



RBHA QI Committee Fact Sheet

Committee name: Customer Service Committee (CSC)

Description: Responsible for establishing and maintaining improvement activities involving direct enrollee or customer organization contact, including telephonic access, provider accessibility, compliments, complaints/grievances, non-clinical appeals, enrollee and stakeholder satisfaction surveys and confidentiality issues. The CSC reviews input from the various service recipient-led committees.

Committee members:

- Internal members:
 - Chief Administrative Officer (chair)
 - Quality Improvement Manager
 - Manager Grievance and Appeals
 - QI Reporting Analyst
 - Human Rights Liaison
 - Customer Service Supervisor
 - Grievance and Appeal Administrator
 - 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: Monthly

Length of meeting: Two hours

Required meeting materials: Agenda, minutes, QI complaint and grievance and appeals data, and telephone service performance indicators as scheduled for QI work plan.

Goals: What is the purpose of the CSC meeting?

- To establish and maintain improvement activities involving direct enrollee or customer organization contact, including telephonic access, provider accessibility, compliments, complaints/grievances, non-clinical appeals, enrollee and stakeholder satisfaction surveys, and confidentiality issues.

Objectives: What tasks will occur to accomplish the goals?

- Review and analyze performance measures, including core indicators that relate to enrollee services.
- Identify and recommend service QIAs, QIPs and/or PIPs to RBHA QIC.
- Review input and recommendations from enrollees and oversee incorporation into the QI program, UM program, Recovery/Resiliency Care Management program, descriptions of clinical practice guidelines, and enrollee materials.

Outcomes - Success will be measured by the number of:

- Activities involving customer services contract
- Resolved confidentiality issues
- Resolved complaints/grievances/non-clinical appeals