

Monitoring and improving client care

PURPOSE OF THE QUALITY IMPROVEMENT COMMITTEE

- 1. To provide internal oversight:** The Quality Improvement Committee (QIC) through monitors the programs and services provided by the Mental Health Plan (MPH) providers. The QIC acts to assist in the department's compliance with State, Federal, and department rules and regulations. The essential focus of the oversight is to ensure that client care is competent and according to the client's rights and best interest.
- 2. Advisory to the Director:** The QIC acts as an advisory committee for the County Mental Health Director assisting the Director in establishing Policy and Procedures and addressing areas needing improvement.
- 3. Subcommittee:** The QI/QM Quality Improvement/Quality Management subcommittee is an ongoing workgroup establishing annual goals and objectives designed to provide management information and improved client care.

We Value Your Feedback

Please let us know how we are doing

<https://www.surveymonkey.com/r/KF28CXG>



For additional information call Quality Assessment and Program Improvement
707-472-2360

Quality Improvement Committee

July 26, 2018 – Fort Bragg Hospitality Center

Teleconferenced to Ukiah Manzanita Services

September 27, 2018

Point Arena Action Network

November 29, 2018– The Arbor Youth Center Teleconference to Laytonville

Family Resource Center

January 31, 2019 –Consolidated Tribal Health Project Teleconferenced to

Manzanita Services, Willits

March 28, 2019–Covelo Yuki Trails & Fort Bragg Hospitality Center

May 30, 2019 12-2 p.m.*

Ukiah Manzanita teleconferenced to TBD

3:30 PM until 5:30 PM unless noted

Speak Against Silence

**North Bay Suicide Prevention Hotline
1-855-587-6373**

Mendocino County Mental Health Plan (MHP) offers free language and interpreter assistance, American Sign Language and California Relay Services (TTY/TDD) for beneficiaries requesting or accessing services. These services may be requested at any MHP provider site or by calling 1-800-555-5906

Please see the receptionist or call 1-800-555-5906 if you would like a brochure in a different format, translated in your preferred language.

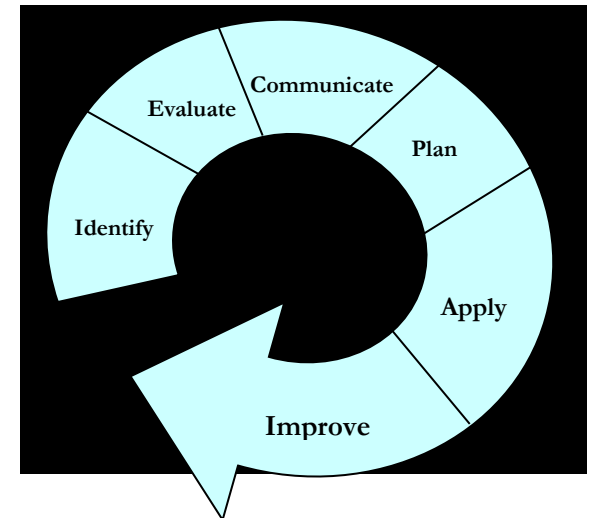
Brochures are available online at

<http://www.co.mendocino.ca.us/hhsa/mentalhealth.htm>.

Brochures are available in English, Spanish, large print, and audio.

MENDOCINO COUNTY MENTAL HEALTH QUALITY IMPROVEMENT COMMITTEE

Improving The Quality of Care



Consumers are welcome and encouraged to attend these meetings.

**Mental Health Plan
24 hour Access Line
1-800-555-5906 (Toll Free)**

Sí Usted Habla Español. Esta información está disponible en español, por favor vea la recepcionista o llame 1-800-555-5906

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WHAT IS THE QUALITY IMPROVEMENT COMMITTEE (QIC)?

MISSION AND DUTIES OF QIC

The overall mission of the Quality Improvement Committee is to provide a process of continuous improvement in the quality of services provided by Behavioral Health and Recovery Services Mental Health Plan (MHP).

QUALITY ASSESSMENT & PROGRAM IMPROVEMENT MEETINGS

Quality Improvement Committee shall provide oversight of the Quality Assessment and Program Improvement (QAPI) activities and makes recommendations and supports the decisions regarding the Mental Health Department's policies and procedures.

Quality Improvement / Quality Management Work Group (QI/QM) provides quality assessment and performance improvement review across the MHP. This subcommittee of QIC is tasked with reviewing client satisfaction, the Access Line, policies and procedures, survey outcomes, and other processes that inform universal quality improvement of the MHP.

Cultural Diversity Committee (CDC) Shall provide oversight of cultural competency and linguistic services provided by the

MHP providers. The CDC monitors, reviews, evaluates, and makes policy recommendations to develop strategies to address disparities. The CDC notifies MHP providers and community partners of available trainings, workshops, and cultural events to increase knowledge and raise awareness about cultural diversity issues.

Administrative Care Coordination is an integrated system review by the MHP and contract providers. The Care Coordination meeting reviews and evaluates system networking and navigation for beneficiaries, addressing problem areas and identifying opportunities for improvement.

Utilization Management Committee (UM) The Utilization Management Committee reviews that authorization decision standards are being met and that there is consistency in the authorization process. The committee assures that beneficiaries have appropriate access to services, evaluates the medical necessity, accessibility of services, appropriateness and efficiency of services, and assess the capacity of service delivery.

DUTIES OF QIC

1. Recommend Policy decisions.
2. Review the Problem Resolution Processes including Grievances, Appeals, State Fair Hearings, and Requests for Second Opinions.
3. Monitor accessibility of Mental Health Plan Services including the Access Line, timeliness to services, access to afterhours

care, and the capacity of the Mental Health Plan.

4. Collect and analyze data on beneficiary satisfaction. Incorporating consumer and family member suggestions and recommendations for improvement.
5. Collect and analyze data on in-patient hospitalization, specialty mental health utilization, service capacity trends, verification of services, and outcome measurements.
6. Monitor cultural and linguistic responsiveness of specialty mental health services.
7. Monitor continuity of care and coordination of care with physical health and other correlated service systems.
8. Monitor meaningful clinical issues affecting beneficiaries including safety, treatment effectiveness, and best practices.
9. Utilize the system data analysis to develop Performance Improvement Projects and implement other needed quality improvement actions.
10. Ensure follow up on the effectiveness of quality improvement processes.
11. Develop an Annual Quality Improvement Work Plan.
12. Review and evaluate the results of Quality Improvement activities and report them in the Annual Quality Improvement Work Plan annually.
13. Document QIC committee meeting minutes including decisions and actions taken.