



**MEDPROS OF AMERICA, INC.**  
**THE COMPLETE DIAGNOSTIC IMAGING COMPLIANCE PROGRAM MANUAL**

**QUALITY PERFORMANCE IMPROVEMENT PLAN**

**I. ORGANIZATIONAL STRUCTURE**

1. POLICY/OBJECTIVE
2. ORGANIZATIONAL PHILOSOPHY/Principals Of Performance Improvement
3. THE "Plan-Do-Study" ACT
4. COMMUNICATION/INTEGRATION OF INFORMATION
5. ANNUAL EVALUATION OF QUALITY PERFORMANCE IMPROVEMENT PROGRAM

**II. QUALITY PERFORMANCE IMPROVEMENT PLAN**

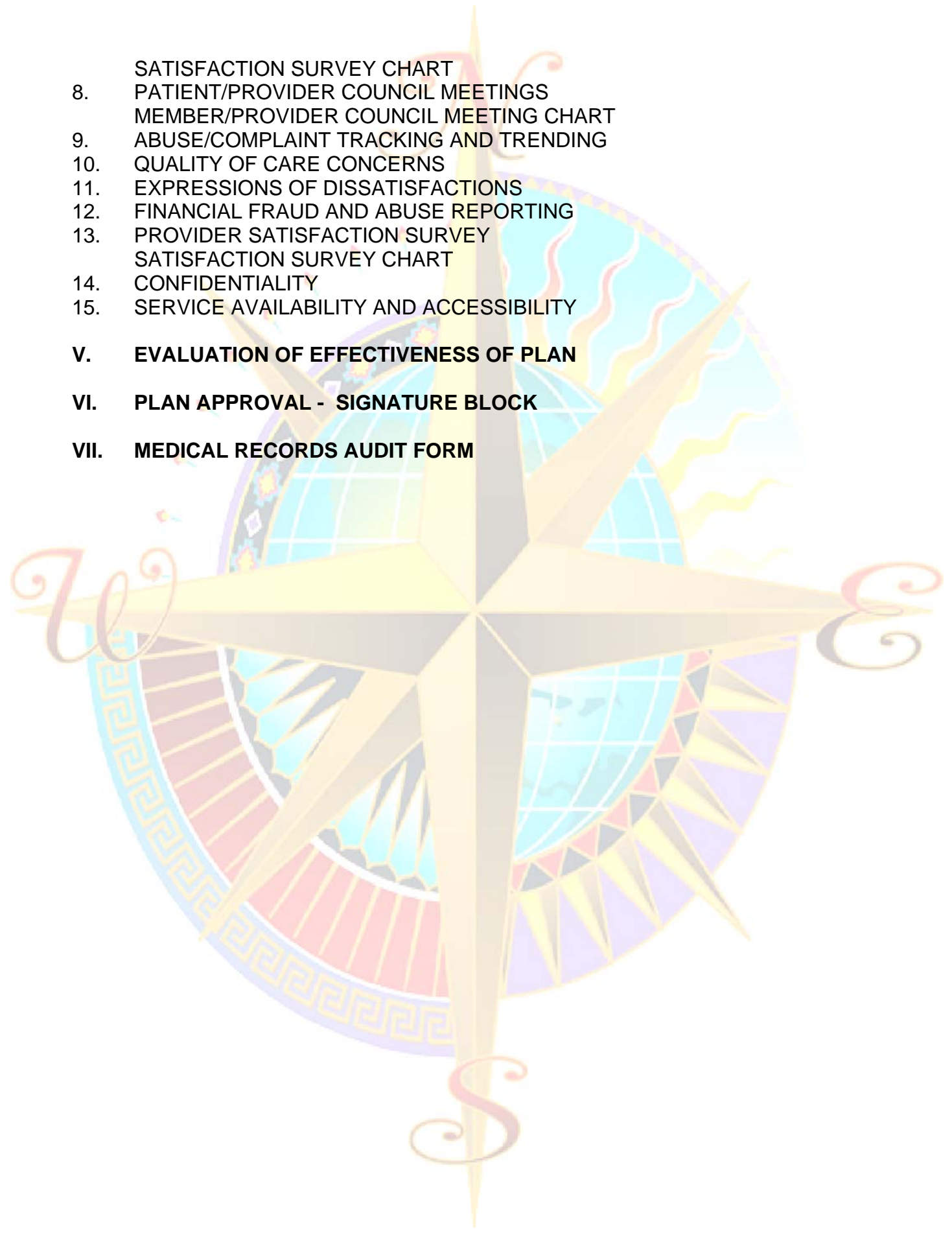
1. MEDICAL MANAGEMENT/QUALITY IMPROVEMENT PROGRAM (QQPI)
2. PROGRAM MANAGEMENT/PERFORMANCE IMPROVEMENT ADMINISTRATIVE REQUIREMENTS
  - a. STAFFING AND ORGANIZATIONAL STRUCTURE
  - b. INFORMATION FLOW QUALITY PERFORMANCE IMPROVEMENT COMMITTEE
    - a. FUNCTION
    - b. COMMITTEE MEMBERS
    - c. FREQUENCY OF MEETINGS
  - c. CREDENTIALING AND RE-CREDENTIALING
    - a. PEER REVIEW
    - b. FREQUENCY OF MEETINGS
    - c. PROVIDER PROFILING

**III. QPI PURPOSE - GOALS FOR COMPANY**

**IV. SCOPE OF PROGRAM OBJECTIVES/WORKPLAN**

**WORKPLAN/TIMELINES/METHODS OF MONITORING AND EVALUATING**

1. PATIENT MEDICAL RECORD REVIEWS  
MEDICAL RECORD REVIEW TIMELINE CHART
2. DRT, ULTRASOUND, CT, MRI, MAMMOGRAPHY, QUALITY REVIEWS  
QUALITY MEASURE REVIEW TIMELINE CHART
3. SYSTEM STATUS REPORTS  
SYSTEM STATUS REPORTS CHART
4. SCOPE OF SERVICES  
SERVICES CHART
5. PERFORMANCE MEASURE POLICIES  
LIST OF POLICY TOPICS FOR EVALUATION/REVIEW/STUDY
6. PATIENT RIGHTS AND RESPONSIBILITIES
7. PATIENT SATISFACTION SURVEY

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8. SATISFACTION SURVEY CHART  
PATIENT/PROVIDER COUNCIL MEETINGS  
MEMBER/PROVIDER COUNCIL MEETING CHART
  9. ABUSE/COMPLAINT TRACKING AND TRENDING
  10. QUALITY OF CARE CONCERNS
  11. EXPRESSIONS OF DISSATISFACTIONS
  12. FINANCIAL FRAUD AND ABUSE REPORTING
  13. PROVIDER SATISFACTION SURVEY  
SATISFACTION SURVEY CHART
  14. CONFIDENTIALITY
  15. SERVICE AVAILABILITY AND ACCESSIBILITY

**V. EVALUATION OF EFFECTIVENESS OF PLAN**

**VI. PLAN APPROVAL - SIGNATURE BLOCK**

**VII. MEDICAL RECORDS AUDIT FORM**