



## Utilization Review Committee Updated Work Plan 2006-2007

### Outcome # 1 :

**Outcome Statement:** To ensure efficient use of resources, the Committee will implement a new process of providing oversight of local utilization reviews of CLS cases which are identified by the Committee as outliers

**Champion:** Tracy Gomez, Linda Brown, Sandy Keener    **Targeted Implementation Date:** May 1, 2007

Objective	Specific Activities	Who	By When	Status Update
1. Develop standard tool for local utilization review of CSL outlier cases	a. Revise tool formerly used by Committee for CLS case review – Combine with tool currently being used by Monroe  b. Obtain Committee approval	Tracy & Larry	a. 3-31-07  b. 4-15-07	Date: _____:  Date: _____:
2. Develop procedures for the new process	Write and obtain Committee approval for the following specific procedures: a. Committee identifying outliers b. Notifying local affiliates of need for local review of an outlying case c. Local submission to Committee of results of review d. Committee review of submitted review results e. Notifying local affiliates of results of Committee review	Tracy, Linda & Sandy	4-15-07	Date: _____:  Date: _____:
3. Identify outliers from data report and oversee first local review	a. Using data report and PCPs, Committee will identify number of daily hours of CLS support needed for each consumer receiving these services.  b. Committee will identify outliers and notify and instruct affiliates re conducting local review	Linda, Committee	5-1-07	Date: _____:  Date: _____:

**Outcome # 2 :**

**Outcome Statement:** The Committee will complete an under/over-utilization study on consumers served via the Habilitation Supports Waiver (HSW)

**Champion:** Linda Brown, Larry Newberg, Sandy Keener

**Targeted Completion Date:** June 15, 2007

Objective	Specific Activities	Who	By When	Status Update
<p>1. Improve Encompass data report to ensure accurate information on service utilization and cost by consumers with DD who are on the HSW and that of those with DD who are not on the HSW</p>	<p>a. Conduct meeting with members of the DD Administrators Group and the IT Department to create improved Encompass data report for more accurate information</p> <p>b. Implement request for Encompass report enhancement</p>	<p>a. Larry et. al.</p> <p>b. IT Dept.</p>	<p>a. 2-28-07</p> <p>b. 3-31-07</p>	<p>Date: _____:</p> <p>Date: _____:</p>
<p>2. Complete recommendations re which consumers should be considered inappropriate for the HSW and which should be considered appropriate</p>	<p>a. Review data reports for services provided in a single month during Q1 of 06-07 and a single month during Q2 of 06-07</p> <p>b. Generate recommendations regarding those consumers who should be considered to be disenrolled from the HSW and those who should be considered to be enrolled</p> <p>c. Submit recommendation to the DD Administrators Group</p>	<p>a. Committee group activity</p> <p>b. Committee group activity</p> <p>c. Larry</p>	<p>a. 4-15-07</p> <p>b. 5-31-07</p> <p>c. 6-15-07</p>	<p>Date: _____:</p> <p>Date: _____:</p>

**Outcome # 3 :**

**Outcome Statement:** Using national benchmarks, the Committee will complete an under/over-utilization study on Inpatient Admissions, Lengths of Stay and Readmissions and Provide Improvement Recommendations

**Champion:** Steve Sheldon , Sandy Keener

**Targeted Completion Date:** June 30, 2007

Objective	Specific Activities	Who	By When	Status Update
1. Obtain whole affiliation and individual affiliate data on above three indicators and compare to national benchmarks	a. Obtain national benchmarks  b. Obtain affiliation data report on the three indicators from Encompass System  c. Complete review and analysis of data, identifying areas of excellence and areas needing improvement	a. Steve  b. Steve and Barb  c. Committee group activity	a. 2-28-07  b. 3-31-07  c. 4-30-07	Date: _____:  Date: _____:
2. Submit recommendations to PI Committee and obtain approval	a. Generate recommendations based on above data analysis  b. Write up recommendations and obtain final Committee approval  c. Submit to PI Committee	a. Committee group activity  b. Steve  c. Larry	a. 5-15-07  b. 6-13--07  c. 6-30-07	Date: _____:  Date: _____:

**Outcome # 4 :**

**Outcome Statement:** The Committee will complete comprehensive improvements to the “Utilization Management & Service Authorization Manual”

**Champion:** Louise Hayward & Barb Fortune

**Targeted Completion Date:** 3-1-08

<b>Objective</b>	<b>Specific Activities</b>	<b>Who</b>	<b>By When</b>	<b>Status Update</b>
1. Incorporate relevant changes from the Medicaid Provider Manual	a. Obtain results of CJ Witherow’s review of Provider Manual Changes	a. Barb, Louise	a. 3-15-07	Date: _____:
	b. Draft appropriate changes for the UM Manual, present to Committee and obtain Committee input and approval	b. Barb, Louise	b. 3-31-07	Date: _____:
	c. Make changes in Manual	c. Barb, Doris		
2. Incorporate admission, continuing stay and discharge criteria for state psychiatric facilities	a. Present draft to Committee for approval	a. Larry	a. 2-28-07	Date: _____:
	b. Incorporate Committee feedback and make Manual changes	b. Barb, Doris	b. 3-15-07	Date: _____:
3. Incorporate feedback from the MIC, MIA and DD affiliation administrators groups	a. UR Manual Sub-Committee will organize and review feedback and make recommendations re what should be included in the revision	a. Barb, Louise, Larry	a. 4-15-07	Date: _____:
	b. Present recommendations to UR Committee for input and approval	b. Barb, Louise, Larry	b. 5-23-07	Date: _____:
	c. Incorporate approved recommendations in Manual	c. Barb, Doris	c. 6-15-07	
4. Incorporate individual staff input regarding needed revisions	a. Develop structured survey, distribution procedures and data collection procedures	a -- d Barb, Louise, Larry, others as needed	a. 4-15-07	Date: _____:
	b. Distribute and collect surveys		b. 6-1-07	
	c. Analyze results and make recommendations re what should be incorporated into revised Manual		c. 7-1-07	Date: _____:
	d. Present recommendations to Committee for approval		d. 7-11-07	
	e. Incorporate approved recommendations	e. Barb, Doris	e. 8-1-07	

**Outcome # 4 (continued) :**

<b>Objective</b>	<b>Specific Activities</b>	<b>Who</b>	<b>By When</b>	<b>Status Update</b>
5. Incorporate accurate CPT codes into each service/program's admission, continuing stay and discharge criteria	a. Review Eric Kurtz' work to ensure accuracy and completeness	a. Barb, Louise, Larry, Eric	a. 4-1-07	Date: _____:
	b. Make all necessary changes in the revised Manual	b. Barb, Doris	b. 6-1-07	Date: _____:
6. Incorporate any relevant new DCH guidelines / requirements re service eligibility ( currently being developed by the state TSG Access-Eligibility Workgroup)	a. As a member of the TSG Workgroup, Larry will keep Sub-Committee apprised of progress	a. Larry	a. Ongoing	Date: _____:
	b. Determine what is relevant for inclusion in the Manual and make recommendation to Committee	b. Larry, Barb, Louise	b. 6-15-07	Date: _____:
	c. Include recommended changes in Manual	c. Barb, Doris	c. 8-1-07	
7. Include standard Service / Program descriptions in revised Manual	a. List services / programs for which affiliation standard features are needed	a. Barb, Larry, Louise & others as needed	a. 9-1-07	Date: _____:
	b. Request and obtain drafts from various individuals and groups	b. Louise, Barb, Larry, Jeff C., Clinical Care Committee, 3 Administrators groups	b. 12-31-07	Date: _____:
	c. Add descriptions to Manual	c. Barb	c. 3-1-08	

**Outcome # 5 :**

**Outcome Statement:** The Committee will provide affiliation-wide training on “Managing Care & the Use of the Utilization Management & Service Authorization Manual”

**Champion:** Sandy Keener

**Targeted Completion Date:** August 15, 2007

Objective	Specific Activities	Who	By When	Status Update
1. Develop training outline	a. Meet with Geralyn Harris X2 who had developed a training curriculum for clinical supervisors  b. Create draft of training outline and present to UR Committee for input and approval	a. Sandy, Larry, Barb, Jan b., CJ  b. Sandy, Larry, Barb	a. 3-15-07  b. 5-23-07	Date: _____:  Date: _____:
2. Develop recommendations regarding best way to combine this training with other training, e.g., PCP, G&A	a. Conduct meeting with Professional Development Committee Chair and generate recommendations regarding how to roll-out of the training (format, presenters, when, other logistics)  b. Present recommendations to UR Committee for approval	a. Mary P., Sandy, Barb, Larry, CJ, Britt P., Jan B., Geralyn  a. Sandy, Barb, Larry	a. 5-15-07  a. 6-13-07	Date: _____:  Date: _____:

**Outcome # 6 :**

**Outcome Statement:** Clinical staff will use real time historical utilization data to support decisions about authorizing medically necessary services.

**Champion:** L. Brown

**Targeted Completion Date:** October 31, 2007

Objective	Specific Activities	Who	By When	Status Update
1. Develop methods to access electronic system for real time and historical utilization data.	a. Identify data critical to make service decisions, including historical utilization, current authorizations, current utilization, and re-allocation of unused resources.  b. Develop report formats.  c. Submit report requests to Encompass Implementation Team for system development.	a.  b.  c.	a.  b.  c.	Date: _____:  Date: _____:
2. Develop procedures for staff to follow in utilization decisions.	a. Develop a manual that will include procedures, reports, and UR process of decision-making.  b. Develop training schedule for staff.	a.  b.	a.  b.	Date: _____:  Date: _____:
3. . Establish process to analyze outcome of evidenced-based decision-making.	a. Establish benchmarks of current decision-making  b. Outline a UR study of utilization decisions.  c. Identify statistical methods for comparing data that converts data to control for population differences	a.  b.  c.	a.  b.  c.	Date: _____:  Date: _____:

**Outcome # 7 :**

**Outcome Statement:** Establish UR Indicators and thresholds for affiliation penetration rates of selected underserved populations and Implement procedures for data collection, reporting, analysis and improvement planning

**Champion:** Larry Newberg, Jane Terwilliger

**Targeted Completion Date:** July 1, 2007

Objective	Specific Activities	Who	By When	Status Update
1. Identify populations for whom penetration rates will be studied	Conduct brainstorming exercise, develop and utilize selection criteria and select two to four populations for study	UR Committee	3-28-07	Date: _____:  Date: _____:
2. Formalize data collection procedures	a. Establish indicators and thresholds  b. Based on earlier UR Committee discussions, write out rationale and procedures for the collection of census, epidemiological, Encompass and other sources of data regarding the selected populations  c. Obtain relevant external data and associated benchmarks and submit Encompass Data Report Request	a. UR Committee  b. Jane, Jeff C, Steve, IT staff and others as needed  c. Steve, Jeff, Linda	a. 3-28-07  b. 4-25-07  c. 5-23-07	Date: _____:  Date: _____:
3.  Review / analyze first data report	a. Run first Encompass data report  b. Discuss data results, highlighting areas of excellence and areas needing improvement  c. Generate and formalize recommendations	a. To be determine  b. UR Committee  c. UR Committee	a. 6-15-06  b. 6-27-07  c. 7-11-07	Date: _____:  Date: _____: