Department of Services for Children Youth and Their Farmilies
State of Delaware

PBHS ADM 011	Quality Management Committee Policy		
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I. PURPOSE

The purpose of the Quality Management Committee (QMC) is to engage in activities which support the Division's goals of providing safe and effective prevention, early intervention, assessment and treatment services. The committee also reviews information related to service outcome including consumer satisfaction. The QMC works closely with the DPBHS Quality Improvement unit (QIU).

II. COMMITTEE MEMBERSHIP

The Division Director will appoint the QMC chairperson and committee members. QMC will have representation from Specialized Services, Clinical Services Management, PBHS Direct Services programs, Network Administration, Data Unit, and the Quality Improvement Unit. PBHS Psychiatrist will attend meetings on an as needed basis. Additional stakeholders will be invited to participate as appropriate.

III. POLICY STATEMENT

The QMC will:

- Develop an annual QMC plan
- Review the results of DPBHS program monitorings

- Receive updates from QIU regarding the status of active performance improvement plans
- Receive periodic updates from QIU regarding aggregate reports and patterns of critical incidents and provide recommendations for follow-up
- Propose revised performance measures related to safety and quality of services provided by DPHBS
- Review specific incidents at the request of the QIU; provide recommendations to the Director's group for any immediate action steps.
- Recive update for the QIU regarding aggregate data on appeals and complaints received by DPHBS;
- Annual review of quality assurance indicators with data for each DPBHS unit/section.
- Review aggregate consumer satisfaction data and provide recommendations to Network Administration and Data Management Unit
- The QMC will participate in the annual review of standards for accreditation and review plans to address performance deficiencies.

As a result of the above functions, the Quality Management Committee:

- Initiates appropriate continuous improvement related to safety and quality of services, and
- Refers major performance improvement comments related to safety and quality of services to the Quality Improvement Unit, and
- Makes recommendations to Division leadership as appropriate.