

<b>CHELAN-DOUGLAS RSN/PIHP POLICY AND PROCEDURE MANUAL</b>		Chapter:	6.3.19
Title:	MANAGEMENT INFORMATION SYSTEMS	Page:	1 of 2
		Date Effective:	February 1, 2011
Subject:	MIS Quality Control and Assurance Plans	Date Revised:	
		Authorizing Signature:	

**AUTHORITY:** WAC 388-865-0275, Management Information System  
WAC 388-865-0280, Quality Management Process  
DSHS Standard Work Order, RSN/PIHP Services  
DSHS Title XIX Contract and Federal Waiver  
Agency contracts and subcontracts

**SCOPE:** This policy applies to Chelan-Douglas Regional Support Network/Prepaid Inpatient Health Plan (CDRSN/PIHP) and its contractors (agencies/providers), and subcontractors (referred to as contractors, agencies or providers throughout this policy).

**PURPOSE:** This policy establishes guidelines for the development and maintenance of network provider MIS Quality Control and Assurance Plans to facilitate the submission of quality data.

**DEFINITIONS:**

“Accuracy” means: Also know as validity. Data reflect what it is intended to reflect. Data represents the “real world.”

“Completeness” means: Data is appropriately inclusive and record sets contain all required data.

“Conformity” means: Data conforms to specified formats.

“Corrective Measures” means: The planning and implementation of processes designed to correct deficiencies identified within the System Evaluation” process.

“Integrity” means: Data is protected from manipulation.

“MIS Quality Control and Assurance Plan” means: A plan describing how an agency monitors internal data processes to ensure data quality and that provides a framework for responding to identified deficiencies.

“Reliability” means: Data generated is based upon protocols and procedures that do not change according to who is using them and when or how often they are used.

“System Evaluation” means: The planning and implementation of processes designed to ensure, check and measure data quality.

“Timeliness” means: Data is up to date and information is available on time.

**POLICY:** The CDRSN/PIHP maintains uniform MIS Quality Control and Assurance guidelines across the provider network to ensure quality data.

**PROCEDURE:**

- I. The Chelan-Douglas RSN/PIHP Information Services Management ensures all data described in the HRSA Data Dictionary and Service Encounter Reporting Instructions is collected and reported to HRSA and Provider One, and ensures the collection of CDRSN/PIHP required data for contracted performance measures and outcomes. The CDRSN/PIHP Information Services Management is responsible for the development and implementation of processes that ensures data quality across the provider network to facilitate accurate data reporting and tracking.
- II. The CDRSN/PIHP has established database management guidelines that are consistent with CDRSN/PIHP requirements to assist the provider network with developing agency-specific MIS Quality Control and Assurance Plans.
  - a. The MIS Quality Control and Assurance Plan shall describe each agency’s internal protocols monitoring the following data quality dimensions:
    - i. Accuracy
    - ii. Reliability
    - i. Completeness
    - ii. Conformity
    - iii. Timeliness
  - b. The MIS Quality Control and Assurance Plan shall establish long-range data quality goals and define the agency’s approach in meeting such goals, and shall address the following:
    - i. System Evaluation
    - ii. Deployment of Corrective Measures
- III. Contractors shall submit MIS Quality Control and Assurance Plans and any amendments to the CDRSN/PIHP for evaluation annually.