



## RBHA QI Committee Fact Sheet

**Committee name:** Child/Adolescent Advisory (CAA) committee

**Description:** Review QI information sources and system performance specific to child/adolescent services. The committee recommends performance improvement initiatives to the QIC and assists with implementation of initiatives and stakeholder education.

**Committee members:**

- Internal members:
  - Parent or care-giver elected by committee, (chair TBD)
  - Chief of Children's Services
  - Director of Child and Family Resiliency Services (co-chair)
  - Chief Quality Officer
- External members:
  1. Service recipients and/or family member\* (three TBD)
  2. Stakeholder and/or community member (two TBD)
  3. PNO/CRN/QSP provider representative

\* Stipend, eligible committee member: \$35

**Meeting date/time:** TBD

**Frequency:** Minimum quarterly

**Length of meeting:** One (1) hour

**Required meeting materials:** Agenda and minutes

**Goals:** What is the purpose of the CAA meeting?

- To review QI information sources and system performance specific to child/adolescent 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 and comment on the selection and evaluation of relevant clinical or service QIAs, QIPs and/or 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.