

# ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

## BOARD POLICY

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### I. APPLICATION:

- SCCCMHA Board
- SCCCMHA Providers & Subcontractors
- Direct-Operated Programs
- Community Agency Contractors
- Residential Programs
- Specialized Foster Care

### II. POLICY STATEMENT:

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

### III. DEFINITIONS:

- A. Quality: A degree of excellence.
- B. Improvement: To make or become better or more valuable.

### IV. STANDARDS:

- A. SCCCMHA 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. SCCCMHA Board has approved the Quality Improvement Council (QIC) as recommended by the SCCCMHA Chief Executive Officer to develop, implement and maintain a QI Program and Plan that serves as the basis for QI activities throughout the SCCCMHA System.
- C. The SCCCMHA QIC shall maintain a mission statement that is, based upon QI structures, expertise, and activities, and that aligns with the SCCCMHA mission statement and helps to achieve the agency's goals.

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D. QIC Membership:

1. The QIC shall include the following members:

- a. Supports Services Director (Chair)
- b. Medical Director (Vice-Chair)
- c. Clinical/Program Director
- d. Quality Improvement Specialist
- e. Chairs or representative of all Standing Committees:

- (1) Community Activities
- (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
- (13) Performance Improvement Projects

- 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.

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4. Identify opportunities for improvement in the systems and processes of the agency and recommend policy / administrative procedures, standards or administrative adjustments.
5. Educate CMH 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 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 CMH 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.

V. PROCEDURES:

**QIC Chair**

1. Chairs the quarterly meeting. Reviews and approves meeting minutes. Facilitates preparation and implementation of Annual Report and annual coordination of Quality Improvement Plan. Reviews and implements any updates to the QI Plan throughout the year, including ongoing updates as needed of each committee's goals.

**QIC Secretary**

2. Records minutes of all meetings. All conclusions, recommendations and actions are included in the minutes.
3. Develops QIC Meeting Agenda with QIC Chair and Quality Improvement Specialist.

**Quality Improvement Specialist**

4. Coordinates and provides consultation and technical assistance to the QIC, QIC Standing Committees, Quality Teams, and Workgroups.

VI. REFERENCES:

- A. MDHHS/CMHSP Managed Specialty Supports and Services contract

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VII. EXHIBITS:

None available

VIII. REVISION HISTORY:

Dates issued 06/97, 04/99, 04/01, 04/03, 04/05, 04/07, 04/09, 01/12, 05/13, 05/14, 05/15, 05/16, 05/17, 05/18, 05/19, 11/19, 11/20, 2/22.