

# SIM Quality Assurance Review Process

Adopted: May 1, 2017

## Ongoing Internal QA Monitoring

- Review of field notes, CQMs, assessments, and other reporting or engagement requirements.
- Internal QA process done by University of Colorado, Department of Family Medicine, Practice Innovation Program staff.
- Case review with External QA Committee and/or SIM Office as needed.

### 1. Internal QA Monitoring and Flagging

- Provide monthly reports to PTOs.
- Flag PTOs or practices not meeting minimum reporting requirements.

PTO Issue?

Practice Issue?

### 2. Initial Outreach to PTOs and Practices

- UC DFM staff reach out to PTOs (and practices, if needed) to gather additional information and assess circumstances.
- Explain needed improvement, how progress can be shown, and offer support.

### 3. Follow-up Monitoring

- Review data in 30 days from initial outreach identified in Step 2.
- Review case with External QA Committee.
- If no observable improvement or progress, then continue to Step 4.

PTO Issue?

Practice Issue?

### 4. Outreach to PTO/Practice Leadership and Agree on an Action Plan

- PTO/Practice to develop an Action Plan (with agreement from UC DFM staff) that documents problems and plans for improvement with progress indicators and timeline. Plan to be submitted to UC DFM within 14 days.
- PTO/Practice to provide written summary of implementation of plan and improvements 30 days after submission of the action plan.
- At that time, if no improvement or failure to meet progress indicators, then continue to Step 5.

### 5a. Internal QA Sends Formal Notice to PTO/Practice

- Resend Action Plan and progress indicators from Step 4.
- Close monitoring and contact with PTO/practice.
- Review with External QA Committee.
- If not corrected in 60 days, then continue to Step 6.

### 5b. External QA Committee Case Review

- Formal review of Action Plan and progress indicators by External QA Committee (simultaneous to 5a)
- Discuss options for next steps if improvement is inadequate (e.g. revise or rescind contract, recommend practice withdrawal.)

### 6. Final QA Case Review

- Final Internal QA case review of data.
- If inadequate improvement, then recommendation for specific action and moving to Step 7 discussed and approved by External QA Committee (ad hoc if necessary).
- Notify SIM Office of recommended action and obtain approvals for initiating Step 7.

### 7. Internal QA and SIM Office Initiate Formal Action from Step 6

- Formally advise PTO and practice leadership of action, including reasons based on process and documentation.
- Notify PTO/practice of appeals process.

### 8. Appeal?

- If no appeal within 10 days, execute recommended action from Step 7.
- If appealed, convene formal meeting with External QA Committee for final decision.