



Quality Narrative for **Cooperative Advantage**

Cooperative Advantage (HMO D-SNP), is designed to meet the needs of our members and health care partners. In addition, we strive to meet the highest quality and safety standards. We follow standards developed by the National Committee for Quality Assurance (NCQA).

Cooperative Advantage Quality Improvement (QI) Department has a mission to provide an effective, system-wide, measurable plan for monitoring, evaluation and improving the quality of care and services in a cost-effective and efficient manner to our enrolled members and contracted providers.

- Cooperative Advantage's mission and vision create the foundation for Quality Assurance.
- Cooperative Advantage uses quality assurance and performance improvement to make decisions and guide our day-to-day operations.
- Cooperative Advantage's QI Program includes all business lines, partners, departments, and services.
- Cooperative Advantage's QI Program is comprehensive regarding systems of care, management practices, and business practices.
- Cooperative Advantage's QI Program is data-driven and supports the plan's mission and vision through continuous improvement and monitoring of medical care, patient safety, behavioral health services, and the delivery of services to members.

Quality Objectives

- To improve the health status of Cooperative Advantage members.
- To ensure access to high quality and safe health care services in the Cooperative Advantage service area.
- To implement a comprehensive and systematic process for improving quality care and services delivered through our providers to our membership.
- To support and foster a culture of continuous quality improvement, conduct quality improvement studies, and review and improve operational and member related processes.

For more information about the Cooperative Advantage Quality program, please call Member Services toll free at 1-888-203-7770 and TTY users can call 1-800-947-3529.