



# THE QUALITY IMPROVEMENT COMMITTEE (QIC)

DEPARTMENT OF HEALTH SERVICES, BEHAVIORAL HEALTH DIVISION



# PRESENTATION OVERVIEW

## QIC Requirements

- Purpose
- Responsibilities
- Activities
- Membership

## Quality Improvement and Performance Management

- Definitions
- Key Questions
- Guiding Principles and Process
- QI Tools
- Developing Metrics



# QIC REQUIREMENTS

PURPOSE, RESPONSIBILITIES, ACTIVITIES, AND MEMBERSHIP



# PURPOSE OF QIC

- As a Mental Health Plan, Sonoma County Behavioral Health Division is required by federal regulation and state contract to maintain a Quality Improvement Committee (QIC) that is required to:
  - Monitor the service delivery system with the goal of:
    - Improving processes
    - Providing care
    - Better meeting the needs of beneficiaries



## QIC RESPONSIBILITIES

The QIC is responsible for the following tasks:

- Review the quality of specialty mental health and substance use disorder services provided to beneficiaries
- Make recommendations on policy decisions
- Review and evaluate results of QI activities
- Plan, design, and/or implement QI activities as needed to improve quality of services
- Ensure follow-up of QI processes

# QI ACTIVITIES

## QI Activities of QIC include the following:

- Collecting and analyzing data to measure against QI goals or prioritized areas of improvement
- Identifying opportunities for improvement and deciding which opportunities to pursue
- 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 interventions
- Incorporating successful interventions into Behavioral Health operations as appropriate

## QIC MEMBERSHIP

The membership of QIC represents a variety of groups including:

- Behavioral Health Leadership, Managers, and Supervisors
- Quality Management Staff
- Clinical and Administrative Staff
- Clients/Consumers and Family Members
- Patients Rights Advocates
- Contracted Community Providers
- Community Health Organizations



# QUALITY IMPROVEMENT AND PERFORMANCE MANAGEMENT

HOW DO WE CONTINUE TO IMPROVE OUR SERVICES?





## DEFINITIONS

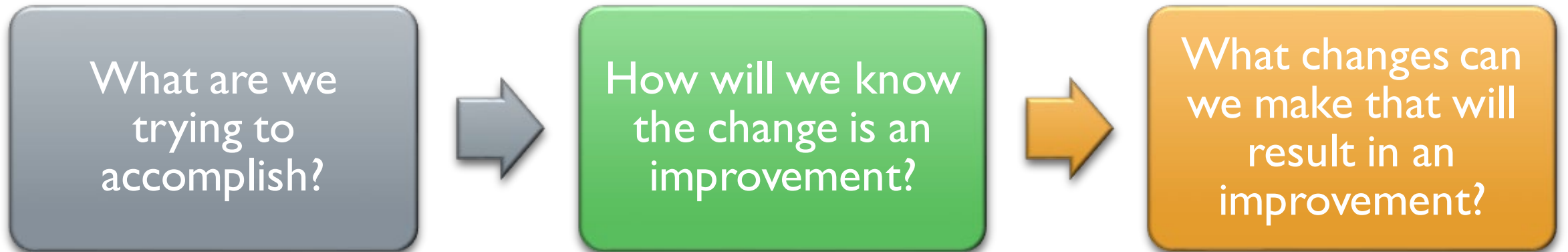
### Quality Improvement (QI)

- The use of a deliberate and defined improvement process and the continuous and ongoing effort to achieve measurable improvements in the efficiency, effectiveness, performance, accountability, outcomes, and other indicators of quality that improve the health of the community

### Performance Management

- Use of data for decision-making, by setting objectives, measuring and reporting progress toward those objectives, and engaging in quality improvement activities when desired progress toward those objectives is not being made

## KEY QUESTIONS IN QI



## GUIDING PRINCIPLES OF QI

Develop a strong client focus

Continually improve all processes

Involve stakeholders

Mobilize both data and team knowledge to improve decision making

- Where do we want to be?

- How will we know?

Results & Standards

Measurement

Quality Improvement

Monitoring & Communicating Progress

- How will we improve?

- How well are we doing?





# QI PROJECT DEVELOPMENT PROCESS

METRICS-BASED PERFORMANCE MANAGEMENT SYSTEM



## THREE COMPONENTS

### Current State

- Establishes the right now regarding key system priorities

### Desired State

- Establishes clear targets for those priorities

### Evidence-Based Performance Measures

- Establishes measurable outcomes to bridge the gaps between the current and desired states

# THE “SMART” TEST

## Specific

State what you'll do

Use action words

## Measurable

Provide a way to evaluate

Use metrics or data targets

## Attainable

Within your scope

List the tasks you will need to complete

## Relevant

Why is this goal important?

Improves the system in some way

## Time-Bound

State when you'll get it done

Be specific on date or timeframe

# COMMON AREAS MEASURED BY QI METRICS

## Access

Number of Clients Served

Penetration Rates

Language Resources

## Timeliness

Requests for Service

Post-Hospital Visits

Service Frequency

## Quality

Client Satisfaction

System Design

Service Model Fidelity

## Outcomes

Clinical Improvement

Functional Improvement

Time/Costs Saved





# QUALITY IMPROVEMENT TOOLS

ASSESS A SITUATION, MAKE A DECISION, PLAN A PROJECT



# TOOLS TO HELP ASSESS A SITUATION

- Check Sheet
- Control Chart
- Data and Sources
- Fishbone Diagram
- Force Field Analysis
- Interrelationship Digraph
- Lean
- Logic Model
- Kaizen
- Pareto Chart
- Quality Planning
- Radar Chart
- Run Chart
- Scatter Plot
- Social/Organizational Network Analysis
- SWOT Diagram
- Tree Diagram

# TOOLS TO HELP MAKE A DECISION

- Affinity Diagram
- Aim Statement
- Brainstorming
- Data and Sources
- Flowchart
- Focused Conversation
- Interrelationship Digraph
- Multivoting
- Prioritization Matrix
- Quality Planning



# TOOLS TO HELP PLAN A PROJECT

- Action Plan
- Charter for QI Projects
- Data and Sources
- Gantt Chart
- Lean
- Kaizen
- SMART Objectives
- PDSA: Plan-Do-Study-Act
- Project Management Tools
- Quality Planning
- Radar Chart
- Run Chart
- Smart Chart
- Social/Organization Network Analysis