CSA – Quality Assurance (QA)

Purpose:

Core Standardized Assessments' (CSAs) internal quality control (IQC) processes employ a proactive approach that ensures we meet quality assurance (QA) standards for the selected CSA tool. The quality assurance standards for the selected CSAs maintain Assessor performance.

Identification of Roles:

Trainer/QA Specialist – Trainers for the interRAI instruments and other QA Specialists will assume responsibility for quality assurance validation. The Trainer/QA Specialists will complete ongoing quality assurance reviews, initiate any needed remediation, participate in joint assessment activities, and lead ongoing training. Will conduct assessments consistent with quality standards for all tools.

Assessor – Will conduct assessments consistent with quality standards for all tools, provide a positive experience for respondents, participate in training, respond to feedback, and retain certification for assessment completion.

An assessor is trained to complete and administer interRAI assessments, the MPAI, the comprehensive assessment, the Off-Year Assessment tool, and the LOCUS/CALOCUS desk review.

Assessment Scheduler – Will monitor IoWANS workflow and schedule assessments according to policies and procedures within timeliness guidelines set by the Agency.

Manages scheduling through the JIRA Service Management platform (IA CSA Service Desk). Coordinates SMS-based appointment confirmations with members and case managers. Monitors and manage the callback system for scheduling inquiries. Utilizes digital scheduling platform for Case Manager coordination.

Manager/Supervisor – Implement a quality plan of the CSA scheduling process to ensure accuracy in the information provided to assessors prior to assessments. Will monitor IRQR process, workflow, and submit the results of meeting our performance measures and deliverables to the Agency.

Communications Triage Team – Manages and processes incoming assessment requests through centralized scheduling system. Uses the JIRA Service Management platform (IA CSA Service Desk) as the primary tracking system.

Performance Standards:

Each Assessor will achieve a minimum of 80% Inter-rater Reliability (IRR) for interRAI, Mayo-Portland Adaptability Inventory, and LOCUS/CALOCUS assessments upon hire and annually.

Path of Business Procedure:

Step 1: The manager/supervisor will perform ongoing random audits to monitor consistency among the scheduling team and to be certain assessment requirements are met prior to assessment completion.

The manager/supervisor will perform ongoing random audits using the JIRA Service Management platform to monitor consistency among the scheduling team and to be certain assessment requirements are met prior to assessment completion.

Step 2: For the interRAI, the Assessor completes a series of tests annually within a training application and achieves 80% passing score. The Assessor provides completion certificates to their manager/supervisor. Assessors are also monitored by a Trainer/QA Specialist at least annually for an Inter-Rater Reliability review where the Assessor must also achieve an 80% passing score.

Step 3: For the MPAI-4, the Assessor completes Training Vignettes/Case Studies or an annual training with the Brain Injury Alliance of Iowa. With the Training Vignettes/Case Studies, the Assessor proficiency rating of 80% must be achieved to meet competency standards for using the MPAI-4. Assessors are also monitored by a Trainer/QA Specialist at least annually for an Inter-Rater Reliability review where the Assessor must also achieve an 80% passing score.

Step 4: For the LOCUS/CALOCUS, the Assessor completes Training Vignettes/Case Studies or an annual training by Deerfield Solutions/ American Association of Community Psychiatrists (AACP). A proficiency rating of 80% must be achieved to meet competency standards for using LOCUS/CALOCUS.

Step 5: When an Assessor is rated below qualified or has identified areas of concern, the Manager/Supervisor or Trainer/QA Specialist will ensure the Assessor understands the concerns and a corrective plan will be developed to address the issues. The corrective plan will include providing additional coaching, training, and assessment monitoring to these assessors until their error rates are within the acceptable range of above 80% at least two months in a row. If the Assessor's error rate does not improve to the acceptable range, they will be placed on a Performance Improvement Plan (PIP).

Step 6: Trainers will provide education on identified topics to all assessors during scheduled bi-monthly team meetings. Trainers will document training by including narrative within the team meeting minutes. Handouts and written guidance will be

provided and saved in the designated folder. Individual monitoring will be provided, as necessary.

Step 7: Manager/Supervisor will send updates to the CSA team with direction regarding QA trends or needed training to ensure consistency.

Manager/Supervisor will review data from the centralized scheduling system to identify quality trends related to communication timeliness, accuracy of scheduling information, and effective use of digital scheduling tools. Quality metrics for the Communications Triage Team will be established and monitored monthly.

Step 8: Quality assurance also takes place through a random audit of all completed assessments by QA Specialists. A Manager/Supervisor or QA Specialist will review an assessment report for accuracy.

Managers monitor individual assessors' QA errors by running the Quality Assurance Report in SAM . The QA errors are reviewed monthly to identify trends and additional training needs. If there is a pattern of failed expectations the manager will implement process improvement steps to identify the cause and implement rapid cycle resolutions. The account manager is kept informed.

Quality monitoring activities will be tracked through:
1. Quarterly QA Report of activities
2. Assessor performance measures

Step 9: Assessors are given their individual QA scores each month and provided the Review IDs for the errors identified. This is done so the Assessor is aware of the error that was made and can take steps to prevent the error in the future.

The manager/supervisors will conduct random audits of communications to ensure appropriate tone, content accuracy, and adherence to PHI protection standards across all communication channels (phone, email, SMS).

Step 10: Monthly, the contract manager evaluates the results of the member surveys, and the outcomes are shared with the team.

Step 11: Annually, policies and procedures are reviewed by the team and approved by the Account Manager. Assessors participate in annual competence training for all assessment tools and must meet the minimum of 80% IRR for interRAI, LOCUS/CALOCUS, and Mayo-Portland Adaptability Inventory assessments.

Communications Triage Team members receive annual training on communication standards, JIRA Service Management platform usage, and PHI protection protocols.

Step 12: Annual monitoring sessions of the iRAI assessments are completed by the trainers to ensure consistency and reliability of the assessments among the Telligen assessors.

Step 13: The contract manager will submit the Quality Assurance Report to the Agency within 15 calendar days following the end of the quarter.

Step 14: The contract manager will submit the Performance Report to the Agency within 15 calendar days following the end of the month.

Forms/Reports:
Quality Assurance Report
Performance Report

RFP Reference:
1.3.1.1.C
1.3.1.1.D
1.3.1.5
1.3.1.1.C.1.b
1.3.1.1.D.1

Interfaces:
Civica
Outcomes
LOCUS Online
IoWANS
IMPA
SAM
JIRA
Talkdesk

Attachments:
N/A