

Description of Quality Assurance and Performance Improvement Program

Southwest Michigan Behavioral Health (“SWMBH”) uses its Quality Assurance Performance Improvement Plan (QAPIP) to assure it is meeting all contractual and regulatory standards required of the Regional Entity, including its PIHP responsibilities. 42 Code of Federal Regulations (CFR) section 438-210 indicates that; the PIHP has a written Quality Management Plan, in which activities are identified.

The Quality Assurance Performance Improvement Program (QAPIP) describes the organizational structure for SWMBH’s administration of the QAPIP; the elements, components and activities of the QAPIP; the role of service recipients in the QAPIP; the mechanisms used for adopting and communicating process and outcome improvement, and to implement improvement strategies to meet and exceed best practice performance levels.

The QAPIP delineates the features of the SWMBH Quality Management program. This QAPIP serves to promote quality customer service and outcomes through systematic monitoring of key performance elements integrated with system-wide approaches to continuous quality improvement.

Additional purposes of the QAPIP are to:

1. Continually evaluate and enhance the regional Quality Improvement Processes and Outcomes.
2. Monitor, evaluate, and improve systems and processes for SWMBH.
3. Provide oversight and data integrity functions.
4. Develop and implement efficient and effective processes to monitor and evaluate service delivery, quality of care, and enrollee satisfaction.
5. Promote and support best practice operations and systems that promote optimal benefits in service areas of service *accessibility, acceptability, value, impact, and risk-management* for all customers.
6. Conduct and report the results of ongoing performance monitoring and structure accountabilities for meeting performance standards and requirements.
7. Promote best practice evaluation design and methodology in performance monitoring and outcomes research and push process improvement techniques throughout the system.
8. Promote timely identification and resolution of quality of care issues.
9. Conduct performance monitoring and improvement activities that will result in meeting or exceeding all external performance requirements.