

Davis Vision

2010 Quality Management Work Plan

Activity #1:	Develop a Pay-for-Performance Program for Davis Vision participating providers.
Rationale:	More closely aligning compensation methods and quality improvement goals will increase interest in participation in the Davis Vision network and will reward excellence in quality healthcare delivery.
Goal(s):	Determine baseline of providers performing dilation in conjunction with routine vision exam, establish dilation target, develop financial incentive for providers who reach or exceed dilation target, report anticipated financial impact to organization.
Champion:	Daniel Levy, OD
Activity #2:	Continue multi-year initiative involving replacement of Davis Vision's legacy system (CompuVision) with a next generation system solution (CVX)
Rationale:	Positions Davis Vision to remain competitive in dynamic environment by ensuring the IT system is capable of administering the most complex of benefits and by leveraging new applications to improve both the member and provider experience.
Goal(s):	Form project team, develop overall program framework, develop detailed project plans and develop required programming.
Champion:	Tom Iachetta

Activity #3:	Implement a Redo capacity for providers via the web including enhanced business rules.
Rationale:	Current Redo process requires providers to contact the Call Center, resulting in over 200,000 calls per year. Web-based Redo process is expected to provide more consistent measurements and management of the Redo process and a reduction in Call Center staffing.
Goal(s):	Establish scope of project, forecast financial benefits, develop online method for submission of material redos according to the established criteria, develop controls to ensure reduced abuse, identify IT resources required to develop web service transactions to support data not currently included within the middleware, conduct user testing.
Champion:	Norm Brown
Activity #4:	Redirect providers to IVR or web to obtain authorization for services
Rationale:	Extensive Call Center resources are being consumed in the support of authorization and order entry calls from providers. Redirecting these calls back to the self-service portals is expected to reduce Call Center staffing and lead to long-term provider satisfaction improvement.
Goal(s):	Implement up-front scripting on the IVR informing providers of new expectations, train Call Center Associates on handling of routine authorizations and eligibility verifications, redirect all callers for these items back to the IVR or web.
Champion:	Norm Brown

Activity #5:	Evaluate service/cost benefits associated with addition of Essilor AR coating capabilities to existing PA AR lab
Rationale:	Bringing this function in-house is expected to improve service levels and reduce costs
Goal(s):	Identify costs associated with current outsourcing, identify costs associated with implementation of in-house function, project cost savings and report financial impact to organization
Champion:	Michael O'Connor
Activity #6:	Enhance Provider Complaint & Appeal Program .
Rationale:	Limited number of existing clients require reporting of provider complaints and appeals which are not currently tracked in CV2. Enhancement of program will facilitate currently required reporting and future requests.
Goal(s):	Leverage the RT Tracking system to house and report results, administer inquiries through the PCSA team and complaints/appeal resolution through the Quality Assurance team, define long term scope of program.
Champion:	Jennifer Scully

Activity #7:	Obtain renewal of NCQA Certification for Credentialing.
Rationale:	NCQA Certification differentiates Davis Vision in the marketplace and reduces scope of delegation oversight audits.
Goal(s):	Submit evidentiary documentation by 3/23/10, participate in onsite survey on 5/17/10 and obtain recertification
Champion:	Kathy Milito, Jodi Wolf
Activity #8:	Convert 95% of all remaining old Tower fixtures to new Tower design.
Rationale:	Complete multi-year initiative to replace old Towers
Goal(s):	Develop replacement schedule, coordinate shipment of new Towers from supplier, coordinate shipment of new Towers to provider offices.
Champion:	Steve Schwartz

Activity #9:	Evaluate RT Tracking system for credentialing applications.
Rationale:	Use of RT tracking would enable tracking of provider applications from receipt to completion and would identify all processing delays. This information could be used to improve performance.
Goal(s):	Investigate capabilities of RT tracking, secure assistance in developing functions, identify advantages over current process, report to management.
Champion:	Jodi Wolf, Kim Caruso, Steve Schwartz