



RBHA QI Committee Fact Sheet

Committee name: Adults with General Mental Health/Substance Abuse (GMHSA) committee

Description: Review QI information sources and system performance specific to general mental health/substance abuse services. The committee recommends performance improvement initiatives to the QIC, and assists with implementation of initiatives and stakeholder education. The GMHSA committee is co-chaired by a service recipient elected by the committee. Membership includes service recipient, advocacy, and PNO/CRN/QSP provider representatives, as well as any relevant Magellan staff.

Committee members:

- Internal members
 - Service recipient elected by committee (chair TBD)
 - Chief Recovery and Resiliency Officer
 - Director of Consumer Recovery Services (TBD)
 - Chief Quality Officer
 - External members:
 - Service recipients and/or family member* (three TBD)
 - Stakeholder and/or community member (two TBD)
 - PNO/CRN/QSP provider representative
- * Stipend, eligible committee member: \$35

Meeting date and time: TBD

Frequency: Quarterly

Length of Meeting: One (1) hour and 30 minutes

Required meeting materials: Agenda and minutes

Goals: What is the purpose of the GMHSA meeting?

- To review QI information sources and system performance specific to general mental health/substance abuse services.
- To make recommendation on performance improvement initiatives to the QIC.
- To assist with implementation of initiatives and stakeholder education.

Objectives: What tasks will occur to accomplish the goals?

- Review and comment on the RBHA QI program, including a description of the program and report on progress in meeting goals. Review and comment on the written provider accessibility and availability standards, conclusions, recommendations and actions taken.
- Review and comment on design and implementation of the RBHA prevention activities as applicable.
- Review and comment on any clinical practice guidelines as appropriate.
- Review service recipient satisfaction survey annual results and enrollee satisfaction activities, including satisfaction with the UM process and enrollee access.
- Review and comment on client rights and responsibilities statements and other service recipient communications, such as written information for enrollees on services and benefits.
- Review of and comment on the selection and evaluation of relevant clinical or service QIAs/QIPs/PIPs.
- Review and comment on RBHA procedures for grievances and appeals and/or frequent grievances/appeals.

Outcomes- Success will be measured by the:

- Number of recommendations on performance improvement initiatives to the QIC
- Number of initiatives implemented and the number of stakeholders educated