
Title 1	Northern Lakes Policies
Part 103	Managed Health Division
Subpart B	Contract Management
Policy No.	103.204
Subject	Provider Profiling

Applicability

Policy applies to all MHD staff, NLCMH staff, and contract and network providers.

Policy

The Managed Health Division is responsible for continuous monitoring of the provider network to ensure access, quality of care, person-centered approach and customer satisfaction. A provider profile is used by the MHD as a summary of certain measures of provider performance. Provider profiles are used to compare results across a peer group or to set a standard or expectation. The MHD will utilize the provider profile tool to evaluate its network and to focus on quality improvement initiatives that may result.

Procedures

1. The Managed Health Division develops standard measures of performance that are applied across the provider network. These measures are applied to areas such as utilization and cost, clinical outcomes, process, performance, and consumer satisfaction.
2. Data gathered from those measures are used to develop a "profile" of each provider.
3. The profiles are used as a tool to compare performance across the network and to ensure quality of network services.

Pertinent Data from the Provider Profiles is documented and shared with consumers and their families, providers, and the community. Information may be shared individually with providers or at general provider and/or consumer gatherings. Also, provider profile information may be shared with the community at large in publications such as local newspapers or annual reports. This sharing of information establishes a process for continuous quality improvement so that necessary corrections can be noted and remedied, and that best practice can be highlighted.

Adoption Date: June 4, 2006

Review Dates: June 5, 2009

Revision Dates: