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 a PBHS Psychiatrist, Prevention, Specialized Services (YRS facilities psychologists, K-5 early intervention, CAS, and CPR), Clinical Services Management, PBHS Direct Services programs, and the Administrative Unit (Program Administration, Data Unit, Quality Improvement Unit, and the Billing Unit). Additional stakeholders will be invited to participate as appropriate. The Division Director will appoint additional members to the committee as deemed beneficial.

III. POLICY STATEMENT

The QMC will:

- 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 DPBHS
- Review specific incidents at the request of the QIU; provide recommendations to the Director’s group for any immediate action steps.
- Receive update for the QIU regarding aggregate data on appeals and complaints received by DPBHS;
- 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

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.