

# Quality Assessment and Performance Improvement (QAPI) Projection Completion Report

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## INSTRUCTIONAL GUIDE

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### 2003 CLAS QAPI Project Addendum



Prepared by the Medicare+Choice  
Quality Review Organizations for the  
Centers for Medicare & Medicaid Services (CMS)  
**Revised: January 2004**

# **QAPI Project Completion Report Guidelines**

## **CLAS Projects Addendum**

*The attached guidelines are meant as a supplement to, and not a replacement for the standard “QAPI Project Completion Report Instructional Guide”. These instructions address the unique aspects of the QAPI CLAS project reporting.*

## **Review Element 1- Project Topic, Type, and Focus area**

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### **2. Project Type**

Select- CMS National Project- Culturally and Linguistically Appropriate Service (2003)

Select One:

Language Access

Organizational Support

### **4. Baseline Study Population**

Select as many as apply:

American Indian/Alaskan Native

Asian

Black/African American

Native Hawaiian/Pacific Islander

Hispanic/Latino

Note: according to the project guidelines provided by CMS, CLAS projects must address one (or more) of the populations listed.

### **5. Project Focus Area**

In most cases, the 2003 CLAS project will address the non-clinical focus area, “Availability, accessibility, and cultural competency of services”.

## **Review Element 2: Baseline Study and Analysis, Baseline Study**

### **Population, Baseline Measurements/Performance**

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#### **2. Baseline Data Sources**

Select and describe the data sources used to identify the CLAS QAPI topic and relevance.

These may/should include:

- Results of HEDIS, CAHPS, HOS for racial/ethnic subgroups.
- Results of surveys, interviews, focus groups for racial/ethnic subgroups.
- Results of the analysis of program data such as utilization, complaints and grievances.
- Government Census data

#### **3. Opportunity for Improvement**

List or describe the activities planned to address the identified CLAS needs. Including:

- Number of and Percent of Medicare + Choice population comprising the racial/ethnic group.
- Selection and prioritization process used to select the CLAS QAPI topic.
- The need(s) addressed and related benefits or consequences to the chosen population.
- The goals of the project- expected outcomes.
- The current status or systems in places.

Note: If there are quantitative measures related to this CLAS project, list these. (E.g. proportion of primary care providers who are Spanish speaking ; # of Spanish speaking providers per members, complaint tracking data). Be sure to include the indicator statement, denominator, numerator, inclusion and exclusion criteria **where applicable**. Also include the quantitative data such as the eligible population, sample size (if any), denominator, numerator and baseline rate/proportion.

## **Review Element 3: Interventions Aimed at Achieving Demonstrative Improvement.**

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### **3. Intervention Description**

For each intervention, include a complete description including:

- Timeline for each intervention.  
(Initiation date, completion date, or recurring/ongoing date(s)).
- Number of providers and/or members (or other audience) targeted.
- Number of providers and/or members reached.
- Any follow-up efforts to increase response rate
- Structural redesigning of internal system (organizational Changes, policy changes)

Notes:

- For each program/intervention it is important to include how the program/intervention was publicized or disseminated, - i.e. how the target audience was out reached and informed.
- As with other QAPI projects it is not required, but recommended that supporting materials be submitted to the reviewers.

## **Review Element 4: Demonstrable Improvement**

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### **2. Describe the Project Results**

List or describe the project goals and/or planned activities and the current status or systems in place as compared to the baseline period. If there are quantitative measures related to this CLAS project, list these along with the baseline and Demonstrable Improvement results.

If there are quantitative measures related to this CLAS project, list these. (E.g. proportion of primary care providers who are Spanish speaking providers per members ; # of Spanish speaking members, complaint tracking data). Be sure to include the indicator statement, denominator, numerator, inclusion and exclusion criteria where applicable. Also include the quantitative data such the eligible population, sample size (if any), denominator, numerator and baseline rate/proportion.

In case of qualitative description, state goals and systems in place at Demonstrable Improvement.

Describe project results: what systems, processes or operations are in place as a result of this project.

## **Review Element 1S: Subsequent or Modified Instructions Aimed at Achieving Sustained Improvement.**

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Enter any new or modified interventions

### **Intervention Description**

For each intervention, include a complete description including:

- Timeline for each intervention.  
(Initiation date, completion date, or recurring/ongoing date(s)).
- Number of providers and/or members (or other audience) targeted.
- Number of providers and/or members reached.
- Any follow-up efforts to increase response rate
- Structural redesigning of internal system (organizational Changes, policy changes)

Note:

- For each program/intervention it is important to include how the program/intervention was publicized or disseminated, - i.e. how the target audience was out reached and informed.
- As with other QAPI projects it is not required, but recommended that supporting materials be submitted to the reviewers.



## **Review Element 2S: Sustained Improvement**

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### **2. Describe Sustained Project Results**

List or describe the project goals and/or planned activities and the current status or systems in place as compared to the baseline period. If there are quantitative measures related to this CLAS project, list these along with the baseline and Sustained Improvement results.

If there are quantitative measures related to this CLAS project, list these. (E.g. proportion of primary care providers who are Spanish speaking providers per members; # of Spanish speaking members, complaint tracking data). Be sure to include the indicator statement, denominator, numerator, inclusion and exclusion criteria where applicable. Also include the quantitative data such the eligible population, sample size (if any), denominator, numerator and baseline rate/proportion.

In case of qualitative description, state goals and systems in place at Sustained Improvement.

Describe project results what systems, processes or operations in place as a result of this project.

Sustained Improvement should be achieved after one year of Demonstrable Improvement.