

The slide features a background of hands clasped together in a circle, symbolizing support and teamwork. A decorative arc in the top right corner consists of blue, green, and orange segments. The text is centered and overlaid on the hands.

# Alliance

BEHAVIORAL HEALTHCARE

## Introduction to Quality Management

# Training Goals

**By the end of this training, you will:**

- Understand the components of Quality Management
- Know why Quality Management is important
- Be introduced to Quality Management Plans
- Have a basic understanding of Quality Assurance Activities and Quality Improvement Projects
- Be aware of what Alliance contractually requires of you in regards to Quality Management

# Quality Management: What Is It?

## Quality Assurance (QA)

- QA involves ongoing activities that ensure compliance with rules, regulations, and requirements.
- Examples: Internal audits or reviews, performance measurement, monitoring, consumer satisfaction surveys.

# Quality Management: What Is It?

## Quality Improvement (QI)

QI involves continuously monitoring, analyzing, and improving of systems and procedures throughout the agency, i.e.,

**“Continuous Quality Improvement (CQI)”**

# Quality Management: Why?

## QM Focuses on Quality Care for Consumers

- Evaluates evidence-based practices
- Ensures equal/easy access to services
- Maintains client rights
- Obtains consumer feedback
- Aligns agency policies and procedures with Federal, State, contract and accreditation expectations

# Quality Management: Why?

## QM Focuses on Agency Viability

- Risk management
- Data provides outcomes measures to gauge success
- Constant data analysis results in higher-quality services, making the agency more valuable in and to the market
- Allows for forward thinking and space to grow

# Quality Management: Who?

**Specific people will have defined roles in QM:**

- Staff
- Departments
- Stakeholder groups
- Internal Committees
- QM Department
- Board of Directors

However...

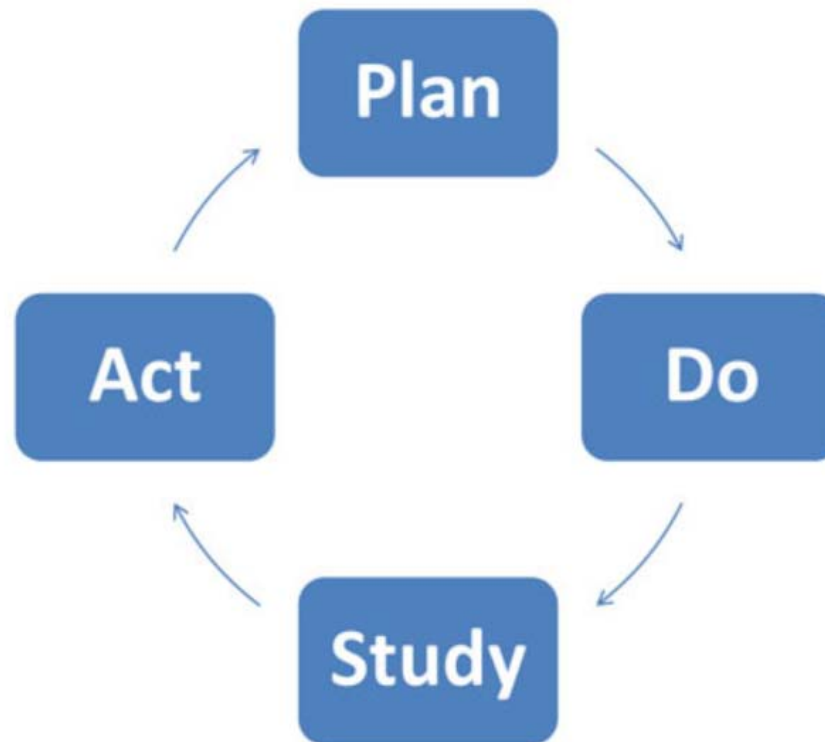
# Quality Management: Who?

**Quality Management is the job of the entire agency.**



# Quality Management: How?

## Identify and Utilize a Quality Model



# Quality Management: How?

## Identify and Utilize Quality Model

- **Plan:** how you plan to accomplish your goals
- **Do:** implement procedures for reaching goals
- **Study:** use data to determine effectiveness
- **Act:** modify procedures as needed to reach goals more effectively

\*Repeat as needed

# Quality Management: How?

## Role of Quality Management:

**Quality Review:** QM is not an audit. QM is a review process that is collaborative and seeks process improvement.

**Focus on System Issues:** QM does not assess the performance of individual staff. Reviews are conducted by unit or site. Samples are typically pulled randomly, which means there is no bias in the selection of the sample.

# Quality Management: How?

## Develop a Quality Management Plan

- Describe your business (similar to a business plan)
  - Who you are
  - What you do and for whom
  - Where you are
  - Mission and goals
  - Accreditation
- Describe your QM organization and processes
- Evaluate your performance and identify problems
- List your Quality Management goals and projects

# Quality Management: How?

## Start Quality Assurance Activities

- Develop data and reports on performance
- Establish performance standards
- Regularly analyze procedures and services
- Identify “red flags” indicating problems
- Modify policies and procedures, train staff
- Keep analyzing procedures and services

# Quality Management: How?

## Identify Quality Improvement Projects (QIPs)

- QIPs are research studies designed to address identified problems that impact performance.
- QIPs are selected based on data showing a performance problem:
  - Performance measures
  - Record Reviews
  - Claims reviews
  - Consumer feedback/surveys
  - Incidents
  - Complaints/Grievances
  - NC-TOPPS

# Quality Management: How?

## Quality Improvement Projects (QIPs)

A QIP involves:

- **Benchmarking:** Gathering and analyzing data to set the standard for improvement
- **Intervention:** Developing and implementing a solution
- **Analysis:** Determine the effectiveness of the intervention
- **Modification:** Changing or adding interventions until the problem is solved
- **Re-analysis:** Assuring that the problem remains solved

# Quality Management: How?

## QIPs Should Use the SMART Outline

- **Specific:** What are you doing and for whom?
- **Measurable:** How will you measure success?
- **Attainable:** Can you achieve your goal within the timeframe with your resources?
- **Relevant:** Will the goal lead to projected results?
- **Time:** How long will it take?



# Quality Management: How?

## What a QIP Is NOT:

**Program Evaluation:** A QIP is not an analysis of all aspects of a program. A QIP should be testing a limited number of interventions to improve performance.

**Supervisor Replacement:** Projects are not designed to duplicate work of supervisor. The focus is on system issues and overall trends.

**Constant Change:** QIPs do not constantly change goals, outcomes, variables. In order to determine the impact of a solution, the goals, outcomes, and most variables remain relatively constant.

# Quality Management: How?

## Examples of QIPs

- Improve the submission of state-required data, for example, NC-TOPPS, IRIS
- Improve Person-Centered Plans (PCPs)
- Reduce denials of authorization requests or claims
- Improve response time to consumer calls

# Quality Management: How Often?

## Quality Management Is “Continuous”

- Quality Management Plan: Updated annually
- Quality Assurance Activities: Done continuously
- Quality Improvement Projects: Yearly with routine evaluations

# QM Items Alliance Requires of You

- **QM Plan:** Determine your QM process and goals
- **QIPs:** Conduct at least three per year
- **Quarterly Reports:** Routinely assess QM activities
- **Annual Report:** Evaluate/update your QM program
- **Incident Reporting:** Meet state-designated timeframes
- **NC-TOPPS:** Meet state-designated timeframes
- **Provider/Consumer Surveys:** Participate as required

# Other QM Requirements

**You may have other QM Requirements from:**

- Accreditation programs – CARF, JCAHO
- Other payers
- Licensing Boards

# Checklist

- Determine your QM requirements
- Evaluate your current QM Program
- Develop/update your QM Program
- Initiate Quality Assurance activities
- Identify Quality Improvement Projects

...and repeat!

# Attestation and Evaluation

- Please click on the link below to evaluate our training and to allow us to track who has participated.
- Please be sure to click “Submit” upon completion.

[Attestation and Evaluation](#)