

POLICIES AND PROCEDURE MANUAL

Chapter:	Quality		
Title:	Performance Improvement		
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/> Page: 1 of 2	Review Cycle: Biennial Author: Chief Compliance Officer, Quality Improvement Council	Adopted Date: 04.07.15 Review Date: 01.12.2021 Revision Eff. Date:	Related Policies:

Purpose

To ensure Mid-State Health Network (MSHN) and its Provider Network comply with the performance improvement project requirements as set forth in the Michigan Department of Health and Human Services (MDHHS), Medicaid Specialty Supports and Services Contract.

Policy

MSHN shall ensure region-wide performance improvement projects (PIP) are conducted in accordance with the following:

- Projects must address both clinical and non-clinical aspects of care.
 - Clinical areas would include, but not limited to, high-volume services, high-risk services, and continuity and coordination of care
 - Non-clinical areas would include, but not be limited to, appeals, grievances and trends and patterns of substantiated Recipient Rights complaints; and access to, and availability of, services.
- Topics will be selected in a manner which takes into account the prevalence of a condition among, or need for a specific service by, MSHN’s consumers; consumer demographic characteristics and health risks; and the interest of consumers in the aspect of service to be addressed.
- PIPs may be directed at state or MSHN-established aspects of care.
- MSHN will engage in at least two projects during the waiver renewal period.
- MSHN-established PIPs will be developed by the Quality Improvement Council.
- State directed PIPs will be conducted in accordance with state requirements and timelines.
- Regional performance improvement project results will be aggregated and reviewed by the Quality Improvement Council, the Regional Consumer Advisory Council, and the Medical Directors Committee when relevant, for determining appropriate initiatives and areas for continuous quality improvement.

MSHN shall monitor Provider Network compliance with the regional performance improvement projects through reporting progress and outcomes to the MSHN Quality Improvement Council, Provider Advisory Council, Regional Consumer Advisory Council, Operations Council, the Medical Directors when relevant, and the Board of Directors.

Applies to:

- All Mid-State Health Network Staff
- Selected MSHN Staff, as follows:
- MSHN’s CMHSP Participants: Policy Only Policy and Procedure
- Other: Sub-contract Providers

Definitions:

CMHSP: Community Mental Health Service Programs
MDHHS: Michigan Department of Health and Human Services
MSHN: Mid-State Health Network
PIHP: Prepaid Inpatient Health Plan

Definitions (cont.)

PIP: Performance Improvement Project

Provider Network: Refers to a CMHSP Participant and all Behavioral Health Providers that are directly under contract with the MSHN PIHP to provide services and/or supports through direct operations or through the CMHSP's subcontractors

Other Related Materials

N/A

References/Legal Authority

Medicaid Managed Specialty Supports and Services contract, MDHHS Quality Assessment and Performance Improvement Technical Guideline

Change Log:

Date of Change	Description of Change	Responsible Party
03.2015	New Policy	Chief Compliance Officer
03.2016	Annual Review	Quality, Compliance & Customer Svc Director
03.2017	Annual Review	Director of Compliance, Customer Service and Quality
03.2018	Annual Review	Director of Compliance, Customer Service and Quality
03.2019	Annual Review added PAC and Medical Directors as relevant for committees to review	Quality Manager
10.2020	Biennial Review	Quality Manager