

The purpose of the MROQC Quality Improvement Plan (QIP) is to address underperformance in specific areas within an MROQC facility. If there is a persistent and unexplained trend of declining performance in any of the following identified areas, a facility may be required to develop and implement a QIP. Facilities are always encouraged to reach out to the MROQC Coordinating Center at any time to share any issues or concerns.

- **MROQC Facility Enrollment Issues:**
 - **Zero enrollment** to any project ≥ 30 days (except for at the start of an annual enrollment period)
 - **Decline in monthly enrollment:** If there is a 20% decrease in overall enrollment compared to the previous year.
 - **Not enrolling all eligible patients:** When a Facility selects patients based on the MROQC performance measure criteria rather than eligible diagnoses.
- **MROQC Facility members(s) not meeting role expectations:** The following participants in each Facility are required to participate in MROQC: Clinical Champion, Clinical Data Abstractor, and Physics Lead. Examples of lack of engagement are below:
 - **Collaborative meeting engagement:** Missing more than 2 MROQC Collaborative Wide Meetings without coverage within a calendar year.
 - Lack of data entry for over a month. However, exceptions will be made for approved leaves of absence, vacations, or if enrollment in the MROQC program has been paused with approval.
 - Repeated lack of response to MROQC correspondence that requires a reply.

QIP Process

The MROQC Coordinating Center, in partnership with the MROQC Executive Committee, will take the following steps to offer support and coaching with the goal of improvement.

1. A member of the MROQC Coordinating Center will reach out to the Clinical Champion and Facility Administrator to outline declining performance. Follow-up from the Facility is expected within 2 weeks, detailing the steps that will be taken to improve the identified issue.
2. After 30 days, an email communication will be sent to notify the Facility of their performance status. A QIP will be implemented if there has been no improvement and the facility cannot provide a reason as to why.
3. A member of the MROQC Coordinating Center will send an email detailing the current issues, the QIP request, expectations, and a tentative timeline to guide implementation and completion.
4. A formal meeting will be scheduled to discuss the QIP document. During this time, the MROQC Coordinating Center will provide resources to aid in the improvement process.
5. Performance will be monitored with follow-up as needed, including updated or a new QIP. For facilities that continue to underperform, additional conversations will occur with Blue Cross Blue Shield.