



**TEXAS**  
Health and Human  
Services

# Quality Control Monitoring

---

**Hospital Stakeholder Meeting**  
**April 16, 2018**

# Utilization Review Quality Assurance Process



TEXAS  
Health and Human  
Services

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

The goals of this process are to improve our inter-rater reliability, improve consistency in reviews across the regions, and to identify training needs.

# Quality Control Monitoring

---



TEXAS  
Health and Human  
Services

The Quality Control (QC) Monitoring Review is completed by an evaluation of established criteria to determine compliance to the Hospital Utilization Review Process.

# QC Monitoring



TEXAS  
Health and Human  
Services

Two scores are calculated for each Quality Control Review.

- Compliance
- Inter-rater reliability

Threshold or target is 90 percent or greater.

# Quality Control Monitoring Results



TEXAS  
Health and Human  
Services

**23 Quality Control Reviews conducted  
between September 1, 2017-March 31, 2018**

## Results

- Overall compliance - 96.26%
- Overall Inter-rater reliability - 97%

# Identified Trends

---

These trends are related to the QC monitoring criteria to which the NRs do not achieve full compliance:

- Use of appropriate techniques and methods (e.g., Hospital Utilization Review (HUR) Policy and Procedure)
- Nurse reviewer comments in HUR application
- Medical necessity decisions
- Substantiation of secondary diagnoses



**TEXAS**  
Health and Human  
Services

# Quality Control Monitoring Plan



TEXAS  
Health and Human  
Services

- Quality Control Monitoring results are shared with UR managers and staff.
- Education is provided during the QC Monitoring Review Process as well as during UR staff meetings and trainings.
- The Quality Assurance Team will continue to conduct Quality Control Monitoring reviews throughout the fiscal year.



**TEXAS**  
Health and Human  
Services

# Thank you

---

**Karen Gunder, RN, MSN**  
**Manager, QA Team Lead**

**[karen.gunder@hhsc.state.tx.us](mailto:karen.gunder@hhsc.state.tx.us)**