

# Great Rivers Behavioral Health Administrative Services Organization

Policy Title:	<b>Performance Improvement Program</b>	Policy No. <b>8002.00</b>
Category:	Quality Management	Date Adopted: 02/14/2020 Date Revised:
Reference:	Washington State Health Care Authority (HCA) Contract with Great Rivers Behavioral Health Administrative Services Organization General	

## **POLICY:**

- 1.1. Great Rivers Behavioral Health Administrative Services Organization (Great Rivers BH-ASO) shall comply with the requirements of the Washington State Health Care Authority (HCA) Contract.
- 1.2. Great Rivers BH-ASO shall maintain an ongoing quality assessment and performance improvement program to ensure the on-going practice of evaluating, monitoring, and improving the services delivered throughout the Region.
- 1.3. Great Rivers BH-ASO will ensure its Quality Management (QM) program addresses General Fund State/Federal Block Grant (GFS/FBG) requirements according to the contract with HCA. Great Rivers BH-ASO will stay current with all GFS/FBG requirements.
- 1.4. Great Rivers BH-ASO will ensure that its QM program addresses Crisis Service Performance Measures according to the contract with HCA.
- 1.5. Great Rivers BH-ASO will participate in reviews of its quality assessment and performance improvement program done by the State.
- 1.6. Great Rivers BH-ASO shall have in effect a process for its own annual evaluation of its quality assessment and performance improvement program as described in its Quality Management Plan.
- 1.7. Great Rivers BH-ASO will have a Critical Incident Reporting System that is consistent with all applicable laws. Great Rivers BH-ASO will maintain policies and procedures for the Critical Incident Reporting system that identifies incident type, reporting protocols, and oversight responsibilities.
- 1.8. Great Rivers BH-ASO will adopt behavioral health practice guidelines known to be effective in improving outcomes. Great Rivers BH-ASO will maintain policies and procedures for practice guidelines in the clinical policy section. Practice guidelines will be evaluated during contract compliance audits and analyzed annually in Great Rivers BH-ASO's annual program evaluation.

## **PROCEDURE:**

- 2.1. Great Rivers BH-ASO maintains an active quality management process. A description of its structure, components, and ongoing monitoring is maintained in the Great Rivers BH-ASO's Quality Management Plan. The Quality Management Committee, the Great Rivers BH-ASO's Advisory Board, and the Great Rivers BH-ASO's Governing Board review the Plan at least annually.
- 2.2. Great Rivers BH-ASO's Quality Management program has representation from the Governing Board, Advisory Board, client and family advocates, behavioral health providers, allied providers, Chief Executive Director, Chief Clinical Officer, Finance Manager, and IT/IS Administrator.
- 2.3. Great Rivers BH-ASO's multifaceted quality management process is responsive to problems identified through its ongoing monitoring of data, Ombuds reporting (including quarterly data on grievances), and by yearly Clinical Reviews and Contract Monitoring of each provider. At the end of each year the QMC identifies quality improvements that have been made in the previous

calendar year, whether in response to a problem or simply to enhance ongoing services, clinical practice, behavioral health outcomes, and enrollee satisfaction.

- 2.4. Great Rivers BH-ASO submits all contract-specified performance data to the State in a timely manner and reviews the outcomes of these studies in its Quality Management Committee. These have included outcomes related to penetration rates, average service hours to enrollee, perceptions of quality, hospital recidivism and follow up, client outcomes, and expenditures.
- 2.5. Great Rivers BH-ASO uses benchmarks established by the State, other established creditable sources, or, in some cases, its own criteria to monitor for improvement.
- 2.6. Great Rivers BH-ASO has policies and procedures in place to detect both underutilization and overutilization of services.
- 2.7. Great Rivers BH-ASO has the following mechanisms to assess the quality and appropriateness of care furnished to enrollees:
  - 2.7.1. Great Rivers BH-ASO conducts annual client satisfaction surveys.
  - 2.7.2. Great Rivers BH-ASO's QMC reviews all grievance data quarterly to identify any trends suggesting problems in the quality and appropriateness of services. Great Rivers BH-ASO will use this as one means of identifying needed performance improvements.
  - 2.7.3. The Great Rivers BH-ASO Utilization and Care Management Manager conducts ongoing concurrent and retrospective reviews of intakes, authorization of services, and hospitalizations. These reviews help Great Rivers BH-ASO to monitor the quality of services and provide feedback to providers for quality improvement.
  - 2.7.4. Great Rivers BH-ASO reviews its Quality Management process and structure yearly and updates its QM Plan. Great Rivers BH-ASO also reviews its contracted providers' quality management process and minutes from their agency internal quality management meetings.

**POLICY SIGNATURE**

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*Edna J. Fund*  
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Edna J. Fund, Chair  
Great Rivers BH-ASO Governing Board

4/14/2020

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Date