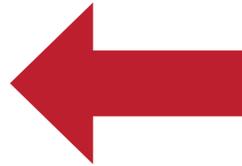


# LIVANTA FACILITATES QUALITY IMPROVEMENT THROUGH INTER-AGENCY COORDINATION

PATIENTS ENTERING THE HEALTHCARE SYSTEM TRUST IN THEIR RIGHT TO RECEIVE SAFE AND EFFECTIVE CARE

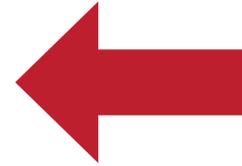
## “Failure to Communicate Medication Nonadherence to the Physician”

The peer reviewer noted that there was no documentation to support that the visiting nurse or the case manager communicated the patient’s repeated medication noncompliance back to the certifying physician. Referred from UPIC.



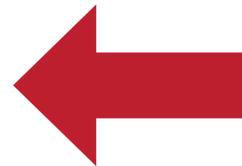
## “Withheld Anticoagulation Therapy Leads to Cerebrovascular Accident”

The patient was found with left-sided weakness with activation of a stroke alert at 3:35 p.m. Referred from BFCC NCORC.



## “Incorrect Use of Contrast Dye in Patient Leads to Need for Dialysis”

Unfortunately, the patient’s renal function and hyperkalemia continued to worsen, ultimately resulting in his need to initiate dialysis. Referred from Medicare Advantage Plan.



## Common Inter-Agency Referral Sources

- Unified Program Integrity Contractors (UPICs)
- Zone Program Integrity Contractors (ZPICs)
- Medicare Drug Integrity Contractors (MEDICs)
- BFCC National Coordinating Oversight and Review Center (BFCC NCORC)
- Medicare Advantage (MA) Plans

## Collaboration Steps

The Beneficiary and Family-Centered Care – Quality Improvement Organization (BFCC-QIO) Program is uniquely positioned to identify and confirm quality of care concerns and facilitate the follow-up of quality improvement activities.

### STEP 1

A referral for a potential quality of care concern is received from another agency.

### STEP 2

Livanta requests and receives medical record. Medical record review is conducted by an independent physician reviewer.

### STEP 3

Confirmed concerns result in provider-based educational activity or a referral to the Quality Innovation Network (QIN)-QIO.

### RESULTS\*

- Number of referral cases reviewed: 262
- Number of provider educational activities: 56
- Number of providers referred to the QIN-QIO: 53
- Number of providers referred for sanctions: 26
- These referrals lead to a higher rate of confirmed concerns than beneficiary complaints (52% vs. 26%, respectively).

*\*Referrals from 1/1/2022-12/31/2022*

Healthcare outcomes can be improved by leveraging partner relationships to assist provider organizations in learning from errors and adhering to current standards of care. When even a single provider organization improves their care processes, a ripple of positive impacts begins to take shape that benefits the very next patient in line and countless future patients.

