Mendocino County Behavioral Health & Recovery Services

Mental Health Plan

QUALITY ASSESSMENT & PERFORMANCE IMPROVEMENT

Improving the Quality of Care



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

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

DUTIES OF QUALITY ASSESSMENT & PERFORMANCE IMPROVEMENT UNIT

1. Recommend Policy and system improvements.
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 network adequacy and capacity of the Mental Health Plan.
4. Collect and analyze data on beneficiary satisfaction. Incorporate consumer and family member suggestions and recommendations for improvement.
5. Collect and analyze data on inpatient hospitalization, specialty mental health utilization, over or underutilization, 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.

PURPOSE OF THE QUALITY IMPROVEMENT COMMITTEE

1. **To provide insight and feedback:** The Quality Improvement Committee (QIC) reviews data from programs and services provided by the Mental Health Plan (MPH) providers, evaluates the impacts of quality improvement activities, and assesses consumer satisfaction. The QIC provides feedback on the quality of specialty mental health services provided to beneficiaries.

2. **Advisory to the Director:** The QIC acts as an advisory body for the Behavioral Health & Recovery Services (BHRS) Quality Assessment & Performance Improvement (QAPI) Unit and BHRS Director advising and making recommendations for policy and system improvements.

3. **Subcommittee:** The Quality Improvement/Quality Management (QI/QM) subcommittee is an ongoing workgroup reviewing service data and establishing annual goals and objectives designed to provide meaningful improvement in clinical care and beneficiary services.

Quality Improvement Committee Meetings

Meetings are held once per quarter. Times and locations vary and include virtual attendance options to broaden access for stakeholders. The current calendar available on the Mendocino County Behavioral Health Website at:

https://www.mendocinocounty.org/government/health-and-human-services-agency/mental-health-services/quality-assurance-quality-improvement

Consumers are welcome and encouraged to attend these meetings.

MISSION AND DUTIES OF QAPI & QIC

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

QUALITY ASSESSMENT & PERFORMANCE IMPROVEMENT MEETINGS

Quality Improvement Committee (QIC) shall provide oversight of the Quality Assessment and Program Improvement (QAPI) activities, make recommendations, and inform decisions regarding BHRS policies system improvements.

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 monitors the cultural responsiveness and linguistic appropriateness of services provided by the MHP providers. The CDC collects and reports data on services, provides training, and allows opportunities for stakeholder feedback on the cultural responsiveness, equity, and inclusion of BHRS services.

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

Utilization Management Committee (UM) works to ensure beneficiaries have appropriate access to medically necessary specialty mental health services that are accessible, appropriate, and efficient, and that authorization decision standards are met and consistent. UM reviews

data on services to identify over and underutilization, and assesses the capacity of the system of care and service providers.

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
www.mendocinocounty.org/bh-consumers
Brochures are available in English, Spanish, large print, and audio.

Mental Health Compliance Line
1-866-791-9337
Clients, employees, and contracted providers are urged to communicate suspected inappropriate activities to the Compliance Officer. Retaliation against an individual who reports potential or alleged compliance program violations in good faith is unlawful and will not be tolerated. If an individual feels they are being retaliated against for filing a compliance concern, please contact the BHRS Director and/or Compliance Officer.