

**ALABAMA QUALITY ASSURANCE FOUNDATION**  
**Medical Peer Review**

**PRO GENERAL MEMORANDUM #93/96-5**

**FOR IMMEDIATE DISTRIBUTION TO YOUR MEDICAL STAFF  
AND UTILIZATION REVIEW -QUALITY ASSURANCE DEPARTMENTS**

**TO: ADMINISTRATORS AND CHIEFS OF STAFF/ ALL ALABAMA HOSPITALS**

**FROM: H. TERRELL LINDSEY, PRESIDENT AND CHIEF EXECUTIVE OFFICER**

**DATE: NOVEMBER 5, 1993**

**SUBJ: HOSPITALS' RESPONSE TO THE PRO**

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- I. Alabama Quality Assurance Foundation, Inc. (AQAF) began its new Medicare work plan (Scope of Work IV) on October 1, 1993. This plan shifts the PRO's activities from an emphasis on pursuing the few who are poor performers toward improving the mainstream of care. The essence of Scope of Work IV is embodied in the Health Care Quality Improvement Initiative (HCQII) and is defined in a JAMA article issued August 19, 1992 by Gail Wilensky and Steve Jencks, M.D.
- II. This program has generated several welcomed modifications such as the elimination of quality levels and the point system, a focus on repetitive concerns rather than single events, and educational feedback. Institutions are targeted and charged with becoming key players in the Quality Impact Initiative. Hospitals' Quality Assurance Committees will be actively involved in reviewing and resolving quality concerns.
- III. When a pattern of concern is identified for physicians or providers, the PRO will inform and work with both the provider and physician to identify remedial solutions. The physician and/or provider must either provide an acceptable reason for the variation or develop an action plan to correct the problem. Once the plan meets the PRO's approval, the provider will be expected to implement the plan. If such a plan is unsuccessful, the PRO will meet with the provider and/or practitioner to identify the reason for the failure of the plan and attempt to develop a modified plan. In situations where the practitioner/provider is unwilling or unable to formulate or implement a successful plan, the PRO will be required to institute a corrective intervention. (Such interventions may include referral to the carrier for prepayment review, referral to HCFA for facility investigation or possible sanction).

- IV. PROs may carry out a focused review in conjunction with the provider in order to ensure resolution of the concern. AQAF will also carry out an ambitious process of "feedback" to show the result of pattern analysis and special projects with provider and practitioners. All institutional feedback will be institutional specific and will provide regional, state and national comparative data when available. All practitioner feedback will be shared with the practitioner's institution.

The Health Care Quality Improvement Initiative (HCQII) has the potential for assisting the medical community in improving the delivery of health care. AQAF pledges its full support for this endeavor.

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