

## **Blue Cross & Blue Shield of Rhode Island Quality Management Program Goals and Objectives 2013**

- a. Perform quality improvement and assurance activities in alignment with corporate goals, missions, and strategies.
- b. Develop and maintain a Quality Management structure that links cross-functional expertise and programming to promote organizational, member, and provider success.
- c. Optimize the delivery of an integrated medical and behavioral health system.
- d. Improve the cost, quality, and efficiency of service delivered to members and providers.
- e. Continuously monitor and evaluate best clinical practice standards and enhanced system processes to identify new opportunities for improving upon engagements with members and providers.
- f. Improve the quality and coordination of care across the healthcare continuum of medical and behavioral health.
- g. Improve the quality of member and provider engagement and satisfaction with the health plan.
- h. Identify the spectrum of cultural and linguistic needs of our membership to offer a diverse array of services which provide meaningfully improved care to our members and supports our providers' care for members.
- i. Promote safe evidence-based clinical practice across our network of medical and behavioral health providers.
- j. Encourage and inform our members to make healthy lifestyle choices that promote primary prevention and self-management of chronic and complex conditions.
- k. Collaborate with community partners to achieve improved medical and behavioral health for all BCBSRI members.
- l. Utilize valid and reliable clinical quality and performance data to credential and re-credential medical and behavioral health providers.