

Network Quality Measurement Committee

Meeting: 02/20/2009

Welcome

Introductions

Purpose

Committee Mission: The Network Quality Measurement Committee promotes improvement in the Quality of Care provided to injured employees subject to the certified workers' compensation health care networks.

Committee Vision: The Network Quality Measurement Committee aligns the expectations of quality of care, quality of data, and examination points from the respective divisions within the agency while providing oversight of the certified workers' compensation health care networks.

Suggested Goals and Objectives from Internal Committee:

1. Goal: Improvement in the quality of data submissions provided for data calls that are used to provide an accurate base line of the current quality of care provided by certified networks to injured employees.
 - A. Objective: Investigation of certified workers' compensation health care networks data capabilities.
 - B. Objective: Educate certified workers' compensation health care networks regarding requirements for data collection and data reporting.

2. Goal: Revise HWCN's examination processes to provide a more comprehensive global review of the quality of care provided by certified workers' compensation health care networks to meet all expectations and needs of all agency divisions.
 - A. Objective: Additional questions to be added to pre-examination questionnaire that is to be developed with workgroup input for accuracy and validity.
 - B. Objective: Include research team personnel in the interviews and on-site examinations as time permits to ensure adequate resources and responses from certified workers' compensation health care networks.

1. Provide exam team with knowledgeable staff to determine if the data collection processes and staff are sufficient for the required function.
2. Provide a cross training opportunity for exam team staff to learn other skills that relate to the regulation of workers' compensation health care networks.

C. Objective: Real time notification to carrier/network of injury to employee subject to network requirements.

1. Provide networks with knowledge of injury, selection of treating doctor, and possible need for case management.
2. Provide for accurate data collection.
3. Provide assistance in processing fee dispute cases so the determination of network or non-network would be known and available quickly.
4. Provide assistance in investigation and resolution of complaints received within the Department as the determination of network or non-network would be known and available quickly.

Suggested Goals and Objectives with certified network stakeholder input: