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2 **980 PERFORMANCE IMPROVEMENT PROJECTS**

3 REVISION DATE: (XX/XX/XXXX), 6/7/2023, 9/15/2021

4 REVIEW DATE: 11/6/2023

5 EFFECTIVE DATE: October 1, 2019

6 REFERENCES: 42 CFR 438.320; 42 CFR 438.330, Section F3, Contractor

7 Chart of Deliverables

8 **PURPOSE**

9 This policy applies to the Division of Developmental Disabilities' (Division)  
10 Administrative Services Subcontractors (AdSS) and delineates the purpose,  
11 design, implementation, and reporting of Division or AHCCCS-mandated and  
12 AdSS Self-Selected Performance Improvement Projects (PIPs).

13 **DEFINITIONS**

- 14 1. "Baseline Data" means data collected at the beginning of a PIP  
15 that is used as a starting point for measurement and the basis  
16 for comparison with subsequent remeasurement(s) in  
17 demonstrating significant and sustained improvement.
- 18 2. "Benchmark" means the process of comparing a practice's  
19 performance with an external standard to motivate engagement

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21 in Quality improvement efforts and understand where  
22 performance falls in comparison to others. Benchmarks may be  
23 generated from similar organizations, Quality collaboratives, and  
24 authoritative bodies.
- 25 3. “Developmental Disability” or “DD” means as defined in A.R.S. §  
26 36-551.
- 27 4. “Grievance” means a Member’s expression of dissatisfaction with  
28 any matter, other than an adverse benefit determination.
- 29 5. “Measurable” means the ability to determine definitively whether  
30 or not a quantifiable Objective has been met, or whether  
31 progress has been made towards a positive Outcome.
- 32 6. “Member” means the same as “Client” as defined in A.R.S. §  
33 36-551.
- 34 7. “Methodology” means the planned documented process, steps,  
35 activities, or actions taken to achieve a goal or Objective, or to  
36 progress towards a positive Outcome.

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- 37  
38 8. "Monitoring" means the process of auditing, observing,  
39 evaluating, analyzing, and conducting follow-up activities, and  
40 documenting results via desktop or on-site review.
- 41 9. "Objective" means a measurable step, generally one of a series  
42 of progressive steps, to achieve a goal.
- 43 10. "Outcomes" means changes in patient health, functional status,  
44 satisfaction, or goal achievement that result from health care or  
45 supportive services [42 CFR 438.320].
- 46 11. "Performance Improvement Project" or "PIP" means a planned  
47 process of data gathering, evaluation and analysis to determine  
48 interventions or activities that are projected to have a positive  
49 Outcome. A PIP includes measuring the impact of the  
50 interventions or activities toward improving the Quality of care  
51 and service delivery. Performance Improvement Projects (PIPs)  
52 are designed to achieve significant improvement, sustained over  
53 time, in health Outcomes and Member satisfaction, and include  
54 the elements outlined in 42 CFR 438.330(2). A PIP may also be  
55 referred to as a Quality Improvement Project (QIP).

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- 56  
57       ~~“Performance Improvement Project (PIP)” means a planned~~  
58       ~~process of data gathering, evaluation and analysis to determine~~  
59       ~~interventions or activities that are projected to have a positive~~  
60       ~~outcome. A PIP includes measuring the impact of the~~  
61       ~~interventions or activities toward improving the quality of care~~  
62       ~~and service delivery.~~
- 63       12. “Performance Improvement/Quality Improvement” means the  
64       approach utilized to better services or Outcomes through the  
65       continuous improvement of processes to prevent or decrease the  
66       likelihood of issues. This is generally accomplished through  
67       identifying areas of opportunity and testing new  
68       solutions/interventions to correct underlying causes of  
69       persistent/systemic issues or overcome identified barriers.
- 70       13. “Plan Do Study Act (PDSA) Cycle” means a scientific method for  
71       testing a change or intervention, designed to result in  
72       improvement in a specific area. The cycle is completed by  
73       planning the change/intervention, trying it, observing the  
74       results, and acting on what is learned. When these steps are

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76 conducted over a relatively short time period, i.e., over days,  
77 weeks, or months, the approach is known as Rapid Cycle  
78 Improvement.
- 79 14. "Plan Do Study Act (PDSA) Method" means a four step model to  
80 test a change that is implemented. Going through the prescribed  
81 four steps utilizing one or more PDSA Cycles guides the thinking  
82 process into breaking down the task into steps and then  
83 evaluating the outcome, improving on it, and testing again.
- 84 15. "Quality" as specified in ~~42 CFR 438.320~~, it pertains to external  
85 Quality review, means the degree to which an MCO increases the  
86 likelihood of desired Outcomes of its Members through:
- 87 a. Its structural and operational characteristics.  
88 b. The provision of services that are consistent with current  
89 professional, evidence-based knowledge.  
90 c. Interventions for performance improvement. ~~(42 CFR~~  
91 ~~438.320)~~.
- 92 16. "Statistically Significant" means a judgment of whether a result  
93 occurs because of change. When a result is Statistically

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95        Significant, it means that it is unlikely that the result occurs  
96 because of chance or random fluctuation. There is a cutoff for  
97 determining Statistical Significance. This cutoff is the significance  
98 level. If the probability of a result<sub>z</sub> (the significance value<sub>z</sub>) is  
99 less than the cutoff<sub>z</sub> (the significance level), the result is judged  
100 to be Statistically Significant. Statistical Significance is calculated  
101 utilizing the chi square Methodology, and a Statistically  
102 Significant result is defined as a p value less than or equal to  
103 0.05.

104        17. “Validation” means the review of information, data, and  
105 procedures to determine the extent to which they are accurate,  
106 reliable, free from bias and in accord with standards for data  
107 collection and analysis.

108        **POLICY**

109        **A. PERFORMANCE IMPROVEMENT PROJECT (PIP)**

110        **REQUIREMENTS**

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1. The AdSS shall participate in PIPs Division and AHCCCS Mandated PIPs selected by the Division and AHCCCS and conduct Self-Selected PIPs. ~~2.~~
  2. The AdSS shall select and design, with Division or AHCCCS Mandated PIPs specific to member needs identified through:
    - i. Internal and external Monitoring of trends and data,  
or
    - ii. AdSS and Stakeholder input.
  3. The AdSS shall consider comprehensive aspects of Member needs or a focused subset of the population ~~all populations and services covered~~ when developing Quality assessments and PIPs.
  4. The AdSS shall implement additional PIPs based on self-identified opportunities for improvement, as supported by root cause analysis, internal and external data, surveillance of trends, or other available information.

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130           5.     The AdSS shall participate in performance measures and  
131                     PIPs that are mandated by the Centers for Medicare and  
132                     Medicaid Services (CMS).

133     **B.     PERFORMANCE IMPROVEMENT PROJECTS ~~(PIPS)~~ DESIGN**

- 134           1.     The AdSS shall conduct PIPs, including any PIPs required by  
135                     CMS, that focus on either clinical or non-clinical areas.
- 136           a.     Clinical focus topics may include:
- 137                     i.     Primary, secondary, ~~and~~/or tertiary prevention of  
138                     acute conditions;
- 139                     ii.    Primary, secondary, ~~and~~/or tertiary prevention of  
140                     chronic conditions;
- 141                     iii.   Primary, secondary, ~~and~~/or tertiary prevention of  
142                     behavioral health conditions;
- 143                     iv.    Care of acute conditions;
- 144                     v.     Care of chronic conditions;
- 145                     vi.    Care of behavioral health conditions; and
- 146                     vii.   Continuity and coordination of care.
- 147           b.     Non-clinical focus topics may include:



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149 i. Availability, accessibility, and adequacy of  
150 Contractor's service delivery system;  
151 ii. Cultural competency of services;  
152 iii. Interpersonal aspects of care, ~~or (e.g., Quality of~~  
153 provider or ~~Member encounters~~); and  
154 iv. Appeals, Grievances, and other complaints.
- 155 2. The AdSS shall identify and implement clinical and non-clinical  
156 focused PIPs that are meaningful to the population(s) served and  
157 based on self-identified opportunities for improvement, ~~and~~ this  
158 will be supported by:  
159 a. Root cause analyses;  
160 b. External and internal data;  
161 c. Surveillance of trends; or  
162 d. Other information available to the AdSS.
- 163 3. The AdSS shall ensure the volume of the eligible population  
164 included within the denominator would account for meaningful  
165 improvement and allow for the AdSS to appropriately adhere to

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- 166  
167           the protocol specified in AHCCCS' AMPM 980 - Attachment A. -  
168           Protocol for Conducting Performance Improvement Projects.
- 169           4.     The AdSS shall adhere to the protocol in 42 CFR 438.330 and  
170           CMS External Quality Review (EQR) protocols when developing  
171           PIPs.
- 172           5.     The AdSS shall design PIPs to correct identified system issues or  
173           achieve improvement of health outcomes or Member satisfaction  
174           that is sustained over time through:
- 175           a.     Measurement of performance using objective Quality  
176           indicators;
- 177           b.     Implementation of interventions to achieve improvement  
178           in the access to and Quality of care;
- 179           c.     Evaluation of the effectiveness of the interventions based  
180           on indicators collected as part of the PIP; and
- 181           d.     Planning and initiation of activities for increasing or  
182           sustaining improvement.
- 183           6.     The AdSS shall also adhere to and align with the protocol  
184           specified in AMPM Policy 980 – Attachment A, Protocol for

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- 185  
186           Conducting Performance Improvement Projects when selecting,  
187           designing, developing, and implementing mandated and  
188           Self-Selected PIPs.
- 189           7.    The AdSS may identify and implement multiple Self-Selected  
190           PIPs, ; however, as part of the Contractor Self-Selected PIP  
191           design, the AdSS shall limit keeping the number of PIP indicators  
192           contained included within a single PIP to four or fewer.  
193           indicators.
- 194           8.    The AdSS shall use the PDSA Method to test changes  
195           interventions) quickly and refine them, as necessary.
- 196           9.    The AdSS shall utilize several PDSA Cycles within the PIP  
197           lifespan.
- 198           10. The AdSS shall implement the PDSA Cycles in as short a time  
199           frame as practical, based on the PIP topic and associated  
200           timeline.
- 201           11. The AdSS shall include the following steps in the PDSA Cycle:

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- 202  
203 a. Plan: Plan the change(s) or intervention(s), including a  
204 plan for collecting data. State the Objective(s) of the  
205 intervention(s).
- 206 b. Do: Try out the intervention(s) and document any  
207 problems or unexpected results.
- 208 c. Study: Analyze the data and study the results. Compare  
209 the data to predictions and summarize what was learned.
- 210 d. Act: Refine the change(s) or intervention(s), based on  
211 what was learned, and prepare a plan for retesting the  
212 intervention(s).
- 213 e. Repeat: Continue the cycle as new data becomes available  
214 until improvement is achieved.

- 215 12. The AdSS shall include all PDSA Cycles conducted as part of  
216 anthe AHCCCS-Mandated and AdSS Self-Selected PIP within the  
217 AdSS' PIP Report submissions.

218 **C. PERFORMANCE IMPROVEMENT PROJECT ~~(PIP)~~ TIMEFRAMES**

- 219 1. For Division and AHCCCS-Mandated PIPs, the AdSS shall do the  
220 following:

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- 221  
222 a. ~~The AdSS shall i~~Initiate mandated PIPs on the date  
223 established by the Division or AHCCCS.
- 224 b. ~~The AdSS shall C~~ollect and analyze data at the beginning  
225 of the PIP.
- 226 c. ~~During the Intervention year, t~~The AdSS shall Implement  
227 innovative and/or evidence-based interventions to improve  
228 performance during the Intervention year.
- 229 d. ~~The AdSS shall B~~ase interventions to improve  
230 performancethis on an evaluation of barriers and root  
231 cause analysis.
- 232 e. ~~The AdSS' interventions shall C~~onsider any unique factors  
233 for implementing interventions to improve performance  
234 such as:
- 235 i. The AdSS' membership;  
236 ii. Health equity considerations;  
237 iii. The provider network; and  
238 iv. The geographic area(s) served.

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- f. ~~The AdSS shall Utilize annual measurements to evaluate their performance; however, the Division or AHCCCS may require interim measurements; depending on the resources required to collect and analyze data.~~
- g. ~~In cases where AHCCCS elects to implement Rapid Cycle PIPs, The AdSS shall Report at the intervals indicated within the associated PIP Methodology, ies in cases where the Division or AHCCCS elects to implement Rapid Cycle PIPs.~~
- h. ~~The AdSS' participation Continue to participate in the PIP shall continue until they demonstrate significant and sustained improvement for each included PIP indicator, as outlined in Section E, or as directed by the Division or AHCCCS.~~
- i. ~~Continue If one or more PIP indicator does not demonstrate significant and sustained improvement prior to the end of remeasurement year or period two, the PIP indicator shall be continued for additional remeasurement~~

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241  
242 year(s)/year(s)/period(s) until significant and sustained  
243 improvement is demonstrated if one or more PIP indicator  
244 does not demonstrate significant and sustained  
245 improvement prior to the end of remeasurement year or  
246 period two until significant improvement is demonstrated.

- 247 2. For AdSS Self-Selected PIPs, the AdSS shall do the following:
- 248 a. Self-selected PIP timelines may vary with the AdSS  
249 encouraged to Implement Rapid Cycle PIPs where  
250 applicable and appropriate; and
- 251 b. Align Self-Selected PIP timelines with those indicated  
252 within the associated PIP initiation Notification submitted  
253 to and approved by the Division AHCCCS; and
- 254 c. The AdSS' participation in the PIP shall Continue  
255 participation in the PIP until the AdSS demonstrates  
256 significant and sustained improvement for each included  
257 PIP indicator, as outlined in Section E, or as approved by  
258 the Division AHCCCS when significant and sustained  
259 improvement has not been demonstrated.

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260  
261 d. Continue remeasurement year/period if one or more PIP  
262 indicator does not demonstrate significant and sustained  
263 improvement prior to the end of remeasurement  
264 year/period two, the PIP indicator shall be continued for  
265 additional remeasurement year(s)/period(s) until  
266 significant and sustained improvement is demonstrated.

267 In such cases,

268 e. Identify and implement a separate and distinct  
269 Self-Selected PIP that is active and within a baseline,  
270 Intervention, Remeasurement one, or Remeasurement two  
271 measurement period during the same timeframe/reporting  
272 period as the additional remeasurement year/period three.

273 **D. DATA COLLECTION METHODOLOGY**

274 1. The AdSS shall align their data collection Methodology, including  
275 project indicators, procedures, and timelines, with the guidance  
276 and direction provided for all Division and AHCCCS-Mandated  
277 PIPs.



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- 278  
279 2. The AdSS shall evaluate their performance on the selected PIP  
280 indicators based on systematic, ongoing collection and analysis  
281 of accurate, valid, and reliable data, as collected and reported by  
282 AHCCCS or as validated by the AHCCCS External Quality Review  
283 Organization (EQRO).
- 284 3. The AdSS shall ensure collected data are accurate, valid, and  
285 reliable through internal processes for Self-Selected PIPs that are  
286 not based on standardized performance measures.

287 **E. INTER-RATER RELIABILITY**

- 288 1. For PIPs that are not based on standardized performance  
289 measures as well as performance measures not included within  
290 the DivisionAHCCCS Contract, the AdSS shall:
- 291 a. Submit specific documentation to verify that indicator  
292 criteria were met in accordance with AHCCCS instruction,
- 293 b. Have qualified personnel collect data,
- 294 c. Implement Ensure inter-rater reliability if more than one  
295 person is collecting and entering data.

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2. The AdSS shall verify~~ensure~~ that data collected from multiple parties ~~or~~ individuals for PIP indicators is consistent and comparable through an implemented inter-rater reliability process.
  3. The AdSS' documented inter-rater reliability process shall include:
    - a. A detailed description of the AdSS' Methodology for conducting inter-rater reliability including:
      - i. Initial training, ~~(and retraining, if applicable);~~
      - ii. Oversight;
      - iii. Validation of data collection; and
      - iv. Other activities deemed applicable.
    - b. The required minimum score that each individual shall obtain in order to continue participation in the data collection and reporting process;
    - c. A mechanism for evaluating individual accuracy scores, ~~(and any subsequent accuracy scores if applicable);~~ and

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- 314  
315 d. The actions taken should an individual not meet the  
316 established accuracy score.
- 317 4. The AdSS shall monitor and track the inter-rater reliability  
318 accuracy scores and associated follow up activities.
- 319 5. The AdSS shall provide evidence of implementation of the  
320 inter-rater reliability process as well as the associated Monitoring  
321 upon AHCCCS request.

322 **F. MEASUREMENT OF SIGNIFICANT DEMONSTRABLE**

323 **IMPROVEMENT**

- 324 1. The AdSS shall implement interventions to achieve and sustain  
325 Statistically Significant improvement, followed by sustained  
326 improvement for one consecutive year or period, for each PIP  
327 indicator.
- 328 2. The AdSS shall initiate interventions that result in significant  
329 improvement, sustained over time, in its performance for each of  
330 the PIP indicators being measured.
- 331 3. The AdSS shall show evidence of improvement in repeated  
332 measurements of the PIP indicators specified for each active PIP.

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- 333  
334 4. The AdSS shall demonstrate significant improvement when the  
335 improvement in the PIP indicator rate(s) from the baseline  
336 year/period one measurement year to the next first  
337 remeasurement year/period is Statistically Significant,  
338 intervention year/period PIP indicator rates are not considered  
339 when determining Statistically Significant improvement.
- 340 5. The AdSS shall demonstrate sustained improvement when it:
- 341 a. Establishes how the significant improvement can be  
342 reasonably attributable to the interventions implemented  
343 by the AdSS.
- 344 i. ~~Contractor (i.e., the~~ The AdSS shall attribute the  
345 improvement occurred due to efforts occurring as  
346 part of the PIP the project and its associated  
347 interventions, versus not another unrelated reason;  
348 and
- 349 b. Maintains, or increases, the improvements in performance  
350 for each PIP indicator for at least one remeasurement

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351  
352                                    year/period after the significant improvement in  
353                                    performance is first achieved.

354 **G.     **PERFORMANCE IMPROVEMENT PROJECTS (PIPS) REPORTING****  
355 **REQUIREMENTS**

356           1.     The AdSS shall refer to the Resources, AHCCCS  
357                    Guides-Manuals-Policies, AHCCCS QM/PI Reporting Templates  
358                    and Checklists AHCCCS Quality Management/Performance  
359                    Improvement (QM/PI) Reporting Templates & Checklists section  
360                    of the AHCCCS website to locate the associated tools the AdSS  
361                    shall utilize, as outlined in this section, when preparing and  
362                    submitting the required PIP deliverables.

363           2.     The AdSS's PIP deliverable submissions shall align with the  
364                    requirements outlined in:

365                    a.     The Division Contract;

366                    b.     This policy; and

367                    c.     The PIP Deliverable Submission Overview tool and  
368                    instructions found on the AHCCCS QM/PI Reporting  
369                    Templates & Checklists webpage.

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370  
371 3. The AdSS shall contain line of business/population-specific data  
372 in PIP deliverable submissions, reflective of the AdSS's  
373 performance during the current and all previous reporting  
374 periods, as applicable, in alignment with the associated PIP  
375 timeline, this shall include baseline, intervention, and  
376 remeasurement period rates and results that are utilized as the  
377 basis for analysis, both quantitative and qualitative, and the  
378 selection/modification of interventions, that are utilized

379 ~~The AdSS shall include baseline and annual remeasurements, inclusive~~  
380 ~~of rates and results used as the basis for analysis, both~~  
381 ~~quantitative and qualitative, and the selection/modification of~~  
382 ~~interventions, within the AdSS's PIP report submissions.~~

383 4. The AdSS shall utilize the AHCCCS PIP Report Template  
384 applicable to the population and line of business being reported.

385 5. The AdSS may utilize one PIP Report Template throughout the  
386 PIP lifecycle. ~~however, if the AHCCCS PIP Report template has~~  
387 ~~undergone any updates since the AdSS's baseline period~~  
388 ~~reporting,~~

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- 389  
390 6. The AdSS shall complete and submit a PIP Addendum, if the  
391 AHCCCS PIP Report Template has undergone any updates since  
392 the AdSS's baseline period reporting, as part of its PIP Report  
393 submission to capture any checklist items or requirements not  
394 included in the PIP Report Template utilized to report baseline  
395 year results to AHCCCS.
- 396 7. The AdSS shall complete and submit an AHCCCS PIP  
397 Intervention & Analysis Template as a companion document to  
398 its PIP report submission.
- 399 8. The AdSS shall adhere to the instructions found in the template  
400 and ensure the most current template available on the AHCCCS  
401 QM/PI Reporting Templates & Checklists webpage is utilized for  
402 all submissions.
- 403 ~~submit reports that contain population/line of business-specific data,~~  
404 ~~reflective of the AdSS' performance during the current and~~  
405 ~~previous reporting periods in alignment with the associated PIP~~  
406 ~~timeline.~~

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9. The AdSS shall ensure the inclusion of subpopulation data and disparity analyses within its PIP reporting, with the identification of targeted interventions to be implemented specific to findings, in alignment with the AHCCCS PIP Report Template and Attachment and PIP Intervention and Analysis Template instructions.
10. Division and AHCCCS-Mandated PIPs
- a. The AdSS shall submit PIP reports for all Division and AHCCCS-mandated PIPs, as specified in Contract.
- b. ~~The AdSS shall utilize the AHCCCS PIP Report Template and Attachment that is applicable to the population/line of business being reported.~~
- b. The AdSS shall report rates and results, reflective of combined Title XIX and Title XXI reporting as specific to the population/line of business.
- c. The AdSS shall indicate if the interventions are applicable to Title XIX, Title XXI, or both Title XIX and Title XXI. ~~populations.~~



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427       d.     The AdSS shall submit a final PIP report with the  
428             completed AHCCCS PIP Intervention and Analysis  
429             Template, as specified in Contract, following the year in  
430             which significant and sustained improvement is  
431             demonstrated.
- 432       e.     The AdSS shall evaluate significant and sustained  
433             improvement based on PIP indicator rates that have been  
434             validated by the AHCCCS EQRO or rates that are  
435             considered as the AHCCCS official PIP indicator rates, as  
436             specified in the Division Contract and the associated  
437             AHCCCS PIP Methodology.
- 438       f.     The AdSS ~~may shall~~ utilize its remeasurement year/period  
439             2 two, (or subsequent year, if required,) PIP report to  
440             serve as the AdSS's ~~their~~ final PIP report submission  
441             contingent upon the following:
- 442             i.     The AdSS having ~~has~~ met the ~~AHCCCS~~Division  
443             contract and policy criteria related to significant and  
444             sustained improvement to support PIP closure; and

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- 445  
446           ii.     The sections required as part of the final PIP report  
447                     have been completed.
- 448           g.     The AdSS shall meet the AHCCCS PIP checklist  
449                     requirements and receive ~~may receive~~ Division approval of  
450                     PIP submissions pending:
- 451                     i.     Receipt of the final PIP indicator rates that have been  
452                     validated by the AHCCCS EQRO; and
- 453                     ii.    Confirmation the AdSS is meeting Division Contract  
454                     and AHCCCS policy criteria for each PIP indicator  
455                     related to significant and sustained improvement to  
456                     support PIP closure.
- 457           h.     The AdSS shall keep Division and AHCCCS-mandated PIPs  
458                     open until formal notification of approval for PIP closure  
459                     from the Division or AHCCCS is received.
- 460           i.     The AdSS shall resubmit their final PIP report if the  
461                     AHCCCS PIP Checklist requirements are not met.
- 462     6.     AdSS Self-Selected PIPs

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- 463  
464 a. The AdSS shall submit a Contractor Self-Selected PIP  
465 Initiation Notification, for each newly identified PIP, for  
466 Division AHCCCS review and approval, as specified in  
467 Contract, as specified in Contract.
- 468 b. The AdSS shall submit PIP reports for each AdSS  
469 Self-Selected PIP,s, active during the previous calendar  
470 year, as specified in Contract.
- 471 c. ~~The AdSS shall utilize the AHCCCS PIP Report Template~~  
472 ~~and Attachment, specific to population/line of business.~~
- 473 c. The AdSS shall indicate if ~~measurements/the~~ PIP indicator  
474 rates and results are reflective of combined Title XIX and  
475 Title XXI reporting, for the populations,as specific to  
476 persons with DDapplicable to the DD population/line of  
477 business.
- 478 d. The AdSS shall indicate if the interventions are applicable  
479 to the Title XIX, Title XXI, or both Title XIX and Title XXI.  
480 populations.

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- 481  
482       e.     The AdSS shall submit a final Self-Selected PIP report with  
483       the completed AHCCCS PIP Intervention and Analysis  
484       Template, as specified in Contract, following the  
485       year/period in which significant and sustained  
486       improvement is demonstrated.
- 487       f.     The AdSS shall evaluate significant and sustained  
488       improvement based on PIP indicator rates that have been  
489       validated by the AHCCCS' EQRO or rates that are  
490       considered as the AHCCCS official performance measure  
491       rates, as specified in Contract.
- 492       g.     The AdSS shall evaluate significant and sustained  
493       improvement based on the AdSS' internally collected and  
494       validated data for Self-Selected PIPs that are not based on  
495       AHCCCS required standardized performance measures and  
496       reflective of calendar year performance.
- 497       h.     The AdSS shall utilize its Remeasurement Year/period two,  
498       (or subsequent year/period, if required,) PIP report to

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500

serve as their final PIP report submission contingent upon the following:

- i. The AdSS has met the Division AHCCCS contract and policy criteria related to significant and sustained improvement to support PIP closure, and
- ii. The sections required as part of the final PIP report have been completed.
- i. The AdSS shall keep AdSS Self-Selected PIPs open until the AdSS has met the criteria for each included PIP indicator, related to significant and sustained improvement.
- j. The AdSS shall submit a PIP Closure Request for each PIP they are requesting to close for the Division's AHCCCS' review and approval.
- k. The AdSS shall meet the AHCCCS PIP Checklist requirements and receive Division approval of the PIP pending:
  - i. Receipt of the final PIP indicator rates, the rates validated by AHCCCS' EQRO or rates that are

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- 501  
502 considered as the AHCCCS official performance  
503 measure rates, in cases where the PIP indicators is  
504 based on standardized performance measures and  
505 the PIP measurement periods reflective of calendar  
506 year performance; and
- 507 ii. Confirmation the AdSS is meeting Contract and  
508 policy criteria for each PIP indicator related to  
509 significant and sustained improvement to support PIP  
510 closure.
- 511 I. The AdSS shall keep Self-Selected PIPs open until the  
512 AdSS has met the criteria for each PIP indicator related to  
513 significant and sustained improvement as defined above.
- 514 i. The AdSS shall submit a PIP Closure Request for  
515 each Self-Selected PIP the AdSS is requesting to  
516 close, for Division review and approval; and
- 517 ii. The AdSS shall indicate the rationale for closing a PIP  
518 for each included PIP indicator in cases where the

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- 519  
520                                   AdSS has not met criteria related to significant and  
521                                   sustained improvement to support PIP closure.
- 522                            iii.    The AdSS shall close the PIP when formal notification  
523                                   of approval for PIP closure has been received from  
524                                   the Division AHCCCS.
- 525                            m.    The AdSS shall resubmit their final PIP report if the  
526                                   AHCCCS PIP Checklist requirements are not met.

527                            Signature of Chief Medical Officer:  
528

Draft Policy for Public Comment