



Sendero Health Plan's Mission is to manage high quality healthcare at a low cost for members in Central Texas. Our Quality Improvement (QI) program directs us in our efforts to meet this mission.

Sendero's QI program guides all types of care given to our members. Behavioral health, chemical dependency, and pharmacy services are covered along with general healthcare. The care can be given in outpatient clinics, outpatient surgery centers, hospitals, urgent care clinics, emergency departments, and other care settings, as well as in the home.

Some of the goals of the program are to:

- Help members make their health better
- Help members feel better about the care they get
- Help members get safer care
- Manage care by having skilled doctors and other caregivers that meet the health care needs of our members and give care that meets national quality standards
- Help members coordinate their care

Sendero Health Plans uses the Plan-Do-Study-Act (PDSA) Cycle to help improve care. The model will help Sendero plan projects to make care better and measure the results of those projects.

Sendero is led by a Board of Directors (BOD). The BOD is in charge of the QI program.

Sendero has a Quality Improvement Committee (QIC). The QIC reports to the BOD, and is made up of senior staff. The QIC reviews the results of plan projects to make care better and follows up on projects. The Provider Advisory Subcommittee (PAS) is made up of practicing doctors and other caregivers in the network. The PAS approves those parts of the QI program that are about doctors and other caregivers. The PAS also reviews any problems with how the care is given.

The Member Advisory Subcommittee (MAC) helps Sendero get information on what is it that people think and expect of their health plan from a members point of view. This helps Sendero to work best to meet the needs of our members. It is sometimes hard to find members who will agree to be part of the committee for one year. Sendero Health Plans asks members to join the committee in the member newsletter that comes out four times each year. Sendero Health Plans wants to give our members high quality, helpful and useful health care services. Our QI Program is the tool that helps us do that.