



RBHA QI Committee Fact Sheet

Committee name: Adults with SMI Advisory (ASA) committee

Description: Review QI information sources and system performance specific to services geared to meet the needs of adults with serious mental illnesses. The committee recommends performance improvement initiatives to the QIC and assists with implementation of initiatives and stakeholder education. The committee is co-chaired by a service recipient elected by the committee.

Committee members:

- Internal members:
 - Service recipient-selected by committee (chair TBD)
 - Chief Recovery and Resiliency Officer
 - Director of Consumer Recovery Services
 - 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 ASA meeting?

- To review QI information sources and system performance specific to services geared to meet the needs of adults with serious mental illnesses.
- 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:

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