

Sendero Health Plan's Mission is to provide comprehensive healthcare coverage and to arrange for innovative, high quality and cost-effective medical services for health plan members within Central Texas. Our comprehensive Quality Improvement (QI) program directs us in our efforts to meet our mission.

Sendero's QI program encompasses all aspects of care provided to our members, including medical, behavioral health, chemical dependency, and pharmacy services provided in ambulatory, hospital, urgent care, ancillary, emergency departments, and non-institutional settings, including the home.

Some of the goals and objectives of the program are to:

- Improve member health outcomes
- Improve member satisfaction
- Promote patient safety
- Provide a comprehensive network of qualified practitioners and providers that meet the health care needs of our members and meet NCQA standards
- Provide coordination of Health Care Services

Sendero Health Plan's quality improvement model is based on the Plan-Do-Study-Act (PDSA) Cycle developed by Walter Shewhart. This model allows us to identify issues which are amenable to improvement, and to implement improvement strategies and evaluate the outcomes of those efforts.

The Sendero Board of Directors (BOD) is the governing body which has ultimate authority for the QI program.

The Quality Improvement Committee (QIC) reports directly to the BOD, and is comprised of senior management staff, and recommends policy decisions, reviews and evaluates the results of performance improvement activities, and insures appropriate follow-up occurs.

The Provider Advisory Subcommittee (PAS) is a subcommittee of the QIC, comprised of practicing providers in the network, which has primary responsibility to provide direction and feedback and to approve clinical aspects of the QI program. The PAS also functions as Sendero Health Plan's peer review committee.

The Member Advisory Subcommittee (MAC) is also a subcommittee of the QIC, and is intended to provide a venue for obtaining insight into the perceptions and expectations of health plan consumers and to enable Sendero to tailor our policies and operations to best meet the needs of our membership. It is sometimes difficult to find members who will commit to the one year service requirement, so Sendero Health Plans recruits members for this committee in the quarterly member newsletter!

Sendero Health Plan is committed to providing our members with high quality, effective and efficient health care services, and our Quality Improvement Program is the tool that helps us achieve our mission goals for all of our members. QI Program outcomes are available for review upon request. Please contact Sendero to obtain information about QI Program outcomes.