

AHCA Florida Health Care Connections (FX)

<<Insert Project Name Here>>

Quality Management Plan

Version: 001

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Author: [Author]

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Revision History

DATE	VERSION	DESCRIPTION	AUTHOR
M/D/YYYY	001	<<Insert Project Name Here>> Quality Management Plan first draft version	

Modifications to the approved baseline version (100) of this artifact must be made in accordance with the Artifact Management Standards.

Quality Review History

DATE	REVIEWER	COMMENTS
M/D/YYYY		



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SECTION 1 INTRODUCTION

1.1 BACKGROUND

The Florida Agency for Health Care Administration (AHCA or Agency) is adapting to the changing landscape of healthcare administration and increased use of the Centers for Medicare and Medicaid Services (CMS) Medicaid Information Technology Architecture (MITA) to improve the administration and operation of the Florida Medicaid Enterprise. The current Florida Medicaid Enterprise is complex; it includes services, business processes, data management and processes, technical processes within the Agency, and interconnections and touchpoints with systems necessary for administration of the Florida Medicaid program that reside outside the Agency. The future of the Florida Medicaid Enterprise integration is to allow the Agency to secure services that can interoperate and communicate without relying on a common platform or technology.

The Florida Medicaid Management Information System (FMMIS) has historically been the central system within the Florida Medicaid Enterprise; functioning as the single, integrated system for claims processing and information retrieval. As the Medicaid program has grown more complex, the systems needed to support the Florida Medicaid Enterprise have grown in number and complexity.

The Medicaid Enterprise System (MES) Procurement Project was re-named Florida Health Care Connections (FX) in the summer of 2018. FX is a multi-year transformation to modernize the current Medicaid technology using a modular approach, while simultaneously improving overall Agency functionality and building better connections to other data sources and programs.

1.2 PURPOSE

The Quality Management Plan documents the necessary information for planning, managing, and controlling project and product quality to meet FX Program objectives. It defines the project's quality policies, procedures, areas of application and associated criteria, and roles and responsibilities.

1.3 SCOPE STATEMENT

<Instructions: Provide the scope of the Quality Management Plan. This document should be tailored to fit the particular project needs. Identify which project(s), product(s), and/or the portion of the project life cycle that are covered by this plan and the overall quality objectives for this project.

To support the Quality Management Plan, the FX vendors will develop or adopt Agency approved processes and tools to ensure expectations are agreed upon prior to start of work on a project. The FX Vendor will be required to also develop a process documenting their internal review processes and Agency deliverable review requirements and processes.>



1.4 GOALS AND OBJECTIVES

<Instructions: Identify the goals and objectives for this plan.>

- Goal #1 – The goal of this plan is to <insert language>
 - › Objective #1 – <insert objective>
 - › Objective #2 – <insert objective>
- Goal #2 – The goal of this plan is to <insert language>
 - › Objective #1 – <insert objective>
 - › Objective #2 – <insert objective>

1.5 REFERENCED DOCUMENTS

The following documents were used as input to the development of the Quality Management Plan and provided valuable information to produce the procedures and processes.

- P-2: FX Project Management Standards
- CMS Target Life Cycle (CMS TLC) Quality Management Plan
- <add additional, as needed>



SECTION 2 ROLES AND RESPONSIBILITIES

Exhibit 2-1: Roles and Responsibilities identify the roles and responsibilities for the primary stakeholders that maintain or use this document.

<Instructions: Specify each major role (not name of the individual) and the major activities related to this document.>

ROLE	RESPONSIBILITY
	▪
	▪
	▪
	▪
	▪
	▪
	▪
	▪

Exhibit 2-1: Roles and Responsibilities



SECTION 3 ASSUMPTIONS/CONSTRAINTS/RISKS

3.1 ASSUMPTIONS

<Instructions: Describe any assumptions or dependencies regarding the project quality approach. These may concern such issues as: quality standards, scheduling audits, etc.>

3.2 CONSTRAINTS

<Instructions: Describe any limitations or constraints that may have a significant impact on the quality approach.>

3.3 RISKS

<Instructions: Describe any risks associated with quality management for the project and proposed mitigation strategies.>



SECTION 4 QUALITY MANAGEMENT APPROACH

4.1 QUALITY PLANNING

<Instructions: Identify which quality standards are relevant to the project and how to satisfy them. Identify and define appropriate quality metrics and measures for standards for project processes, product functionality, regulatory compliance requirements, project deliverables, project management performance, documentation, testing, etc. Identify the acceptance criteria for project deliverables and product performance.>

4.1.1 DEFINE PROJECT QUALITY

<Instructions: Identify quality standards and expectations for customers, the project, organization and federal regulations, define customer and project goals, quality standards, critical success factors, and metrics for which to measure success, and outline acceptance criteria for project deliverables and product performance.>

4.1.2 MEASURE PROJECT QUALITY

<Instructions: Describe how quality will be determined and measured. Identify critical success factors and metrics for measuring success against prescribed quality objectives and standards. Identify acceptance criteria for project deliverables and product performance. Identify desired metrics and related monitoring processes for which to measure quality standard, develop a plan for measuring quality, define methods of data collection and archiving, and document timeframe for measurement and metrics reporting.>

4.1.3 QUALITY OBJECTIVES AND STANDARDS

<Instructions: Identify the quality goals and objectives of the customer, project, organization, and stakeholders, as applicable. Identify the quality standards for project processes (e.g., product functionality, regulatory compliance, project deliverables, project management performance, documentation, testing, etc.), and describe how they will be satisfied.>

4.1.4 ORGANIZATION, RESPONSIBILITIES, AND INTERFACES

<Instructions: Describe the primary roles and responsibilities of the project staff as it relates to the practice of Quality Management for the project. Indicate responsibilities for activities such as mentoring or coaching, auditing work products, auditing processes, participating in project reviews, etc. If the FX Vendor utilizes subcontractors, the Quality Management Plan must include processes for when the performance of the subcontractor does not meet expectations.

4.2 METHODS AND TOOLS

Exhibit 4-1: Quality Process and Tools describes the methods, processes, tools, and techniques that will be used for quality management.



<Instructions: Describe the methods, processes, tools, and techniques that will be used for quality management, and how they will integrate with other project processes (e.g., contract management, staffing management, communication management, decision analysis and resolution, cost management, subcontractor management, project monitoring and control, risk management, etc.). As appropriate, refer to the Project Management Plan (PMP) and/or any applicable subordinate plans that may exist (e.g., the P-2: FX Project Management Standards plans that address the Staffing Management Plan, Communication Management Plan, Subcontractor Management Plan, etc.).>

QUALITY PROCESS	TOOLS AND TECHNIQUES

Exhibit 4-1: Quality Process and Tools

4.3 TOOLS, ENVIRONMENTS, AND INTERFACES

Exhibit 4-2: Quality Tools lists and defines the data elements and the quality tools that will be used to measure project quality and level of conformance to defined quality standards/metrics.

<Instructions: List and define the data elements and the quality tools that will be used to measure project quality and level of conformance to defined quality standards/metrics.>

QUALITY TOOL	DESCRIPTION

Exhibit 4-2: Quality Tools



SECTION 5 QUALITY ASSURANCE

<Instructions: Identify, define, and create metrics to measure those actions, operational techniques, and activities that provide the confidence that project quality is in fact being met and has been achieved. Relate these actions to the quality standards defined earlier in the planning section of this document.>

5.1 ASSESSMENTS, REVIEWS, AND AUDITS

<Instructions: Identify the product reviews, process audits, and other assessments that will be conducted during the project's life cycle to ensure quality objectives and standards are met. Identify the specific types of assessments, reviews, and audits, who are involved in them, the frequency that they occur, and the types of events that trigger them.>

5.2 QUALITY ANALYSIS

<Instructions: Describe the process for analyzing quality data, documenting opportunities for improvement, and applying what was learned from quality analysis to eliminate gaps between current and desired levels of performance.>

5.3 IMPROVE PROJECT QUALITY

<Instructions: Analyze quality data, document opportunities for improvement and apply what was learned from quality analysis to eliminate gaps between current and desired levels of performance.>

5.4 QUALITY CONTROL

<Instructions: Identify those monitoring and controlling actions that will be conducted to control quality throughout the project's life. Define how it will be determined that quality standards comply with the defined standards outlined earlier in this document. Identify owners of ongoing monitoring and improvement of project processes.>

5.5 CORRECTIVE ACTIONS

<Instructions: Describe the process and procedures by which anomalies and problems will be recorded, tracked, resolved, and reported. Also, identify the process by which project processes may be reviewed and modified to maximize quality. Describe how corrective actions will be identified and communicated to the project team and stakeholders, how corrective action plans will be monitored, and who is responsible for assigning and executing the corrective actions.>



SECTION 6 QUALITY SCHEDULE

<Instructions: Provide a schedule of quality reviews and other quality activities by system life cycle phase. You may include a schedule with specific dates or with life cycle phases only, as appropriate for the project. Ensure that this information is appropriately integrated into the overall Project Schedule.>



APPENDICES