

Guidelines for Appeals Committee

Operational charge to focus on: **Education, Process improvement, Identifying system issues, and Collaboration with the Medical Staff Members.**

1. Although the committee is called appeals, the planned model is not to focus on an outcome determination, but rather to work collaboratively to solve process issues in concert with the physician/NP/PA
2. Good intentions, honest effort, recognition of opportunities for improvement should almost always get the benefit of the doubt
3. Every effort should be made to make providers feel that they have engaged in an interactive and helpful discussion with an outcome they feel is fair and appropriate. They should feel their input and recommendations are an active part of the discussions and solutions. There should be rare exceptions to this in very select cases/circumstances where there is truly a refractory provider-specific problem that cannot readily be addressed satisfactorily in a collaborative problem-solving fashion.
4. The Quality Committee remains focused on patient safety and excellence in care as its first and foremost priority. Sometimes this is referred to as “The Mother Test” – i.e. the care you would want and expect your mother to receive. It remains important to keep that focus and reaffirm that the provider is aware of and shares that priority as well - both now and going forward. It serves as a reference standard to evaluate the clinical issues that may be reviewed.
5. 4 best outcomes of interactions with providers at these meetings/discussions:
 - a. There really is no significant clinical issue after discussion
 - b. Identification of a process that needs to be improved so that the care will be better – with appropriate followup.
 - c. Finding and eliminating the “Pain Points” to allow better processes
 - d. Provider is aware of and agrees to make a change that will be an improvement in process and thus in outcomes
 - e. Recommending a Focused Review where appropriate, which essentially says that future performance will be the best way to evaluate how much has been learned and how much has been improved. Since this is very labor-intensive, this should only be done selectively.