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Texas Health
and Human Services

Quality Control Monitoring

Nursing Facility Utilization Review Quarterly Stakeholder Meeting

June 8, 2020



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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

Fiscal Year 2020
1st - 3rd Quarter

- Compliance 96%
- Inter-rater Reliability 95%



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Identified Trends

Trends for Nurse Reviewers related to Compliance and Inter-rater Reliability Scores:

- UR documentation and procedures
- ADL Coding
- Documentation that supports the level of resident understanding
- Staff assessments for BIMS & RMI
- Physician's order for claimed therapy



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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 2020 fiscal year



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Questions

HHSC Utilization Review
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Thank You

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