

WCN SAMPLE QI REPORT

SN008 0617

| Quality Improvement Plan | Activities Completed | Trending of Clinical and Service Goals | Analysis of Program Performance | Conclusions Regarding the effectiveness of QI Program |
|--|----------------------|--|---------------------------------|---|
| Network Adequacy | | | | |
| Continuity of Health Care and Related Services | | | | |
| Clinical Studies | | | | |
| Employee Satisfaction | | | | |

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| Provider Satisfaction | | | | |
| Complaint and Appeal Process | | | | |
| Provider Billing and Payment Processes | | | | |
| Contract Monitoring | | | | |
| Delegation Oversight | | | | |

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|--|--|--|--|--|
| Utilization Review and Retrospective Review Processes | | | | |
| Credentialing | | | | |
| Employee Services (i.e. after hours telephone access logs) | | | | |
| Return to Work Processes and Outcomes | | | | |
| Medical Case Management Outcomes | | | | |

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| Miscellaneous | | | | |

This format is provided as an example to assist you in developing your contingency plan as required by 28 TAC 10.41(a)(9).

SAMPLE