



**Inspector
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Texas Health
and Human Services

Quality Control Monitoring

Nursing Facility Utilization Review Quarterly Stakeholder Meeting

March 8, 2021



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Utilization Review Quality Assurance Process

The Quality Assurance (QA) process consists of Quality Control monitoring of our nurse reviewers' completed utilization reviews.

Our goals are:

- Improve inter-rater reliability
- Improve consistency in reviews across the regions
- Identify training needs



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Monitoring Results

Two scores are calculated for each Quality Control Review:

- Compliance
- Inter-rater Reliability

Threshold or target is 90% or higher.



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Monitoring Results

0 NFUR Quality Control Reviews were completed during FY21 Q1.

11 NFUR Quality Control Reviews were completed during FY21 Q2.

The average for FY21 Q2:

- Compliance 96.8%
- Inter-rater Reliability 97.0%



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Nurse Reviewer Trends

Trends are areas where the Nurse Reviewer did not receive 100% in Compliance and/or Inter-rater Reliability.

- Pre and post UR processes completed per NFUR policy and procedure.
- Resident's level of understanding validated accurately.
- BIMS & RMI validated accurately.



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Nurse Reviewer Trends

Trends are areas where the Nurse Reviewer did not receive 100% in Compliance and/or Inter-rater Reliability.

- ADL items validated accurately.
- Active diagnosis validated accurately.
- Injections validated accurately.
- PT, OT, ST claims validated accurately.
- Physician orders validated accurately.



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Quality Control Monitoring Plan

Results are shared with UR managers, UR staff and stakeholders.

Education for nurse reviewers will continue during the QC monitoring process and periodically during staff meetings.

Quality Assurance will continue to conduct Quality Control Monitoring reviews throughout the fiscal year.



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Questions

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Thank You

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