



JENNIFER KENT  
DIRECTOR

State of California—Health and Human Services Agency  
Department of Health Care Services



EDMUND G. BROWN JR.  
GOVERNOR

DATE: November 24, 2015

TO: ALL MEDI-CAL DENTAL MANAGED CARE PLANS

SUBJECT: **All Plan Letter (APL) 15-018: Quality Improvement Projects Guidelines and Schedule**

The purpose of this All Plan Letter (APL) is to clarify the Quality Improvement Project (QIP) requirements outlined in Exhibit A, Attachment 5, Quality Improvement System Section H, Provision D of the Department of Health Care Services' (DHCS) Dental Managed Care (DMC) contract(s), for the Medi-Cal DMC plans.

DHCS requires at least a quarterly status report on QIPs from each plan. Please refer to Attachment 1 for a quarterly schedule for QIP submissions and meetings for calendar years 2015 and 2016. The required documentation for QIP status reports shall include, but is not limited to, the following:

1. In-depth qualitative and quantitative analysis of barriers and results.
2. Evidence-based interventions and best practices, when available, and system wide interventions, when appropriate.
3. Interventions that address health disparities.
4. Measurement of performance using objective quality indicators.
5. Strategies for sustaining and spreading improvement beyond the duration of the QIP.

Please refer to Attachment 2 for an outlined template for future QIP submissions. Any future modifications to the identified schedule or template will be communicated in writing. If you have any questions regarding this letter, please contact DHCS at [dmcdeliverables@dhcs.ca.gov](mailto:dmcdeliverables@dhcs.ca.gov).

Sincerely,



Kalanie Lipscomb, Unit Chief  
Contract Management & Policy Unit  
Medi-Cal Dental Services Division

Enclosure

**Attachment 1: Quality Improvement Project (QIP)  
Submission Schedule 2015/2016**

**Quarter 3**

- The QIP/Performance Measures and Benchmarks(PMB) write-up and data report are due on Wednesday, December 2, 2015.
- The QIP/PMB meeting will be held on Wednesday, December 16, 2015.

**Quarter 4**

- The QIP/PMB write-up and data report are due on Friday, February 26, 2016.
- The QIP/PMB meeting will be held on Thursday, March 10, 2016.

**Final Report Submission:**

- A cumulative report that includes a final write- up and data submission all four quarters.
- The QIP/PMB write-up and data report are due on Friday, May 27, 2016.
- The QIP/PMB meeting will be held on Thursday, June 9, 2016.

## Attachment 2: Quality Improvement Project (QIP) Template

**Title: Quality Improvement Project, [Insert Project Name]: Quarter [insert Applicable Quarter]**

### **Introduction/Background**

State the purpose of the study.

### **Problem Statement**

List plans' QIP goals.

### **Study Question**

An answerable inquiry into a specific concern or issue.

### **Methodology**

Include the systematic, theoretical analysis of the methods or interventions applied to the project. Interventions and/or modifications to interventions should be clearly outlined in this section.

### **Areas of Concern**

Include qualitative and quantitative barriers.

### **Recommendations**

- A suggestion or proposal as to the best course of action.
- List interventions, best practices, and strategies for improvement.
- Also include any fliers or correspondence with stakeholders and/or providers as an attachment.

### **Next Steps**

Goals for the next quarter submission.

### **Data Submission**

- The QIP data submission should only include data that specifically pertains to the problem statement. Additional information should not be included unless the plan's intervention has shifted.
- The QIP submission should also include a written summary of the data results and how they relate to identified intervention strategies.