

Potential Quality Issue (PQI) FAQs

How are PQI's identified?

A potential quality issue is a suspected deviation from provider performance, clinical care, or outcome of care which requires further investigation to determine if an actual quality of care concern or opportunity for improvement exists. Scripps Health Plan (SHP) identifies PQIs through the systematic review of a variety of data sources, including but not limited to:

- Complaints, grievances, and appeals
- Utilization review
- Claims and encounter data
- Care coordination
- Complex care management
- Delegation oversight
- SNF case management
- Compliance audits
- Medical record audits
- Facility site reviews
- Pharmacy reviews
- Referrals from other staff and providers

What happens when a possible quality issue is identified?

- A Registered or Licensed Nurse conducts the initial review and further investigation.
- Medical records are obtained (if applicable).
- Office/Provider of concern is asked for input
- Cases are referred to the Quality Management (QM) Medical Director via email with SBAR and PQI Form (See PQI Check List)
- QM Medical Director reviews summaries and documentation and makes recommendations.
- Due to the nature or complexity of the case, it can be referred to the Credentialing and Peer Review Panel for peer review and final determination.
- Corrective actions must be appropriate for the level of severity of the issue(s). Corrective Actions are not limited to, but may include the following:
 - Required education and/or training
 - Ongoing monitoring
 - Tracking and trending
 - Focused Audits
 - Suspension
 - Termination

Who can refer a PQI?

- Staff
- Members
- Any contracted or non-contracted provider and staff including all medical groups and IPAs

- Any delegated entity staff or providers
- Any member of the community

When should a PQI be referred?

Any time there is a suspected quality of care concern or quality of service concern; some examples may include but are not limited to:

- A delay in obtaining a referral
- Long wait time in the office at the time of an appointment
- Rudeness from providers or staff member
- Possible inadequate assessment of an adult or child
- Delay in access care (appointment or DME)
- Complication in the delivery of a child
- Unexpected death of an adult or child

How can a PQI be referred?

You can use the PQI Referral Form

Contact us for additional information:

SHP Quality Management:

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