

PURPOSE OF THE QUALITY IMPROVEMENT COMMITTEE

1. To provide internal oversight. The Quality Improvement Committee (QIC) through its subcommittees monitors the programs and services provided by the Mental Health Plan (MHP) 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. Work group. The QI/QM Quality Improvement/Quality Management workgroup 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:

English: <https://forms.gle/rEFw2rkyjSbhb8eG6>

or scan code:



SCHEDULE OF MEETINGS

Quality Improvement Committee

Meetings are held on a quarterly basis on the 2nd Wednesday for 1 hour via virtual format.

Fiscal Year 2022-2023 Schedule:

September 14, 2022

December 14, 2022

March 8, 2023

June 14, 2023

Call us if you're interested in joining this committee.

Madera 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 1-888-275-9779.

Please see the receptionist or call 1-888-275-9779 if you would like a brochure in a different format, also brochures are available at:

<https://www.maderacounty.com/government/behavioral-health-services>

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

MADERA COUNTY
DEPARTMENT OF BEHAVIORAL
HEALTH SERVICES
(MCDBHS)



QUALITY IMPROVEMENT COMMITTEE

Consumers are welcome and encouraged to attend these meetings.

Improving The Quality of Care



Connie Moreno-Peraza, LCSW, Director

Access Line: (559) 673-3508

Toll Free Line: (888) 275-9779

TTY/TDD: 711

WHAT IS THE QUALITY IMPROVEMENT COMMITTEE (QIC)?

Madera County Behavioral Health Services' Quality Improvement Committee monitors service delivery with the aim of improving the processes of providing care and better meeting beneficiaries' needs.

The Quality Manager oversees the Quality Improvement Committee (QIC). The Quality Improvement Committee is comprised of Behavioral Health Leadership Team, Madera BHS staff, providers, and beneficiaries. The Committee meets quarterly and is informed by the Quality Improvement division.

QIC activities include collecting and analyzing data to measure against the goals or prioritized areas of improvement that have been identified; identifying opportunities for improvement and deciding which opportunities to pursue; identifying relevant committees to ensure appropriate exchange of information with the QIC; obtaining input from providers, beneficiaries, and family members in identifying barriers to delivery of clinical care and administrative services; designing and implementing interventions for improving performance; measuring effectiveness of the interventions; incorporating successful interventions into the operations of behavioral health services; and reviewing beneficiary grievances, appeals,

expedited appeals, fair hearings, expedited fair hearings, provider appeals, and clinical records review.

The QIC also reviews timeliness of services, client satisfaction, penetration and retention rates, service accessibility, and other service trends.

In addition, the QIC works in collaboration with the Cultural Competence Team and Behavioral Health Division managers to monitor and improve the quality of offered trainings and education for its workforce, inclusive of promoting greater cultural diversity, humility, and competency. As a result of the monitoring activities described above, the QIC recommends policy decisions, reviews, and evaluates the results of quality improvement activities including performance improvement projects, institutes needed quality improvement actions, ensures follow-up of QI processes, and documents QIC meeting minutes regarding decisions and actions taken.

The QIC works to ensure that the quality and appropriateness of care delivered to consumers meets or exceeds local, State, and Federal service standards.

The QIC's objective is to:

- Foster hope, wellbeing, resilience, and recovery
- Reduce disparities
- Promote consumer and family involvement
- Enhance cultural competency
- Integrate the treatment of mental health and substance use disorders with physical healthcare

The goals of Quality Improvement Committee are to perform program development and coordination of work to implement and maintain a quality management program that effectively measures, assesses, and continuously improves the access to services, quality of care and services provided to the County's mental health consumers. The Quality Manager is responsible for chairing and facilitating Quality Improvement Committee (QIC) meetings and ensuring members receive timely and relevant information.

Mental health is an essential part of our overall health. We are the strongest when we join **together for Mental Health** to advocate for resources, support, and access to quality care..