

Great Rivers Behavioral Health Administrative Services Organization

Policy Title: Identifying Service Trends	Policy No. 8000.01
Category: Quality Management	Date Adopted: 02/14/2020 Date Revised: 04/28/2021 Date Reviewed: 06/28/2021
Reference: Washington Administrative Code Washington State Health Care Authority (HCA) Contract with Great Rivers Behavioral Health Administrative Services Organization	

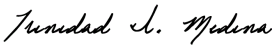
POLICY:

- 1.1. Great Rivers Behavioral Health Administrative Services Organization (Great Rivers BH-ASO) shall identify service trends and address gaps or sub-standard performance in service delivery process and outcomes.

PROCEDURE:

- 2.1. Great Rivers BH-ASO shall adopt and annually update a Quality Management Plan, encompassing goals, objectives, and activities related to both quality assurance and quality improvement. The Plan shall include mechanisms for identifying service trends and gaps. Great Rivers BH-ASO Quality Management and Information Services staff will collaborate on the development and use of Great Rivers BH-ASO Management Information System-generated reports that will provide reliable and accurate service data for analysis. The Quality Management Committee (QMC) shall review data quarterly, or as determined by the Plan, and shall report findings to the Advisory and Governing Boards. Examples of trends to monitor may include:
 - 2.1.1. Crisis System data from the Crisis Hotline, Mobile Crisis Teams (MCTs), and Designated Crisis Responders (DCRs);
 - 2.1.2. Amount of service by levels of care, to monitor for over- and under-utilization;
 - 2.1.3. Number of days from hospital discharge to community-based services; and
 - 2.1.4. Timeliness of access to services.
- 2.2. Annual contractor and quality reviews and audits shall also monitor for trends and gaps in services and whether the contractor is failing to meet contract requirements for performance, utilization, and management of administrative and/or clinical services.
- 2.3. Great Rivers BH-ASO's staff will review management reports with providers at the scheduled provider network meetings. Trends and service gaps for individual BHAs shall be identified and addressed.

PROCEDURE SIGNATURE

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6/29/2021

Trinidad Medina,
Chief Executive Director

Date