External Quality Review (EQR) Services for Florida

Agency for Health Care Administration (AHCA)

Quarterly Meeting - Webinar

Tuesday, February 2, 2016

2:00 p.m. – 3:30 p.m. Eastern Time

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| **Agenda** |
| **I.** | **2:00 – 2:05 p.m.** | **Welcome and Introductions** | **Wendy Smith, LCSW***Government Analyst II**Agency for Health Care Administration***Mary Wiley, BSW, RN, M.Ed.***Director, State & Corporate Services**Health Services Advisory Group, Inc.* |
| **II.** | **2:05 – 2:35 p.m.** | **PIP Interventions –** **Challenges, Successes and Sharing Best Practices** | **Megan Thompson, MSW***Bureau of Medicaid Quality**Agency for Health Care Administration* |
| **III.** | **2:35 – 2:45 p.m.** | **Agency Update –** **Interim PIP Check-in Process** | **Marie A. Donnelly***Chief, Bureau of Medicaid Quality**Agency for Health Care Administration* |
| **IV.** | **2:45 – 3:30 p.m.** | **Utilizing The Plan-Do-Study-Act Process to Maximize PIP Performance - Part 1** | **Christi Melendez, RN, CPHQ***Associate Director, Performance Improvement Projects, HSAG* |