



Division of Prevention and Behavioral Health Services
 Department of Services for Children Youth and Their Families
 State of Delaware

PBHS ADM 011	Quality Management Committee Policy		
Authored by:	Quality Management Committee	Title:	
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Signature:	<i>Susan Cycyk 3/1/16</i>	Date Adopted: 1/23/08	
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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 outcomes 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 (PBHS staff in YRS facilities, K-5 early intervention and CAS), Clinical Services Management, PBHS Direct Services programs, Administrative Services Unit (Program Administration, Data Unit, and the Billing Unit), Intake/Acute Care Unit, and the Quality Improvement 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
- Propose and periodically monitor Division outcome measures
- Review specific incidents at the request of the QIU; provide recommendations to the Division's Leadership Team for any immediate action steps.
- Receive an annual update from 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 the Program Administration Unit and the 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.