

<b>HEALTH PLAN PROCEDURE</b>	
<b>Policy Title:</b> Quality - Patient Safety Indicator Evaluation	<b>Number:</b> DMQM13 <b>Revision:</b> E
<b>Department:</b> Medical Management	<b>Sub-Department:</b> Quality Management
<b>Applicable Lines of Business:</b> <input type="checkbox"/> Children’s Health Insurance Plan <input type="checkbox"/> Medicare <input type="checkbox"/> Commercial Insured <input type="checkbox"/> Non Insured Business <input type="checkbox"/> Health Insurance Exchange <input checked="" type="checkbox"/> USFHP <input type="checkbox"/> Medicaid	
<b>Effective Date:</b> 12/13/2017	
<b>Revision Date(s):</b> 04/24/2019, 05/11/2020, 05/10/2021, 04/28/2022, 09/05/2023	

**PURPOSE:**

CHRISTUS’s quality team focuses on identifying and evaluating Patient Safety Indicators (PSI) obtained from Agency for Healthcare Research and Quality (AHRQ) reporting semi-annually. The process is to ensure that the health plan identifies hospital complication and adverse events following surgeries, procedure and childbirth using the administrative data evaluation by AHRQ.

**DEFINITIONS AND ACRONYMS:**

- **Agency for Healthcare Research and Quality (AHRQ)** – A U.S. government agency that functions as part of Department of Health and Human Services (HHS) to support research to help improve quality of health care.
- **Patient Safety Indicators (PSI)** – A set of indicators providing information on potential in hospital complications and adverse events following surgeries, procedures, and childbirth. The PSIs can be used to help hospitals identify potential adverse events that might need further study; provide the opportunity to assess the incidence of adverse events and in hospital complications using administrative data found in the typical discharge record; include indicators for complications occurring in hospital that may represent patient safety events; and, indicators also have area level analogs designed to detect patient safety events on a regional level.
- **Potential Quality Issues (PQI)** – A concern received by the health plan from internal or external sources which requires investigation as to whether the competence or professional conduct of an individual health plan network practitioner, facility, or ancillary providers adversely affects, or could adversely affect, the health or welfare of a member.

**PROCEDURE:**

CHRISTUS’s quality team is responsible for utilizing current PSI software, provider level, available from the AHRQ, to evaluate the safety of care delivered in the network.

- 1) The responsible quality team member runs the appropriate data for all of the PSIs and use the analysis of the results to identify PQIs and member safety issues for individual providers, groups or facilities.
  - a) Analysis is used to provide focus for specific member interventions and/or study activity that is implemented at the direction of CHRISTUS.
- 2) CHRISTUS reports findings, interventions, and outcomes on all cases that meet the AHRQ PSI criteria on semi-annual and annual reports to the Government.

## HEALTH PLAN PROCEDURE

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### REFERENCES:

- Tricare Operations Manual 6010.59-M, April 1, 2015, Chapter 7 section 4. Page 5 -6
- Patient Safety Indicators Technical Specifications, September 2022.
- [https://www.qualityindicators.ahrq.gov/Modules/PSI\\_TechSpec\\_ICD10\\_v70.aspx](https://www.qualityindicators.ahrq.gov/Modules/PSI_TechSpec_ICD10_v70.aspx)

### RELATED DOCUMENTS:

- Quality of Care Review: Potential Quality Issue, Quality Issue and Sentinel Event Policy (MQM01)

### REVISION HISTORY:

Revision	Date	Description of Change	Committee
New	12/13/2017	Initial release.	Quality Improvement
A	04/24/2019	Annual review. No change to content.	Executive Leadership
B	05/11/2020	Annual review. Updated content to reflect current information pursuant to TOM Ch 7 Sec 4.	Executive Leadership
C	05/10/2021	Annual review. No change to policy content.	Executive Leadership
D	04/28/2022	Annual review. No change to policy content.	Executive Leadership
E	09/05/2023	Annual review. Policy was transferred to a procedure to better match content.	Executive Leadership