

**Northern Affiliation  
QAPIP Work Plan  
October 1, 2005 to September 30, 2006**

**PROVIDER QUALITY OVERSIGHT COMMITTEE**

1. The QOC will collect, analyze and present ongoing outcome monitoring information pertaining to home-based services.
2. The QOC will monitor comparative provider performance on quarterly MPBIS measures and if necessary, require corrective action to assure Affiliation compliance with contractual requirements.
3. The QOC, along with program directors, will study no-shows. We will determine a common measurement process, identify strategies to reduce no-shows and pilot the strategies that appear the most promising.
4. QOC will examine how people with mental illness are educated about their illness and attempt to determine how we can better educate them.
5. QOC will conduct a satisfaction survey of people receiving case management services across the Northern Affiliation.
6. Review recommendations on DD services following utilization management committee approval.
7. Conduct an inter-programmatic analysis of ACT, PSR and Inpatient utilization in terms of quality of life and costs.