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**2026 South Carolina  
Managed Care Organization (MCO)  
Performance Improvement Project (PIP)  
Non- Clinical Template**

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## SC Managed Care Organization Performance Improvement Plan (PIP):

|                                    |  |
|------------------------------------|--|
| Managed Care Organization          |  |
| Time Period for PIP Implementation |  |
| PIP Topic                          |  |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>I. Background and Context</b>                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p><b>Describe the MCO's health priorities and quality improvement work to date, including the following:</b></p> <ol style="list-style-type: none"> <li>1. Covered maternal health services</li> <li>2. Market size, geography, and scope</li> <li>3. Characteristics of provider network</li> <li>4. Performance on utilization, quality, and timeliness of maternal health services</li> <li>5. Current and or past quality improvement initiatives</li> </ol> |
| (type response here)                                                                                                                                                                                                                                                                                                                                                                                                                                              |

|                                                                                                                                                                                                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>II. Identify the Population</b>                                                                                                                                                                                 |
| <p><b>What population is your PIP targeting? Indicate if a representative sample will be used instead of the entire population.</b> Include key stratifications (e.g., age, race/ethnicity) of the population.</p> |
| (type response here)                                                                                                                                                                                               |
| <p><b>Describe the data sources and protocols you will use to identify and stratify the PIP population.</b></p>                                                                                                    |
| (type response here)                                                                                                                                                                                               |

|                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>III. Define the PIP Aim</b>                                                                                                                                                              |
| <p><b>What is your PIP aim?</b> The aim should include the desired change, the targeted degree of improvement, and the period of time over which this change is expected to take place.</p> |
| (type response here)                                                                                                                                                                        |

|                                            |
|--------------------------------------------|
| <b>IV. Select the Performance Measures</b> |
|--------------------------------------------|

**List and define the primary and secondary measures that you will use to determine the impact of your PIP. For each measure, indicate the measure source, data specifications, measurement periods, benchmark, and goal.**

*Add sections for additional measures as needed*

|                                                                                                                                         |                      |
|-----------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| <b>Primary Measure</b>                                                                                                                  | (type response here) |
| <b>Measure Source</b><br>(e.g., National Committee for Quality Assurance (NCQA), Agency for Healthcare Research & Quality (AHRQ), etc.) | (type response here) |
| <b>Numerator</b>                                                                                                                        | (type response here) |
| <b>Denominator</b>                                                                                                                      | (type response here) |

|                                                                                       |                      |
|---------------------------------------------------------------------------------------|----------------------|
| <b>Baseline Measurement Period Date</b>                                               | (type response here) |
| <b>Remeasurement Period Dates</b><br>(Add rows here as needed for repeated reporting) | (type response here) |
| <b>Benchmark</b>                                                                      | (type response here) |
| <b>Goal</b>                                                                           | (type response here) |

## V. Establish the Data Collection Plan

**For the measure identified in Section IV, describe the following aspects of your data collection.**

*Add sections for additional measures as needed*

|                                                                                               |                      |
|-----------------------------------------------------------------------------------------------|----------------------|
| <b>Primary Measure</b>                                                                        | (type response here) |
| <b>Organizational Data Source and Frequency of Collection</b><br>(e.g., claims and quarterly) | (type response here) |

**For each measure identified in Section IV, describe the following aspects of your data collection.**

*Add sections for additional measures as needed*

|                                                                                                     |                      |
|-----------------------------------------------------------------------------------------------------|----------------------|
| <b>Staff Responsible for Data Collection</b> (include multiple staff or departments as appropriate) | (type response here) |
| <b>Procedure for Data Analysis</b>                                                                  | (type response here) |

## VI. Plan the Intervention

**Provide the results of analyses you conducted to understand the drivers behind gaps in maternal health utilization, quality, or timeliness related to your PIP aim.** Indicate the methods you used to arrive at these conclusions (e.g., focus groups, surveys, fishbone/cause-and-effect diagrams).

(type response here)

**Attach the Strengths, Weakness, Opportunities, and Threats (SWOT).** *Use the worksheet in Appendix C to construct your Strengths, Weaknesses, Opportunities, and Threats (SWOT).*

(type response here)

**Attach the driver diagram that guides your PIP strategy.** *Use the worksheet in Appendix D to construct your driver diagram.*

**Indicate below the measures you will use to assess progress of the intervention and correct course, as necessary.** *Add rows for additional measures as needed.*

| Intervention Tracking Measure | Data Source | Frequency of Collection | Staff Responsible | How This Will Inform Continuous Quality Improvement Strategy |
|-------------------------------|-------------|-------------------------|-------------------|--------------------------------------------------------------|
|                               |             |                         |                   |                                                              |
|                               |             |                         |                   |                                                              |
|                               |             |                         |                   |                                                              |

## VII. Implement the Intervention and Improvement Strategies

**Identify the staff who will be involved in the implementation of the intervention(s) and their respective roles.**  
Include any relevant staff/leadership champions.

(type response here)

**Indicate the timeline for implementation of the intervention.** *Add rows for additional activities as needed.*

| Implementation Activity | Time Period | Frequency of Recurrence |
|-------------------------|-------------|-------------------------|
|                         |             |                         |
|                         |             |                         |
|                         |             |                         |
|                         |             |                         |

**Report below on the results of the Intervention Tracking measures and how these results are helping to assess the progress of the intervention and correct course, as needed.** *Use the PDSA worksheet in Appendix E to help complete this section.*

| Intervention Tracking Measure | Measurement Period | Result | Results and How They Are Informing Course Correction |
|-------------------------------|--------------------|--------|------------------------------------------------------|
|                               |                    |        |                                                      |
|                               |                    |        |                                                      |
|                               |                    |        |                                                      |

## VIII. Analyze Data to Interpret PIP Results

Report the results of the PIP measures.

### Primary Measure

| <i>Measurement Period</i>                      | <i>Measurement</i> | <i>Numerator</i> | <i>Denominator</i>                  | <i>Rate or Result</i> | <i>Benchmark</i> | <i>Goal</i> |
|------------------------------------------------|--------------------|------------------|-------------------------------------|-----------------------|------------------|-------------|
|                                                | <b>Baseline:</b>   |                  |                                     |                       |                  |             |
|                                                | Remeasurement 1:   |                  |                                     |                       |                  |             |
|                                                | Remeasurement 2:   |                  |                                     |                       |                  |             |
|                                                | Remeasurement 3:   |                  |                                     |                       |                  |             |
|                                                | Remeasurement 4:   |                  |                                     |                       |                  |             |
| <b>Statistically Significant?<br/>(Yes/No)</b> | <b>Test Used</b>   | <b>p-value</b>   | <b>Measurement Periods Compared</b> |                       |                  |             |
|                                                |                    |                  |                                     |                       |                  |             |

Interpret the rates for each measurement period. Discuss specific implementation barriers faced and strategies used during the time period that may have contributed to the observed results. Given these results, note how implementation may be improved during the next measurement period.

| <i>Measurement Period</i> | <i>Measurement</i>             | <i>Interpretation of Results</i> | <i>Barriers Faced and Strategies Used</i> | <i>Improvement Strategies for Next Measurement Period</i> |
|---------------------------|--------------------------------|----------------------------------|-------------------------------------------|-----------------------------------------------------------|
|                           | <b>Enter Rate at Baseline:</b> |                                  |                                           |                                                           |
|                           | Enter Rate at Remeasurement 1: |                                  |                                           |                                                           |
|                           | Enter Rate at Remeasurement 2: |                                  |                                           |                                                           |
|                           | Enter Rate at Remeasurement 3: |                                  |                                           |                                                           |
|                           | Enter Rate at Remeasurement 4: |                                  |                                           |                                                           |

## IX. Plan for Sustained Improvement

**How will you measure improvement beyond the duration of the PIP?**

(type response here)

**How will you sustain improvements observed through the PIP?**

(type response here)

**What aspects of this project would you replicate? What aspects would you replace or improve upon?**

(type response here)

**What aspects of the quality infrastructure established through this project will you build upon to advance maternal health among your members?**

(type response here)

**What technical assistance or other support do you require to sustain the interventions of the PIP and/or to pursue broader maternal health quality improvement?**

(type response here)

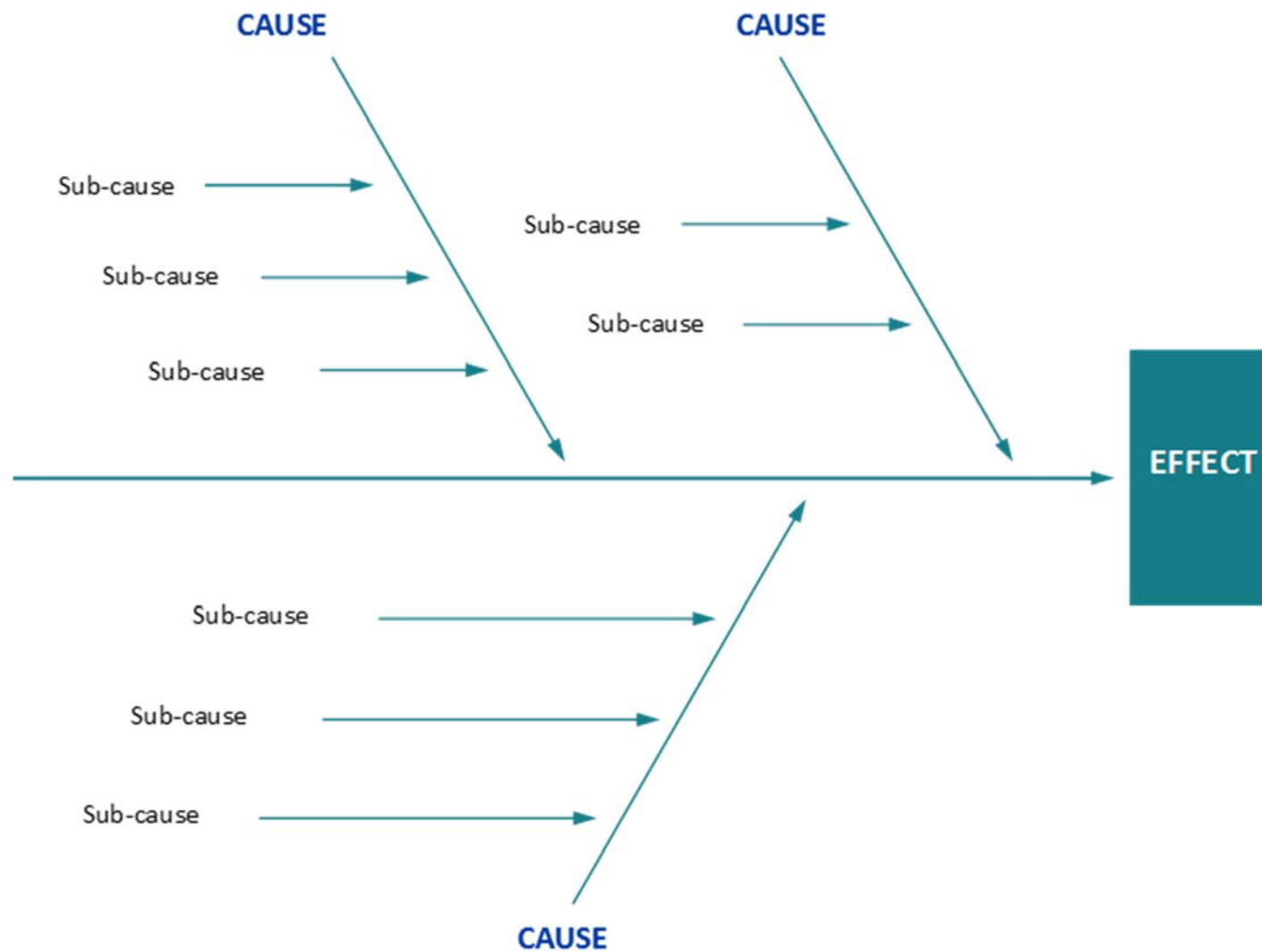
**How do you plan to disseminate the findings of the PIP?**

(type response here)



| X. Project Approval                                                                                                                                                                                 |      |           |      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-----------|------|
| The signatures of the people below relay an understanding and approval of the purpose and approach to this project. By signing this document you agree to begin on the project as described within. |      |           |      |
| Role                                                                                                                                                                                                | Name | Signature | Date |
| Administrator                                                                                                                                                                                       |      |           |      |
| Project Director                                                                                                                                                                                    |      |           |      |
| Project Manager                                                                                                                                                                                     |      |           |      |

## Appendix A. Fishbone (Cause and Effect) Diagram



## Appendix B.      Priority Matrix

| Which of the Root Causes Are . . . | Very Important | Less Important |
|------------------------------------|----------------|----------------|
| Very Feasible to Address           |                |                |
| Less Feasible to Address           |                |                |

## Appendix C. Strengths, Weaknesses, Opportunities, and Threats (SWOT) Diagram

|                                                                                | Positives                                                                                                                 | Negatives                                                                                                                 |
|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| <b>INTERNAL</b><br><i>under your control</i>                                   | <p><i>build on</i><br/><b>STRENGTHS</b></p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>▪</li> </ul>   | <p><i>minimize</i><br/><b>WEAKNESSES</b></p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>▪</li> </ul>  |
| <b>EXTERNAL</b><br><i>not under your control,<br/>but can impact your work</i> | <p><i>pursue</i><br/><b>OPPORTUNITIES</b></p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>▪</li> </ul> | <p><i>protect from</i><br/><b>THREATS</b></p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>▪</li> </ul> |

## Appendix D. Driver Diagram

| AIM | PRIMARY DRIVERS | SECONDARY DRIVERS | INTERVENTIONS |  |
|-----|-----------------|-------------------|---------------|--|
|     |                 |                   |               |  |
|     |                 |                   |               |  |
|     |                 |                   |               |  |
|     |                 |                   |               |  |
|     |                 |                   |               |  |
|     |                 |                   |               |  |
|     |                 |                   |               |  |
|     |                 |                   |               |  |
|     |                 |                   |               |  |

## Appendix E. Plan-Do-Study-Act Worksheet

|                                                                                                                                               | Pilot Testing | Measurement #1 | Measurement #2 |
|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------|----------------|----------------|
| <b>Intervention #1:</b>                                                                                                                       |               |                |                |
| <b>Plan:</b> Document the plan for conducting the intervention.                                                                               | •             | •              | •              |
| <b>Do:</b> Document implementation of the intervention.                                                                                       | •             | •              | •              |
| <b>Study:</b> Document what you learned from the study of your work to this point, including impact on secondary drivers.                     | •             | •              | •              |
| <b>Act:</b> Document how you will improve the plan for the subsequent phase of your work based on the study and analysis of the intervention. | •             | •              | •              |
| <b>Intervention #2:</b>                                                                                                                       |               |                |                |
| <b>Plan:</b> Document the plan for conducting the intervention.                                                                               | •             | •              | •              |
| <b>Do:</b> Document implementation of the intervention.                                                                                       | •             | •              | •              |
| <b>Study:</b> Document what you learned from the study of your work to this point, including impact on secondary drivers.                     | •             | •              | •              |
| <b>Act:</b> Document how you will improve the plan for the subsequent phase of your work based on the study and analysis of the intervention. | •             | •              | •              |

