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FM COMDT COGARD WASHINGTON DC//CG-112//
TO AIG 4905
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UNCLAS //N06010//

SUBJ: QUALITY ASSURANCE REVIEW

A. Coast Guard Medical Manual, COMDTINST M6000.1 (SERIES) 1. Purpose: Introduction of the Quality Assurance Review definition and applicability/use by the Special Professional Review Committee (SPRC).
2. To improve the quality assurance process for complaints/concerns about healthcare provider competence, communications, and quality of care, the following changes to REF A, Chapter 13.C shall immediately apply:

a. Add definition: Quality Assurance Review (QAR). Formal review of a healthcare providers performance of duties to validate received complaints/concerns, conducted under the auspice of the Health, Safety, and Work-Life Service Center (HSWL SC), and to determine appropriateness of a recommendation to the Convening Authority (CA) for an SPRC to review validated complaints, or other disposition for refuted complaints.

b. Applicability of a QAR: the HSWL SC will review all provider related complaints with the designated Force Manager (FM) at Commandant (CG-112). The FM will assess the complaint and recommend to HSWL SC undertaking of a Quality Assurance Review (QAR) or recommend the CA convene an SPRC.

c. Upon review of a QAR report, HSWL SC shall determine appropriate follow-up action or disposition that may include a recommendation to the CA for convening of a Special Professional Review Committee (SPRC). The Convening Authority shall designate the composition of the SPRC when one is appointed.

d. Remove mentions of the Professional Review Committee reviewing the complaint/concerns.

e. Use of a QAR report: Based on the nature of the allegation(s) and the recommendations of the SPRC, the Convening Authority may order a focused review team (on-site), a document review (on-site or remote), or other disposition (to include substitution of the QAR for either a focused review or document review). In cases requiring additional review, the Convening Authority will designate focused review team members or the document review officer through the HSWL SC within 10 working days from receipt of the SPRC recommendation, and shall further define the particular review process based upon the nature of the allegations giving rise to the review.

f. For briefing of the unit CO upon completion of a review, change verbiage from "The document review officer or focus review team" to "The document review officer, focused review team, or QAR officer(s)".

3. This change will be updated in the next version of REF A.

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5. CAPT Deborah R. Noyes, Chief, Health Services sends.

6. Internet release is authorized.

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