## Quality Assurance

A key ingredient to a successful network is ensuring that network members understand their service delivery and administrative performance expectations. It is also critical to ensure that they have the guidance, support and tools to deliver upon those expectations. Sound management requires that each member of your network is held to service delivery and administrative performance standards—and that the network takes clear actions to identify and resolve underperformance among network members. In this worksheet, you will explore questions related to how your network approaches quality assurance and related activities. Resources to help for this topic include: [A Roadmap for Quality](http://www.aginganddisabilitybusinessinstitute.org/resources/developing-quality-measures-integrated-care-people-medicare-medicaid-roadmap-quality/) and the Aging and Disability Business Institute’s [Health Care Quality Metrics and Measures](https://www.aginganddisabilitybusinessinstitute.org/resources/health-care-quality-metrics-and-measures/).

**Questions to Consider:**

* Has your network developed a quality assurance program for the services it provides? If not, how will your network develop such a program?
* What type of onboarding and training will your network provide to new network members?
* What ongoing training will your network require? What training is required by your contracts for network members? How will your network offer that training?
* Which health care quality and performance measures might your network impact for potential contracting partners?
* Has your network identified how it will identify population health issues that can be addressed with its services?
* How will your network align scopes of work between various payers?
* How will your network communicate on an ongoing basis with its members?
* How and how frequently will your network evaluate the performance of network members?
* How will your network prevent, identify and resolve performance issues?
* Will your network offer other training to support dissemination of best practices or to improve service delivery?

**Questions to Think Through**

* Considering your responses to the questions on this worksheet, what are the two biggest challenges facing your network?
* What are the two steps your network needs to take immediately (within the next three months) to address its challenges?
* What are two steps your network needs to take over the next six to 12 months to move forward in its development?