

<p align="center"><b>Community Mental Health Affiliation of Mid-Michigan</b></p> <p><b>SUBJECT:</b> Quality Improvement</p> <p><b>SCOPE:</b> All CMHA Programs</p>	<b>POLICY # 4.0</b>	<b>REVIEW DATES</b>				
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	<p><b>ISSUED BY:</b> Director of Quality, Customer Service and Recipient Rights, and Director of Affiliation Operations</p> <p><b>APPROVED BY:</b> Board of Directors</p>	02/16/07				
		10/27/11				
<p><b>Effective Date:</b> 02-17-06</p>	<p><b>Revised Date:</b></p> <table border="1"> <tr> <td>08/08/08</td> <td>08/31/10</td> </tr> <tr> <td>08/04/09</td> <td></td> </tr> </table>		08/08/08	08/31/10	08/04/09	
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**I. PURPOSE:**

The Quality Improvement (QI) system is designed to monitor, evaluate, and improve the efficacy, efficiency and appropriateness of the services provided to CMHAMM consumers, and the administrative functions supporting that care.

**This policy and all related procedures will apply only to those activities involving the use of Medicaid funding.**

**II. POLICY:**

The CMHAMM Quality Improvement workgroup will develop and maintain a written Quality Assessment Performance Improvement Program (QAPIP) that is approved and reviewed annually by the PIHP Board of Directors and the Affiliation CEOs which complies with the requirements established by federal and state statutes.

**III. RESPONSIBILITIES:**

- A. The CMHAMM Quality Improvement workgroup will establish, maintain, and evaluate the QAPIP with input from the CMHAMM Steering Committee, the Affiliation Consumer Advisory Committee and other stakeholders as appropriate. The CMHSPs/CAs will implement and monitor their compliance with the QAPIP and disseminate QI results.
- B. The CMHSPs will collect and report MDCH Performance indicator data to the PIHP. The PIHP will provide guidance and will monitor compliance as appropriate.
- C. The CMHSPs/CAs will participate in CMHAMM Performance Improvement Projects. The PIHP will provide guidance and will monitor compliance as appropriate.
- D. The CMHSPs/CAs will authorize requested services and review level of care decisions made for the consumers that they serve. The PIHP will provide Affiliation-wide standards and guidance and will monitor compliance as appropriate.

- E. The CMHSPs/CAs will conduct periodic Clinical Record Review. The PIHP will provide Affiliation-wide standards and guidance and will monitor compliance as appropriate.
- F. The PIHP Director of Quality, Customer Service and Recipient Rights/designee will provide periodic status reports on the status of QAPIP components to the Governing Body.

**IV. MONITORING AND REVIEW:**

The PIHP Director of Quality, Customer Service and Recipient Rights will monitor these functions and review this policy annually. External review will include MDCH and CMS Site visits and reporting.

**V. RELATED POLICIES AND PROCEDURES:**

CMHAMM Procedure	4.2	Sentinel Events
CMHAMM Procedure	4.4	Level of Care Review
CMHAMM Procedure	4.5	Clinical Record Review
CMHAMM Procedure	4.6	Satisfaction Surveys
CMHAMM Procedure	4.7	Medicaid Claims Verification