

CONTINUOUS QUALITY IMPROVEMENT GOALS

2006



1. Viva/Davis Vision Provider Partnership Program

Affected Population

Davis Vision participating providers.

Goal

To increase provider satisfaction and web ordering while stimulating Viva frames sales among participating providers.

Measure

Track number of providers enrolled at each participation level as well as the number and percentage of providers attaining maximum incentive at each participation level and total incentive amount paid.

Time Period

February 1, 2006 through December 31, 2006
Ongoing reporting.

2. Develop Universal Frames Data Catalogue within CompuVision™ Order Entry System

Affected Population

Davis Vision participating providers and staff.

Goal

To enhance data collection and reporting of all frame usage to better identify industry trends.

Measure

Successful implementation of the catalogue. Develop baseline measures for subsequent quality improvement activities.

Time Period

January 1, 2006 through October 31, 2006
Ongoing reporting.

3. Develop Universal Contact Lens Catalogue within CompuVision™ Order Entry System

Affected Population

Davis Vision participating providers and staff.

Goal

To enhance data collection and reporting of all contact lens usage to better identify industry trends and improved adherence to formulary.

Measure

Successful implementation of the catalogue. Develop baseline measures for subsequent quality improvement activities.

Time Period

January 1, 2006 through October 31, 2006
Ongoing reporting.

4. Enhance Fashion Frame Collection

Affected Population

Davis Vision members enrolled in entry-level material benefit programs and medical assistance plans.

Goal

To expand and enhance style and selection of frames in Fashion level collection to better service accounts/members purchasing from within entry level plans.

Measure

Expansion of the Fashion Collection to represent thirty percent (30%) of the total frame collection.

Time Period

January 1, 2006 through December 31, 2006
Ongoing reporting.

5. Introduce Viva/Davis Vision Private Brands to the Tower Collection

Affected Population

All Davis Vision members and participating (dispensing) providers.

Goal

To improve upon the quality of private label frame offerings and increase quantity and visibility of Viva product within the Tower Collection.

Measure

Introduction of initial private label brands within the Fashion and Designer frame collections.

Time Period

January 1, 2006 through September 30, 2006
Ongoing reporting.

6. Implement Claims Imaging System Utilizing MACCESS

Affected Population

Davis Vision claims processors, mailroom clerks and quality review staff.

Goal

Increase ability to manage and report claims workflows and performance results while decreasing administrative costs.

Measure

Successful implementation of the claims imaging system resulting in elimination of storage of paper claims and maintenance of automated inventory of all in-process claims with no increase to claims cost.

Time Period

January 1, 2006 through October 31, 2006
Ongoing reporting.

7. Implement Utilization Review (UR)/Utilization Management (UM) System Utilizing MACCESS

Affected Population

Davis Vision quality assurance (QA) and utilization management (UM) associates.
Davis Vision members and providers requesting prior approval for medically necessary or other exceptional services.

Davis Vision clients that delegate and conduct oversight of UM functions.

Goal

To provide framework for consistent, timely processing of UR/UM letters, denials, appeals and related activities as required.

Measure

Successful implementation of the UR/UM system with automation of communications with at least ninety-eight percent (98%) compliance with regulatory protocols.

Time Period

January 1, 2006 through October 31, 2006
Ongoing reporting.

8. Convert Strategic Network Providers to Electronic Claims Submission and Processing

Affected Population

Davis Vision claims processors and strategic network providers' staff.

Goal

To increase claims processing accuracy and reduce turnaround time and administrative costs.

Measure

Track number and percentage of claims submitted electronically. Increase the percentage of claims submitted electronically by strategic network providers to eighty percent (80%).

Time Period

January 1, 2006 through June 30, 2006
Ongoing reporting.

9. Revise Group Implementation Process

Affected Population

Davis Vision operational and administrative associates involved in the set-up and implementation of contracted client groups.

Goal

To improve accuracy and timeliness of new group set-up within CompuVision™.

Measure

Develop and implement new process for set-up on new client groups to achieve ninety percent (90%) of new group implementations complete at least ten (10) days prior to the new group effective date (subject to receipt of all necessary client generated documentation).

Time Period

January 1, 2006 through August 31, 2006
Ongoing reporting.

10. Design and Implement Aspect Workforce Management Program

Affected Population

All Davis Vision call center associates and management.

Goal

Improve labor optimization and coordination of associate schedules in support of expanded operating hours and seven (7) day a week operations.

Measure

Reduction in overtime within the Call Center by five percent (5%) in the second-half of 2006 in comparison to the same period of time in 2005.

Time Period

January 1, 2006 through June 30, 2006
Ongoing reporting.

11. NCQA Re-Certification in Credentialing

Affected Population

All Davis Vision clients, members, providers and associates.

Goal

To maintain certification to enhance client confidence and encourage delegation of credentialing.

Measure

Attainment of certificate of accreditation.

Time Period

January 1, 2006 through July 31, 2006
Ongoing reporting.

12. URAC Healthcare Website Accreditation

Affected Population

All Davis Vision clients, members, providers and associates.

Goal

To attain accreditation to achieve distinction within the marketplace.

Measure

Attainment of certificate of accreditation.

Time Period

January 1, 2006 through December 31, 2006 (pending scheduling by URAC)
Ongoing reporting.

13. Redesign Patient and Provider Satisfaction Survey Tools

Affected Population

All Davis Vision members and participating providers.
Davis Vision quality assurance staff.

Goal

To enhance validity and reliability of satisfaction measures.

Measure

Establish baselines for patient and provider satisfaction levels for ongoing comparison and analysis.

Time Period

January 1, 2006 through September 30, 2006
Ongoing reporting.

14. Develop Diabetic Outreach Data Mart

Affected Population

Davis Vision members who have been identified and flagged as having been diagnosed with diabetes. Davis Vision managed care organization (MCO) clients who have been able to identify diabetic members within their covered populations.

Goal

Enhance tracking, reporting and analysis of diabetic utilization to support enhanced wellness for the diabetic population and to provide information to study trends, identify the efficacy of interventions and the impact on HEDIS scoring.

Measure

Utilization among diabetic population compared to the general population. A comparison of diabetic utilization among groups and benefit designs. Establish baseline measures for ongoing quality improvement initiatives.

Time Period

January 1, 2006 through December 31, 2006
Ongoing reporting.

15. Consolidate Laboratories and Services

Affected Population

Davis Vision members, providers and clients.

Goal

Improve laboratory efficiency while reducing operating expenses.

Measure

Average turnaround time and average cost per job per laboratory.

Time Period

January 1, 2006 through December 31, 2006
Ongoing reporting.

16. Establish Anti-Reflective (AR) Coating Facility in Plainview Laboratory

Affected Population

Davis Vision clients, members, providers and associates.

Goal

Reduce cost and turnaround time to produce high quality AR product.

Measure

The number of AR orders processed and the number and percent of AR returns pre- and post-implementation of internal capability. Average turnaround time on AR orders pre- and post-implementation of internal capability.

Time Period

January 1, 2006 through September 30, 2006
Ongoing reporting.