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## **ABSOLUTE TOTAL CARE – Quality Improvement Program**

Absolute Total Care (ATC) strives to improve the health of all enrolled members by focusing on helping them to be healthy and stay healthy. ATC has created a Quality Improvement (QI) Program to support this goal. The goal of the program is to ensure our members receive high quality care and services that are effective, safe and responsive to their health care needs, while understanding their cultural and linguistic needs and preferences. The program extends to all internal departments and measures numerous aspects of the care and services offered through ATC.

ATC's Board of Directors provides the QI Committee the authority to oversee the QI Program. The QI Committee is led by our Medical Director, who provides direction and has lead responsibility for health plan-wide QI Program activities. The QI Program utilizes a systematic approach to quality using reliable and valid methods of monitoring, analyzing, evaluating and improving the delivery of health care to all members. This systematic approach provides a continuous cycle for assessing the quality of care and service among initiatives, including preventive health, acute and chronic care, behavioral health, over and underutilization, continuity and coordination of care, and patient safety.

In summary, ATC's primary quality improvement goal is to improve members' health status through a variety of meaningful quality improvement initiatives implemented across all care settings and aimed at improving quality of care and services delivered. The objectives to support this goal are:

- To improve member health outcomes through continuous quality improvement efforts
- To seek input and work with members, providers and community resources to ensure quality of care
- To share periodic quality improvement information to participating providers in order to support their efforts to provide high quality health care
- To ensure adequate resources with the expertise required to support and effectively carry out all functions of the QI Program
- To facilitate provider adoption of evidence based Preventive Health and Clinical Practice Guidelines

The QI Program and annual evaluation are presented to the QI Committee and ATC Board of Directors for review and approval. If you have questions or would like more information about ATC's QI Program, call Member Services at 1-855-735-4398 and ask to speak to the Quality Department.