



Review Refresher Training Plan

This training will be conducted annually by the section. This training will be documented as a quality awareness event utilizing the LSS - Quality Awareness Qualtrax workflow.

Training Objectives:

For all new and experienced technical and administrative reviewers:

- To provide reviewers with an understanding of what critical components must be checked and compared among documentation in the case record for each service.
- To gain understanding of the section's top defects and locations. This data is found in the review dashboard.
- To gain understanding of the process weaknesses by reviewing defects identified in the post-mortem audit.

Other review training criteria to consider including, as applicable, are requirements versus preference, defect categorization, and request complexity scale.

Defect categories and request complexity scales are defined in the Review DUI Guidelines found in Qualtrax. Updates to the Review DUI Guidelines should be submitted to the LSSDG group via email.

Training Outline:

- Review Quality Manual for information relevant to the review process.
- Review section Standard Operating Procedures to establish and/or refresh knowledge of section guidelines.
- Collect, maintain, and/or distribute any material that would be beneficial for conducting reviews. (e.g. information communicated during section meetings, emails, etc.)
- Review all worksheets used for casework.
- Review DUI Guidelines.
- Analyze defect-tracking/dashboard data and discuss top 5 defects and any trends.