

# Quality Management Improvement Group

The Quality Management Improvement Group is an administration team that assists and incorporates improvement strategies internally and externally with Partners contracted providers. Because of the consistent communication between the assurance and data teams, we can see areas of opportunities timely so that a plan of action can be developed and implemented. We utilize the PDSA (Plan, Do, Study, Act) model for continuous quality improvement.

Our main responsibilities are:

- Logging/tracking and reporting of DHSR reports
- Logging/tracking and reporting of Back-up Staffing reports
- Monitoring/tracking/trending and reporting of NC-TOPPS data
- Management of formal Quality Improvement Projects
- Liaison to Global Continuous Quality Improvement Committee
- Management of OQAP (Organizational Quality Activity Plan)

## Frequently Asked Questions and Answers

The following are some of the questions we receive from users across the Agency:

**Q: Where can I find current information about NC TOPPS?**

*A: NC-TOPPS information can be found in the resource location on the Partners website.*

**Q: Is there a frequently asked question document for NC-TOPPS?**

*A: Yes, this is also in resource section of the Partners website.*

**Q: What is the OQAP?**

*A: This is the Partners Organizational Quality Activity Plan. This working document captures Partners initiatives. It is reported every quarter in the Partners Quality Improvement Committee where representatives from other departments, providers and CFAC are present.*

## Important Links

This is where you share important weblinks from the Partners' Provider Knowledge Base, such as:

Partners NC-TOPPS webpage

<https://providers.partnersbhm.org/nc-topps/>

Partners NC-TOPPS FAQ:

[https://providers.partnersbhm.org/wp-content/uploads/2017/08/Partners\\_NC-TOPPS\\_FAQ.pdf](https://providers.partnersbhm.org/wp-content/uploads/2017/08/Partners_NC-TOPPS_FAQ.pdf)

## Who to Contact in Quality Management Data Department

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