



Quality Management Data Group

Overview

The Quality Management Data Group is an administrative team that incorporates the role establishment, role deployment, policies, responsibilities and processes regarding the LME-MCO information, maintenance, disposition and distribution of data. The quality management data group requires a strong partnership between technology groups and the business operations departments to complete our mission.

Our main responsibilities are:

- Validating Reports created by IT
- Translating raw data into graphical representations to facilitate the Executive Leadership Team and Operations Team's interpretation of multiple reports throughout the agency
- Gather, organize and store data to build performance forecasts
- To correctly and timely submit State Reports as needed
- Provide Ad-hoc reports from multiple sources to provide ELT, Operations, and other committees with information to plan Performance Driven Goals.
- Analyze KPI's to alert Departments of potential outliers
- Receive and process data from external sources to build a data platform with useful information about consumers i.e. NC-TOPPS, ECHO Survey, etc.

Who to Contact in Quality Management Data Department

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