KEPRO BFCC-QIO* INTERNAL QUALITY IMPROVEMENT PROGRAM

ABSTRACT

Kepro uses the Define, Measure, Analyze, Improve, and Control (DMAIC) structured problem-solving method for our internal quality improvement and process improvement projects. Each phase builds on the previous one, with the goal of implementing long-term solutions to problems. This method is data driven and customer focused.

DMAIC is the go-to method in six-sigma.

- **DEFINE** will clearly identify the problem.
- **MEASURE** will tell the current state.
- **ANALYZE** will identify opportunities for improvement.
- **IMPROVE** implements the best solution.
- **CONTROL** monitors improvement over time.

APPROACH

Kepro's internal quality improvement program uses a lean/six-sigma approach when identifying and implementing quality improvement projects. Lean works to eliminate waste, or non-value-added processes. Six sigma works to reduce variations or defects in a process.

When completing a root cause analysis, Kepro's internal quality improvement program uses various tools to find viable solutions. These tools can include the 5 Whys or an Ishikawa (Fishbone) diagram. Other quality improvement tools, such as spaghetti diagrams, run charts, value stream maps, and/or control charts, provide a visualization of the data to make it more meaningful.

When an action plan is implemented, the team uses a continuous quality improvement approach to monitor and assess the improvement for success and sustainability. Once it is determined that the improvement is successful, it is fully implemented into practice.

INNOVATIONS



Internal quality improvement program uses Microsoft Apps to help teams improve their productivity and further streamline processes. These apps offer a simple, accessible way for non-technical users to build applications without reliance on professional developers. In turn, this saves development time and cost.

Using these low/no-code options has become an integral part of the internal quality improvement program.

SHAREPOINT LISTS

- Transition from multiple Excel documents to a single SharePoint List • Multiple users can utilize one document that continually/automatically updates and refreshes
- Global information collection; real time data delivered automatically to end users

POWER AUTOMATE

• Automated emails to designated individuals; removes manual steps • Automate calculated data fields; alerts staff when items are coming due



Quality Improvement Organizations

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DEFINE 1



Feb	0
arch	0
April	0
∕lay	9
une	12
July	0
Aug	15
Sep	0
Oct	384
Nov	
-	

MEASURE 2







Diagram: Baseline Internal Workflow.



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ACTION	STATUS
 Migrate to a SharePoint site and discontinue use of excel spreadsheets. 	Completed
 Identify points in the process where automation can be implemented. 	Completed
 Use SharePoint to populate due dates for initial requests, reminders, and final letters into a calendar. 	Completed
 Use PowerAutomate to automatically populate initial requests, reminders, and "pass" final letters. 	Completed
 Use PowerAutomate to automatically populate status changes and deficiency notifications. 	Completed
 Audit data to ensure accuracy and automation effectiveness. 	Completed
7. Implementation of new process.	Completed

opportunities to streamline the physician acknowledgement monitoring

Process steps were identified, a Gemba walk was completed, and the value versus necessity of each step was analyzed to identify potential waste.

After identifying four non-value-added steps, a plan was implemented to add

The automation and use of email technology saved the company staff time,

This resulted in an annual return on investment of approximately **\$62,009**