

Davis Vision

2011 Quality Management Work Plan

Activity #1:	Launch new product (Ideal Choice) in marketplace in 2011.
Rationale:	Positions Davis Vision competitively with larger provider network and expanded lens offerings.
Goal(s):	Enroll clients in idealChoice benefit plans.
Champion:	Ken Achan
Activity #2:	Finalize document scanning project with initial deployment in Credentialing.
Rationale:	Scanned documentation more efficient for storage, retrieval and transmittal to clients.
Goal(s):	Select vendor, sign agreement, develop specific process flow, take delivery of equipment, train staff, initiate testing.
Champion:	Jodi Wolf
INITIATIVE ON HOLD – INVESTIGATING OPTIONAL PROCESS	
Activity #3:	Implement training in Quality Management principles to certify staff
Rationale:	Training in quality management techniques/principles promotes quality awareness and high standards of excellence.
Goal(s):	Offer training to selected associates and oversee successful completion of program.
Champion:	Jennifer Griffin
Activity #4:	Develop Quality Improvement program specific to Credentialing
Rationale:	Ensures credentialing processes and files are maintained consistently across all associates.
Goal(s):	Develop audit tool, identify quality metrics, specify audit time table, begin auditing associates.
Champion:	Jodi Wolf

Activity #5:	Reduce number of returns due to doctor recommended Rx changes, patient changes, lab errors and warranty claims.
Rationale:	Reduction would improve both member and provider satisfaction with lab services.
Goal(s):	Identify work flows and processes with most potential for reducing returns, revise those work flows and processes, and implement changes to result in overall improvement of 15% (annual return rate of 10.8%) and a reduction of approximately 38,400 return orders for 2011.
Champion:	Michael O'Connor
Activity #6:	Develop Document Management Program focusing on claim denials and appeals.
Rationale:	Enables Davis Vision to enhance tracking and trending of claim denials and appeals metrics to more readily identify areas for potential improvement.
Goal(s):	Develop claim denial/appeal inventory process, identify potential improvements, obtain necessary approvals and implement improvements.
Champion:	Jennifer Scully
Activity #7:	Develop and implement a paperless storage process for claims administration management reports
Rationale:	Current process involves filing hard copies of reports both on site and off site (with document management vendor).
Goal(s):	Replace manual storage with electronic storage to increase retrieval efficiency and eliminate need for document management vendor.
Champion:	Doug Stewart