

## Best Practice Audit Guide: *Building Capacity for Performance Excellence*

The AHCCCS Targeted Investments Program (TIP) Quality Improvement Collaborative (QIC) evaluates TI-participating Providers' performance on select quality measures and assists providers in performance improvement efforts. This process audit guide is for TI-participating Providers to evaluate their quality improvement (QI) system. Employ these best practices to optimize your organization's QI efforts. Find measure-specific [TIP Best Practice Audit Guides](#) linked on TIPQIC.org.

### Best Practice Audit Checklist

- ✓ Senior executive leadership and organizational culture prioritizes Quality Improvement (QI) – a systematic, formal approach to monitor, assess, and improve quality of care
- ✓ Senior executive leadership is viewed as a coach with strong vision and passion for providing the best patient care, and uses a QI framework to achieve it
- ✓ Strong team orientation
- ✓ No-blame culture
- ✓ Accountability (i.e., someone within the organization owns the QI goals and process)
- ✓ Strong commitment to workforce development
- ✓ QI training and QI infrastructure
  - Improvement activities are driven by a commitment to providing high quality patient care
  - Majority of staff have participated in QI training with designated QI team
  - Staff are provided time and incorporated into decision making process; representatives from all staff roles are included on the QI team
  - All staff are aware of QI efforts and progress toward QI goals are shared with staff in regular staff meetings
  - Improving performance is viewed as part of the employee's job description (not an add-on)
  - Authority (i.e. someone with authority serves as a project champion)
  - A culture of and procedures for continuous performance monitoring

### Best Practice Audit Questions

#### General Process Audit

- Is your organization receiving data from and/or sending data to the Health Information Exchange (HIE)?
- Do you regularly meet with your HIE Account Manager?
- Do you receive monthly reports from the HIE?
- Do you create monthly patient rosters?
- Do you have a designated person to create and manage your patient rosters?
- Are you able to create internal reports via your Electronic Health Record (EHR)?
- Does executive management and senior leadership at your organization prioritize QI?
- Do you have a project champion for TIP?

### Quality Improvement Specific

- Do you have a Quality Improvement team?
  - If yes, does this team meet regularly?
  - If yes, does this team have representatives from (or regularly seek input from) all staff levels and all clinic sites?
- Do you have a representative(s) that has regularly been attending the QIC sessions since the beginning of TIP Year 4 (January 2020)?
- Have you received training and orientation to the TIP website, resources, and dashboard?

### Partnerships/Networks/External Supports

- Do you have value-based payment arrangements with the AHCCCS health plans you are contracted with?
- Do you routinely meet with your contracted AHCCCS health plans to confirm mutual understanding of quality metrics (e.g., PCP assignment, quality metrics, attribution, measurement methodology), the impact to quality incentives, and reconciliation processes?
- Are you working with another consultant, network, or organization to specifically assist with population health management?
  - Does this organization confirm alignment (e.g., PCP assignment, quality metrics, attribution, measurement methodology) with your contracted AHCCCS health plans?

### **Additional TIP Guides**

With a QI system in place your organization is better prepared to work on measure-specific improvements. Find measure-specific [TIP Best Practice Audit Guides](#) on our website, as well as [TIP Measure Detail Guides](#).

Questions? Contact the ASU TIPQIC Team ([TIPQIC@asu.edu](mailto:TIPQIC@asu.edu)) or AHCCCS Targeted Investments Team ([targetedinvestments@azahcccs.gov](mailto:targetedinvestments@azahcccs.gov)) with questions or to request further assistance.