



Introduction to Accreditation: A Quality Improvement Primer Agenda

Tuesday, April 9, 2019

7:45 a.m. – 8:30 a.m. **Registration & Continental Breakfast**

8:30 a.m. – 8:35 a.m. **Welcome/Introductions**
Tina King

8:35 a.m. – 9:15 a.m. **Introduction to Health Plan Accreditation Q&A**
Ann Carson, MPH

Objective:

- Recap online module learning experience
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9:15 a.m. – 10:30 a.m. **Quality Improvement Standards**
Joe Stankaitis, MD, MPH

Objective:

- Explain the intent of the QI Standards
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10:30 a.m. – 10:45 a.m. **BREAK**

10:45 a.m. – 11:30 a.m. **Quality Improvement Standards cont'd**
Joe Stankaitis

Objective:

- Explain the intent of the QI Standards
-

11:30 a.m. – 12:15 p.m. **Member Connections Standards**
Pam Dutzar, RN, BSN

Objective:

- Discuss the importance and relevance of the Member Connections standards
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12:15 p.m. – 1:15 p.m. **LUNCH**

1:15 p.m. – 2:30 p.m. **Population Health Management**
Ann Carson

Objective:

- Discuss the intent of the new Population Health Management Standards
-

2:30 p.m. – 2:45 p.m. **BREAK**

2:45 p.m. – 4:15 p.m. **Population Health Management cont'd**

Objective:

- Discuss the intent of the new Population Health Management Standards

4:15 p.m. – 4:30 p.m. **General Q & A**

Wednesday, April 10, 2019

7:45 a.m. – 8:30 a.m. **Continental Breakfast**

8:30 a.m. – 9:15 a.m. **Complex Case Management Exercise**
Ann Carson & Pam Dutzar

Objective:

- Review CCM standards using real life scenarios

9:20 a.m. – 10:30 a.m. **Utilization Management Standards**
Joe Stankaitis

Objective:

- Discuss how to ensure appropriate processes are in place to protect members and to address consumer concern

10:30 a.m. – 10:45 a.m. **BREAK**

10:45 a.m.– 12:15 p.m. **Utilization Management Standards cont'd**
Joe Stankaitis

Objective:

- Discuss how to ensure appropriate processes are in place to protect members and to address consumer concerns

12:15 p.m. – 1:15 p.m. **LUNCH**

1:15 p.m. – 2:15 p.m. **Introduction to Survey Process with Interactive Review Tool (IRT)**
Ann Carson

Objectives:

- Discuss the survey process
- Explain IRT and how they are used

2:15 p.m. – 3:15 p.m. **Network Management Standards**
Pam Dutzar

Objectives:

- Discuss the intent of the Network Management standards to assess network adequacy
- Review example of NET 3 analysis

3:15 p.m. – 3:30 p.m. **BREAK**

3:30 p.m. – 4:15 p.m. **Network Management Standards cont'd**
Pam Dutzar

Objectives:

- Discuss the intent of the Network Management standards to assess network adequacy
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- Review example of NET 3 analysis

4:15 p.m. – 4:30 p.m.

General Q & A

Thursday, April 11, 2019

7:45 a.m. – 8:30 a.m. **Continental Breakfast**

8:30 a.m. – 9:15 a.m. **UM Exercise**
Joe Stankaitis and Pam Dutzar

Objective:

- Review Utilization Management standards using real life scenarios
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9:15 a.m. – 10:30 a.m. **Credentialing Standards**
Ann Carson and Margaret Faso, MPH

Objective:

- Discuss ways to identify and retain quality practitioners and organizational providers
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10:3 a.m.0 – 10:45 a.m. **BREAK**

10:45 a.m. – 11:45 a.m. **Preparing for a Successful Survey/Documentation Preparation**
Pam Dutzar

Objective:

- Outline tips for preparing for a survey
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11:45 a.m. – 12:15 p.m. **HEDIS/Delegation/ RR Question and Answer**
Faculty

Objective:

- Recap online module learning experience
-

12:15 p.m. – 12:30 p.m. **Question and Answer/Wrap -up**

Objective:

- Respond to Health Plan Accreditation content discussed throughout the day
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**Schedule subject to change without notice*