

## **Quality Management Plan Fiscal Years 2023-2024**

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# Quality Management Plan

## Introduction

The Quality Management (QM) department is one of eight departments at Border Region Behavioral Health Center (BRBHC). BRBHC's operations are organized into divisions as an authority and provider of Mental Health (MH), Intellectual Developmental Disabilities (IDD) Services, and Substance Use Disorders (SUD). The authority assures required services are provided through a network of internal and external providers. The QM Department operates in the Authority branch under the supervision of the Executive Director.

The Quality Management Plan is driven by, and supports, the vision and mission of BRBHC. BRBHC's vision emphasizes a healthy community by assisting individuals attain their highest level of self-sufficiency and independence by providing behavioral health and intellectual developmental disability services. BRBHC's mission is to provide services that improve the quality of life of those we serve by promoting hope, building resilience, and fostering recovery.

The QM Department is responsible for the development, implementation, monitoring and evaluation of the Quality Management Plan. The Quality Management plan will measure and assess the performance of all care and services provided by or contracted by BRBHC. The goal is to use all available resources to achieve optimal outcomes with continuous improvements in quality and a high standard of practice in the community.

The QM department uses quality management processes in our oversight of contracted mental health service providers. The processes include tracking critical outcomes and performance measures regarding the effectiveness of services.

The QM department promotes the following values:

- Person-centered – the individual will be at the core of all plans and services.
- Respect – individuals, families, providers and staff are treated with respect.
- Independence – the individual's personal and economic independence will be promoted.
- Choice – individuals will have options for services and supports.
- Self-determination – individuals will direct their own lives.
- Living well – the individual's services and supports will promote health and well-being.
- Contributing to the community – individuals are able to work, volunteer, and participate in local communities.
- Cultural competencies – individuals are able to interact effectively with

- people of different cultures.
- Flexibility – individual needs will guide our actions.
- Effective and efficient – individual’s needs will be met in a timely and cost effective way.
- Collaboration – partnerships with families, communities, providers, and other federal, state and local organizations result in better services

## **PURPOSE**

The purpose of the quality management plan is:

- Guide the activities of the QM Department.
- Establish processes for assessing the quality of services.
- Identify the standards against which performance is measured.
- Establish a cohesive and focused work plan that directs time, effort, and resources.
- Communicate and coordinate significant changes in its behavioral health contract monitoring procedures with providers of services and administrative units of the agency.

## **INFRASTRUCTURE**

The QM Department works with internal and external providers to ensure their quality management activities include addressing issues identified in the domains listed in the Quality Management Work Plan (see Attachment I- QM work plan for review details). QM will assess providers for quality of services, rule, and contract compliance. QM issues findings and obtains contractor remedies such as corrective action plans and plans of improvement. QM provides technical assistance and facilitates root cause analysis. QM refers issues to Behavioral Health management and Contract Management for contract action, the Medical Director for consultation, and BH Program Services for policy development and clarification.

## **RESPONSIBILITIES**

The QM department monitors and evaluates the quality of consumer services provided by the contractors. The main functions of the QM department are:

- Ensuring contractor compliance with rules and contracts
- Reviewing and analyzing contractor data
- Conducting desk and on-site reviews
- Analyzing and evaluating the data captured through reviews
- Preparing reports of findings as well as plans of improvements
- Working with contractors to implement the changes
- Providing technical assistance and training

- Developing quarterly quality improvement reports and facilitating meetings

The QM Department is also responsible for the development of policies and procedures related to quality management.

## QM COMMITTEE

Membership will be assigned by the Quality Management Director and/or Executive Director. The members assigned are as follows:

- Executive Director
- Adult Behavioral Health Director
- Child, Adolescent, and Parent Services Program Director
- Intellectual Developmental Disabilities Program Director
- Utilization Management Manager
- Medical Director
- Consumer Rights Officer
- Chief Financial Officer
- Quality Management Director
- 1115 Waiver Director
- Director of Nursing
- Risk Management Officer
- Human Resources Director
- Casa Amistad Unit Manager
- CCBHC Grant Manager
- Substance Use Disorder Program Director
- Primary Care Unit Director

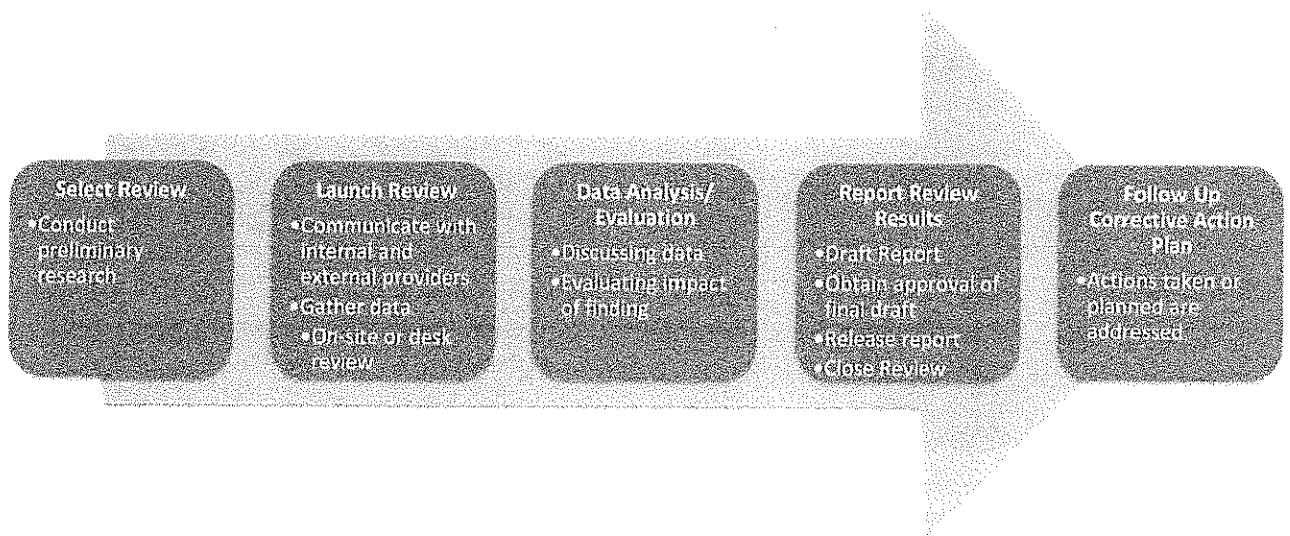
The committee will meet a minimum of quarterly with an agenda that includes reports and data from each of its program areas as well as pertinent reports and data from the Center's standing committees. Please refer to Attachment II- BRBHC QM Committee Structure for more information.

## QM REVIEW PLAN

The BRBHC's QM department conducts desk and on-site reviews, surveys, and audits, as well as providing technical assistance training on site/ via teleconference and conducting root cause analysis. Once reviews/surveys/audits/RCA are completed, they are presented to the Program Managers, Directors of each applicable Division, and Clinical Supervisors for further input. Communication cycles are established and communication with the QM Program occurs via meetings and email. The QM Program will require plans of improvement for reviews that are substandard or score below 95%. The plans of improvement will address training needs, technical assistance and necessary follow up to correct any problem or deficit areas. If an external audit requires a plan of improvement, the QM Program will review the plan for content so that all deficit

areas are addressed adequately. The QM Program also monitors timely submission of all plans of improvement. (see Attachment I- QM Work Plan for review details)

All data is analyzed and reported with the following workflow:



The Border Region Behavioral Health Center’s quality management plan is intended to be a functional and dynamic document that evolves over time. Its effectiveness will be demonstrated by documented improvement in consumer outcomes and by documented improvement in the care and services provided by BRBHC. The quality management plan will be reviewed annually during the fourth quarter of the current fiscal year, to determine which area(s) will be revised as dictated by identified needs. At a minimum, it is expected that the plan will be revised to reflect changes in quality indicators and changes that may have occurred in the QM Department during the past year. At that time, QM will evaluate whether the QM process and structure has been effective and whether improvement in quality has been demonstrated within Border Region Behavioral Health Center.

M. Flores

Quality Management Director

09.29.23

Date

[Signature]

Executive Director

9/29/23

Date

Roberto Nela

Board Chairman

9/29/23

Date