



## QUALITY IMPROVEMENT COMMITTEE

Lake County Behavioral Health Services

Date: 3/24/22 Time: 10am-12pm Location: Zoom

## AGENDA

1. Call to Order; review previous QIC meeting minutes
  - *Address action items; recommended changes; and assignments from previous meeting*
2. Review Access Log
  - *Review business days for initial assessment and first service appointments; meds requests*
  - *Assess response for urgent and crisis conditions (during regular hours and after-hours)*
  - *Review requests for cultural/linguistic services, including language assistance; assess results*
  - *Review Access Line Test Calls (quarterly report)*
3. Review Clinical Team Meeting Assessments (CANS, PSC, etc.)
4. Review Inpatient / IMD / Residential programs: census, utilization, and length of stay
5. Review processed TARs
6. Review medication monitoring/med chart review process
7. Review grievances and appeals (client or provider), including change of provider requests
8. Review NOABDs
9. Review requests for (or results of) state fair hearings, including aid paid pending
10. Conduct chart reviews
  - *Monitor UR return for Review and Correction process through summary format*
  - *Review EHR process for quality assurance*
  - *Follow up on any required Corrective Action Plans (CAPs)*
11. Assess client and family satisfaction surveys (done in Fall and Spring)
12. Review Performance Improvement Projects (PIPs)
13. Review data for client- and system-level performance outcome measures
14. Review results of Medi-Cal service verification process
15. Review compliance; fraud/waste; patient's rights; and HIPAA/privacy issues
16. Review county and contract provider certification/recertification status; credentialing
17. Review new regulations and standards, including DHCS notices and publications
18. Review and update SMHS Implementation Plan, as necessary (annually)
19. Review provider satisfaction surveys, as necessary (annually)
20. Review results of audits and other reviews (Triennial; EQR; SUD)
21. Discuss consumer participation in services, system planning, QIC, etc.
22. Creation of a QIC Subcommittee for Policies
23. Recommend identified program changes; assign new action items
24. Next meeting date, tabled agenda or action items, etc.