall progress towards achieving the measurable and realistic goal(s) and/or identified target(s)			

REQUIREMENT	FOUND (YES/NO)	COMMENTS/CONCERNS	RESUBMISSION FINDINGS (IF APPLICABLE)
Methodology and frequency for measuring the Contractor's progress in implementing identified interventions			
Description of the process for repeating the PDSA cycle until the measureable goal(s) and/or target(s) are achieved, including the process for refining interventions based on measuring the results			
Method(s) for internal and external dissemination of CAP findings and results			
Inclusion of suggested additional elements Background information related to the measures/elements requiring a CAP Quantitative and qualitative data Other pertinent data and/or information			
Additional Comments/Concerns:			

DATE OF AHCCCS REVIEW	PROPOSED CAP ACCEPTED? [YES / YES-CONTINGENT UPON (LIST REASON) / NO]	CAP CLOSED? (YES / NO)	DUE DATE	
			Resubmission	
			Update	

AHCCCS QUALITY IMPROVEMENT SPECIFIC CORRECTIVE ACTION PLAN (CAP) UPDATE CHECKLIST

CAP TITLE:			
CONTRACTOR:		LINE OF BUSINESS:	
DATE OF SUBMISSION:		DATE OF RESUBMISSION:	

REQUIREMENT	FOUND (YES/NO)	COMMENTS/CONCERNS	RESUBMISSION FINDINGS (IF APPLICABLE)
Evidence of ongoing monitoring and evaluation of overall progress achieved in relation to the established measurable and realistic goal(s) and/or identified target(s)			
Evidence of ongoing monitoring and evaluation of each intervention, outlining the progress achieved in relation to the established measurable and realistic goal(s) and/or identified target(s).			
All PDSA cycles that have been conducted as part of the CAP have been included within the CAP submission			
Submitted PDSA cycles have been repeated and refined, as appropriate, until improvement is achieved			
Identification of any refined interventions and specific changes that were made since the most recent CAP update/CAP proposal			
Additional Comments/Concerns			



AHCCCS MEDICAL POLICY MANUAL
POLICY 920, ATTACHMENT B - AHCCCS QUALITY IMPROVEMENT
CORRECTIVE ACTION PLAN CONTRACTOR CHECKLIST

REQUIREMENT	FOUND (YES/NO)	COMMENTS/CONCERNS	RESUBMISSION FINDINGS (IF APPLICABLE)

DATE OF AHCCCS REVIEW	CAP UPDATE ACCEPTED? [YES / YES-CONTINGENT UPON (LIST REASON) / NO]	CAP CLOSED? (YES / NO)	DUE DATE	
			Resubmission	
			Update	

OPEN UNTIL 06/1/21