



**CORRECTIVE ACTION PLAN REQUEST**

**RE: CCHRI After-Hours Emergency Instructions and Availability - IPA/Medical Group Survey Results – Complete CAP and return to each of the participating plans with whom you contract, no later than xx/xx/xx(30 days from receipt of report)**

As you may already know, the Provider After-Hours Access telephonic survey is conducted annually by CCHRI. The results are made available to all physician organizations and health plans that participate in this collaborative effort. CCHRI provides the participating health plans (2009 includes Anthem, Blue Shield, Health Net, PacifiCare and Western Health Advantage) with PMG/ IPA-level results annually. Each plan, in turn, conducts a follow-up process to help groups that perform below standards to improve performance. Beginning this year, CCHRI is helping to coordinate and streamline this process by sending to you, on behalf of the participating health plans, a standardized form for you to complete with your Corrective Action Plan. Please complete this form for each area where your group has not met the compliance expectations. Once completed, please return a copy of the form to each of the participating plans with who you contract.

The table below summarizes the performance expectations in the area of after-hours accessibility for urgent care issues and emergency instructions:

**After Hours Emergency Instructions and Urgent Care Availability Results**

<b>Accessibility Category</b>	<b>CCHRI Standard</b>
After hours emergency instructions	100%
After hours availability	100%

A Corrective Action Plan (CAP) is required for either measure that does not meet 100% compliance. **Please complete the attached form for each area where your group has not met the compliance expectations and return it to the appropriate plans no later than xx/xx/xx**

**Guidelines:**

When the office is closed, it is expected that each physician office’s automated message or answering service will provide appropriate emergency instructions and will have a healthcare professional available to return patient calls **within 4 hours** for situations where the patient perceives their issue as urgent. Specific guidelines are:

CCHRI participating plans require primary care physicians to make provisions so that assigned members have access to urgent and emergency care 24 hours a day, seven days a week.

**Every after-hours caller** is expected to receive emergency instructions, whether a line is answered live or by recording. Callers with an emergency are expected to be told to:

- Hang up and dial 911,
- Go to the nearest emergency room, or
- Hang up and dial 911 or go to the nearest emergency room.

**After receiving emergency instructions**, callers with non-emergency situations that cannot wait until the next business day should receive one of the following options:

1) When speaking to a person:

- Stay on the line to be connected to the doctor on call,
- Leave a name and number and a physician or qualified healthcare professional will call you back within specified time frames (not to exceed 4 hours),
- Reach the doctor at another number, or

2) When reaching a recording:

- Leave a message and have their call returned that same evening or day within 4 hours of receipt for situations where the patient perceives their issue as urgent,
- Call an alternate phone or pager number to contact the physician on call.

Please share these standards as appropriate to ensure members receive appropriate after hour's instructions.

Included in this packet are the individual practitioner performance results for your physicians as well as, a management summary report which includes your organization's overall score on each of the measures. In an effort to assist you in preparing the corrective action response, we are also enclosing a sample of a Corrective Action Plan.

If you need any additional explanation to CCHRI's standards and/or your group's individual score, please contact me directly at **(415) 615-6359**

Sincerely,

**Cathie Markow**  
Senior Manager  
CCHRI

Encl.: *After Hours Access – Corrective Action Plan.*  
*Sample CAP Response Template*

cc:

*Anthem*

*Blue Shield*

*Health Net*

*PacifiCare*

*Western Health Advantage*

## Health Plan Contacts for Corrective Action Plan

Plan	Contact
Anthem	Smita Dandekar <a href="mailto:smita.dandekar@wellpoint.com">smita.dandekar@wellpoint.com</a> 818 – 234 - 4798 21555 Oxnard Street, 12H Woodland Hills CA.91367
Blue Shield of California	Sally Yang <a href="mailto:CCHRI_CAPS@blueshieldca.com">CCHRI_CAPS@blueshieldca.com</a> 818- 228-2536 6300 Canoga Avenue -1226B, Woodland Hills, CA 91367
Health Net	Candace Ryan <a href="mailto:Candace.C.Ryan@healthnet.com">Candace.C.Ryan@healthnet.com</a> 818-676-7622 21281 Burbank Blvd Woodland Hills, CA 91367 or Jenny Anderson <a href="mailto:Jenny.P.Anderson@healthnet.com">Jenny.P.Anderson@healthnet.com</a> 818-676-7826 21281 Burbank Blvd Woodland Hills, CA 91367
PacifiCare	Lisa Parks <a href="mailto:lisa_m_parks@uhc.com">lisa_m_parks@uhc.com</a> 714-226-6590 5757 Plaza Dr. Mailstop: CA124-0135 Cypress, CA 90630
Western Health Advantage	Kelly Cieciorcka, MPA/HSA <a href="mailto:k.cieciorcka@westernhealth.com">k.cieciorcka@westernhealth.com</a> 916-563-2241 2349 Gateway Oaks Dr., Suite 100 Sacramento, CA 95833

Instructions: Complete this form for each area where your group has not met the compliance expectation. Once completed please send a copy to each of the health plans with whom you contract, to the appropriate contacts listed on the health plan contact list.

**CCHRI After-Hours Access – Corrective Action Plan**

Medical Group / IPA: ABC Medical Group

Due Date: 8/30/2009

Submitted by: Mary Jones, RN Title: Quality Manager

Date Submitted: 8/15/2009

Performance Goal: 100% Compliance

Area of non-compliance	Cause of Non-compliance	Standards Communicated to Participating Providers		Other improvement interventions		Outcome	Person responsible
		Method	Date	Description	Date		
Emergency Instructions	Not all providers in the IPA have messages with appropriate after hours Emergency instructions	Distributed a flyer with appropriate emergency instructions language to all practitioners in the IPA, requesting to review Emergency Instructions messages and correct if necessary	July 15 <sup>th</sup> 2009	Spot-checking compliance with Emergency Instructions by conducting calls to 5 randomly selected offices monthly until re-measurement	July 2009 to April 2010	100% compliance with selected offices	Mary Jones
Urgent care availability	Not all physicians made provisions for 24hour / 7 day a week coverage with an expectation that patients would receive a call back within a 4 hour period from a healthcare professional.	Distributed requirements for 24 hour / 7 day a week coverage to all practitioners, requesting to review the requirements and make necessary arrangements	July 15 <sup>th</sup> 2009	Spot-checking compliance with After Hours Access requirements conducting calls to 5 randomly selected offices monthly until re-measurement	July 2009 to April 2010	100% compliance with selected offices	Mary Jones