

# Quality Operations Management

## FULL SERVICE MANAGEMENT AND OPTIMIZATION OF QUALITY PROGRAMS

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Health Data Decisions staff have an average of 10 years experience in health plan quality management operations. With knowledge of more than 10 HEDIS® software packages, our team is uniquely positioned to help manage audit, chart review and reporting during the HEDIS® season. We have built and managed quality operations for health plans of all sizes and product offerings, creating measurable improvement in both overall operations and quality measure rates.

### MANAGEMENT SERVICES AND CAPABILITIES

- Roadmap and audit support
- Vendor software implementation
- Vendor management
- Training of chart review staff
- Vendor RFP support
- Quality improvement strategies
- Data extraction, analysis, & reporting
- KPI dashboarding
- Pre-season assessment
- Quality interventions/gap closures

### CLINICAL DATA ACQUISITION

- Development of a digital quality measure roadmap
- Identification and integration of supplemental and clinical data sources
- Support with eCQM and digital quality measurement using CQL

