



A&G: Appeals and Grievances  
 CQI: Clinical Quality Improvement  
 CTD: CaseTrakker Dynamo  
 QI Occurrence: Quality Improvement Occurrence

**Service Level Agreement:**  
**QI Occurrence events will be created for the CQI Department within 3 business days that the quality event is identified.**

QI Occurrence = Objective reports of quality of care concerns. Quality of care events tend to be related to inpatient events, but can include care across the healthcare provider spectrum. CMs are encouraged to report any adverse outcomes they believe should be investigated. Please note, these are NOT member grievances. Members are not involved in, or informed of, QI occurrences.

Care Manager = Care Coordinator, Geriatric Support Services Coordinator, RN Care Manager