



## Quality Assurance (QA) Events

# What is a QA Event?

## Quality Assurance (QA) Events

Monitor quality of care and services received by Tufts Health Plan SCO members for the purpose of:

- Identifying opportunities for improvement
- Compiling Aggregate Data
- Identifying trends
- Ensuring a Quality Provider Network

## Types of Quality of Care Events

### QI Occurrences (internal process)

- “objective” reports of quality of care concerns
- Primary focus tends to be related to inpatient events, but includes care across the healthcare provider spectrum
- Members are not involved in, or informed of, the review (important - please do not inform the member)

### Member Grievances (complaints)

- “subjective” reports by the member, or others acting on behalf of the member, of quality of care concerns
- Primary focus tends to be related to outpatient events, but includes care across the healthcare provider spectrum

## QI Occurrence Reporting: HOW?

1. Use Tufts Health Plan’s QI Occurrence Screens to identify potential quality of care concerns
2. Create a Quality event in CaseTrakker
3. Quality event will appear in a special Tab for the CQI team.


## Eight Categories of Quality Occurrences\*

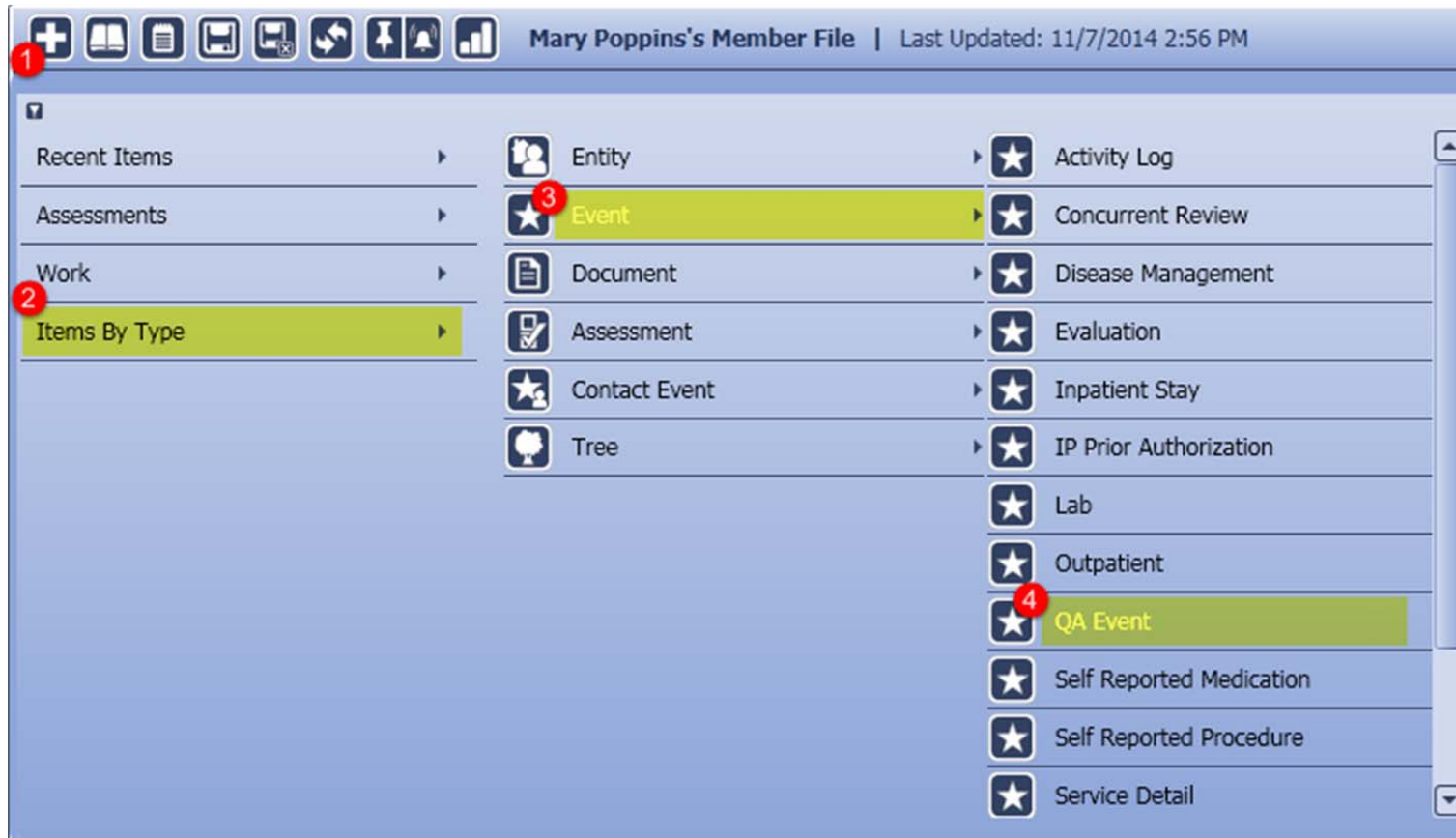
<b>1)</b> Inadequate coordination of care	<b>3)</b> Inadequate documentation	<b>5)</b> Harms to self or others	<b>7)</b> Deaths
<b>2)</b> Readmission from Hospital. ER. MH/SA setting	<b>4)</b> Complication from surgery and/or other invasive procedure	<b>6)</b> Adverse medical outcome secondary to care or lack thereof	<b>8)</b> Fall

\*For a comprehensive list of quality occurrences, please reference the *Clinical Quality Improvement Department Quality Occurrence Brochure for Care Management*.

## To Create a QA Event

Open a Member File

1. Click the  icon in the upper left-hand corner
2. Select "Items by Type"
3. Select "Event"
4. Select "QA Event"



**This will launch a new QA event.**

There are several fields that will auto populate (highlighted on the next page) and therefore will not be editable.

- a. **Status:** Open
- b. **Primary Owner:** CQI Group - Clinical Quality Improvement
- c. **Created Date** and **Referral Date:** current date and time
- d. **Created By:** individual creating the QA Event

The screenshot shows a web application window titled "QA Event-Mary Poppins". The interface includes a header with navigation icons and a status bar indicating the last update time. The main content area is divided into several sections:

- Member Information:** Member ID: 0123456789-012, DOB: 2/18/1954, Primary Phone: (617) 555-4477.
- Event Status:** Status: Open (highlighted in yellow), Created Date: 12/8/2014 11:46:14 AM (highlighted in yellow).
- Primary Owner:** CQI Group - Clinical Quality Improvement (highlighted in yellow).
- Event Details:** QA Event Type (dropdown), QA Source (dropdown), Event Date (dropdown), Closed Date, Close Reason (text input), Admission Date (dropdown), Referral Date: 12/08/2014 (highlighted in yellow), Discharge Date (dropdown).
- Location and Provider:** Provider (text input), Facility (text input).
- User and Creation:** User QA Event (dropdown), Created By: WIMBUSH, DAMIEN - Damien Wimbush (highlighted in yellow).
- Notes:** A large text area for additional information.

A zoom slider at the bottom right indicates the current zoom level is 100%.

Fields outlined with a pink glow are required in order for the event to be saved. Please fill out the two glowing fields as these are required

a.

Event Date

\*Keyboard short cut= T for today

December 2014						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Today Clear

b.

User QA Event

- 070 Readmission from Hospital, ER, MH/SA Setting
- 071 Inadequate Coordination of Care
- 072 Complication from Surgery or Invasive Procedure
- 073 Deaths
- 074 Harm to Self or Others
- 075 Inadequate Documentation
- 076 Adverse Medical Outcome Secondary to Care or Lack Therof
- 077 Fall

The remaining QA event fields should be completed according to specific situation.

**QA Event Type**

QA Event Type	
Inpatient	▼
Outpatient	

**QA Source**

QA Source	
Ambulance Service	▲▼
Ambulatory Surgery Ctr	
Cardiac Rehab Facility	
Cert R N/Anesthetist	
Chiropractor (D.C.M.)	
Chronic Care Hospital	
Clinical Specialist	
Community MH Center	
Coor Home Health Care Org	
D.M.E. /Supplier	
Family Planning Clinic	
Hospice Provider	
Hospital Acute Care	
Hospital Other	
Laboratory	
Medical Doctor (M.D.)	
Mental Health Assistant	▼

**Provider and Facility**

<b>Provider</b>    TAYLOR, ROBERT, MD 1575 BLUE HILL AVE MATTAPAN, MA 02126	<b>Par - General Practice</b> <b>Ph:</b> (617) 296-0061 <b>Fx:</b>	<b>Facility</b>    BOSTON MEDICAL CTR ER - PHYS 818 HARRISON AVE BOSTON, MA 02118	<b>Ph:</b> (617) 638-8000 <b>Fx:</b>
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**Admission Date**

**Admission Date**

December 2014						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Today Clear

**Discharge Date**

**Discharge Date**

December 2014						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Today Clear

**Close Reason** (completed by CQI staff only)

Close Reason

### Completing the QA Event

- Save and close the event - it will automatically be sent to the CQI team.
- Once you save and close this QA event, the only way to view it is through the member's Journal
- It is **NOT** necessary to send a task in addition to creating the QA event.
- Once the QA event has been saved you **WILL NOT** be able to make any additional edits, only CQI will have this ability.