

Potential Quality Issue (PQI) Referral Form

Full name:			Date of birth:		
Member ID#:	Gender:	Male	Female	Age:	
Reported by:			Internal	External	
Job title:			Phone:		

Referral type:	Medical	Dental	Vision	Behavioral	Ancillary	Pharmacy
Date PQI first identified:						
Date PQI Form submitted to the Quality Improvement Dept:						
Provider of concern:						
Facility/Provider NPI #:						
Description of events:	Please describe what happened and why the case is being referred as a PQI.					
Please mark applicable indicators that describe the concern:						
Access/Availability	Admit within 3 days of ER	Assessment/Treatment/Diagnosis				
Communications/Conduct	Continuity of Care	Mental Health				
Pharmacy/UM Authorizations	Readmission	Safety				
Surgical Services	Unsure	Unexpected Death				
A reference table of indicator descriptions is provided on the following page.						

Fax form to HPSM's Quality Program at **650-616-8235**.

PQI Referral Form Reference Table

Access/Availability

- Complications due to a delay/denial of service by provider or plan
- Excessive wait time in the PCP or Specialist's office (routine or after hours)

Assessment/Treatment/Diagnosis

- Inadequate assessment, diagnosis or treatment-adult
- Inadequate assessment, diagnosis or treatment-child

Communications/Conduct

- PCP/Specialist does not return phone calls
- Rudeness by provider or office staff
- Threatened lawsuit by member against PCP/HPSM/ancillary
- Threatened media event by member
- Culturally inappropriate remarks by PCP/specialist or staff
- Allegations of sexual misconduct
- Allegations of discrimination
- Unprofessional conduct
- Staff speaking a language, other than English, while in the performance of their duties, at a PCP/specialist or ancillary office

Continuity of Care

- Adverse outcome due to delay in referral to specialist
- Delay in ordering tests/forwarding radiology/lab forms to ancillary providers

Mental Health

- Failure to communicate patients medications to PCP
- Failure to communicate patients medications to mental health provider
- Inadequate referral of a suicidal or homicidal patient

Pharmacy/UM Authorizations

- Overprescribing of narcotics
- Inadequate or lack of a physical assessment on patients prior to prescribing narcotics
- Abruptly terminating members narcotics without a plan for the weaning process
- Refusal to follow HPSM formulary
- Delay in completion of a TAR for medications causing a delay in member's treatment regimen

Readmission/UM

- Readmission <15 days from discharge
- Adverse outcome due to premature discharge

Safety

- Fall in SNF or acute care
- Report by member that conditions of facility are unsafe-dirty etc.

Surgical Services

- Post-op diagnosis differs from pre-op
- Surgical complication
- Unplanned return to surgery or repeat invasive procedure
- Blood loss during surgery requiring transfusion
- Admission following outpatient procedure
- Unexpected maternal transfer to a higher level of care
- Delivery complication