



Policy Title:	Quality Improvement Council
Policy #:	01-002-0011
Effective Date:	01/ /2025
Approved by:	SCCCMH Board
Functional Area:	Administrative
Responsible Leader:	Michelle Measel-Morris
Policy Owner:	Denise Choiniere, Administrative Specialist, Quality Management
Applies to:	All SCCCMH Staff, SCCCMH Board Members, All Direct Program, and Network Providers, Contractors

Purpose: To define the timeline, responsibilities and actions needed by the Quality Improvement Council, as related to the development, implementation, and maintenance of the Quality Improvement Plan.

I. Policy Statement

It is the policy of St. Clair County Community Mental Health (SCCCMH) that a multi-disciplinary *Quality Improvement Council* (QIC) develop, implement, coordinate, and evaluate the annual organization-wide Quality Improvement Plan.

II. Standards

- A.** SCCCMH shall use quality improvement (QI) as an ongoing function to monitor, evaluate and improve the access, effectiveness, efficiency, satisfaction, quality and cost of mental health and related support services.
- B.** SCCCMH Board has approved the Quality Improvement Council (QIC) as recommended by the SCCCMH Chief Executive Officer to develop, implement, and maintain a QI Program and Plan that serves as the basis for QI activities throughout the SCCCMH System.
- C.** The SCCCMH QIC shall maintain a mission statement that is, based upon QI structures, expertise, and activities, and that aligns with the SCCCMH mission statement and helps to achieve the agency's goals.

D. QIC Membership:

1. The QIC shall include the following members:
 - a. Supports Services Director (Chair)
 - b. Medical Director (Vice-Chair)
 - c. Chief Clinical Officer
 - d. Quality Improvement Specialist
 - e. Chairs or representative of all Standing Committees:
 - (1) Employee and Community Relations
 - (2) Corporate Compliance
 - (3) Finance
 - (4) Human Resource and Development
 - (5) Safety
 - (6) Privileging and Credentialing
 - (7) Program Development
 - (8) Recipient Rights
 - (9) Systems Improvement
 - (10) Information Technology
 - (11) Facilities
 - (12) Utilization Management
 - f. Contract Management
 - g. Advocate
 - h. Committee Secretary (Non-voting)
2. Appointment of Standing Committee Chairs to the QIC shall be made by the QIC Chair. Standing Committee Chair terms will run the duration of their appointment.
3. All other appointments to the QIC are made by virtue of the position the appointee holds within the Agency.

E. Member Responsibilities: Members of the QIC agree to participate in the QIC activities listed below. Each member agrees to:

1. Serve on the QIC, recognizing designees is discouraged.
2. Take responsibility for any agenda item(s) at the QIC Meeting, as applicable. Where two (2) or more members share primary responsibilities for a Council agenda item(s), the Chair will designate one of the members as lead to coordinate work on the item(s).
3. Assign staff representatives from their supervisory purview, as applicable, to participate on quality teams/workgroups established by the QIC.

4. Identify opportunities for improvement in the systems and processes of the agency and recommend policies, standards, or administrative adjustments.
 5. Educate SCCCMH staff about the Quality Improvement Program / Plan and their responsibilities related to quality care or services.
 6. Assure that the Quality Improvement Program / Plan is maintained and supported at all times.
 7. Assist as needed in the annual evaluation of the Quality Improvement Program / Plan and provide recommendations for improving the efficiency and effectiveness of the Quality Improvement Program/Plan.
- F.** The QIC meets quarterly at the call of the Chair.
- G.** Actions of the QIC will be approved by a consensus of its members, with final authority resting with the Chief Executive Officer.
- H.** The QIC shall evaluate the overall success of the QI Plan on an annual basis (Annual Summary Report). The final report shall be reviewed with the QIC and SCCCMH Board. The QIC shall update the QI Plan as necessary throughout the year to reflect progress on quality improvement activities, as well as allowing flexibility of new goals and activities, as new issues are identified.

III. Procedures, Definitions, and Other Resources

A. Procedures

Responsibilities

Position	Responsibilities
QIC Secretary	Provide Meeting Invite, develops agenda and records meeting minutes
QIC Members	Present member updates and facilitates discussion if needed
QIC Specialist	Prepare Quality Improvement Program/Plan and the Quality Improvement Annual Report
QIC Chair	Review and present Quality Improvement Program/Plan and Quality Improvement Annual Report to SCCCMH Board

Actions

Action Number	Responsible Stakeholder	Details
1.0	QIC Chair	1. Chair the quarterly meeting. Review and approve meeting minutes. Facilitate preparation and implementation of Annual Report and annual coordination of Quality Improvement Plan. Review and implement any updates to the QI Plan throughout the year, including ongoing

Action Number	Responsible Stakeholder	Details
		updates as needed of each committee’s goals.
2.0	QIC Secretary	2. Record minutes of all meetings. All conclusions, recommendations and actions are included in the minutes. 3. Develop QIC Meeting Agenda with QIC Chair and Quality Improvement Specialist.
3.0	Quality Improvement Specialist	4. Coordinate and provide consultation and technical assistance to the QIC, QIC Standing Committees, Quality Teams, and Workgroups.

B. Related Policies

N/A

C. Definitions

1. *Quality*: A degree of excellence.
2. *Improvement*: To make or become better or more valuable.

D. Forms

N/A

E. Other Resources (i.e., training, secondary contact information, exhibits, etc.)

N/A

F. References

1. MDHHS/CMHSP Managed Specialty Supports and Services contract

IV. History

- Initial Approval Date: 06/1997
- Last Revision Date: 11/2024 BY: Denise Choiniere
- Last Reviewed Date: 01/2024 BY: Denise Choiniere
- Non-Substantive Revisions: N/A
- Key Words: Quality, Improvement, Council