

**TEAM CHARTER**

**TEAM NAME:** Quality Improvement Council  
**TEAM LEADER:** Kim Zimmerman, Director of CS, Compliance and QI  
**ADOPTED BY:** Operations Council 3.17.14  
**LAST APPROVED:** 09-18-17 (Operations Council)

This charter shall constitute the structure, operation, membership and responsibilities of Mid-State Health Network (MSHN) Quality Improvement Council (QIC).

Purpose of the Quality Improvement Council: The Quality Improvement Council will be established to advise the Operations Council and the Chief Executive Officer concerning quality improvement matters. The Quality Improvement Council will be comprised of the Director of Customer Service, Compliance and Quality Improvement, the CMHSP Participants' Quality Improvement staff appointed by the respective CMHSP Participant Chief Executive Officer/Executive Director and a MSHN SUD staff representing Substance Use Disorder services. The Quality Improvement Council will be chaired by the Director of Customer Service, Compliance and Quality Improvement. All CMHSP Participants will be equally represented on this council.

Responsibilities and Duties: The responsibilities and duties of the QIC shall include the following:

- Advising the MSHN Director of Customer Service, Compliance and Quality Improvement and assisting with the development, implementation, operation, and distribution of the Compliance Plan, Quality Assessment and Performance Improvement Plan (QAPIP) and supporting MSHN policies and procedures.
- Reviewing and recommending changes/revisions to the Compliance Plan and QAPIP, related policies and procedures and developing new policies and procedures as needed.
- Evaluating the effectiveness of the Compliance Plan and QAPIP.
- Determining the appropriate strategy/approach to promote compliance and detect potential violations and areas of risk as well as areas of focus.
- Recommending and monitoring the development of internal systems and controls to carry out the Compliance Plan and supporting policies as part of daily operations.
- Reviewing audit results and corrective action plans, making recommendations when appropriate.

### Decision-Making Context and Scope:

General Decision Making Process: Consensus shall be the primary mode of decision making and efforts shall be made to extend dialogue and gather information toward consensus to the extent possible.

Should consensus not be achieved, any member of the QIC may call for a vote of the members. A vote of the body is not binding on the MSHN Director of Customer Service, Compliance and Quality Improvement, rather it is used to further inform as to the strength of the member's position on the subject. Any decision made subsequent to a vote of the QIC, including any items referred to the MSHN Operating Council (OC), shall reflect both the majority and minority opinions on that matter. The Director of Customer Service, Compliance and Quality Improvement shall inform the MSHN CEO and/or OC members of the final decision/recommendation before further action is taken.

### Defined Goals, Monitoring, Reporting and Accountability

The QIC shall establish metrics and monitoring criteria to evaluate progress on the following primary goals:

- Implementation of the Quality Assessment and Performance Improvement Plan (QAPIP),
- Implementation of the Compliance Plan;
- Implementation of the action plans related to the Application for Participation (AFP);
- Performance Measures related to QI
- Compliance and oversight of the above identified areas.

Additionally, the QIC seeks to assess and achieve the following secondary goals:

- Retained function contracts achieved defined results;
- Collaborative relationships are retained;
- Reporting progress through Operations Council;
- Regional collaboration regarding expectations and outcomes;
- Efficiencies are realized through standardization and performance improvement; and
- Benefits are realized through our collective strength.

### Membership

- a. CMHSP designees become members of the Quality Improvement Council through appointment by their respective CEO or Executive Director.
- b. Substance Use Disorder Services representative is appointed by MSHN.
- c. Membership shall be representative of the MSHN Region with each CMHSP having one vote (MSHN SUD representative is a non-voting member).
- d. Alternates may attend and speak with the power granted by their appointed CMHSP member.
- e. Others in attendance are by invitation (not regularly attending), should have a clearly defined purpose for attendance, are not intended to offer commentary on other agenda topics, and shall be excused when they have completed their purpose for meeting attendance. Subject matter expert (SME) may be invited by the QIC for a specific agenda topic and shall only participate during the related topic.

### Roles and Responsibilities

- a. Chairperson – Prepares the agenda, runs the meeting and maintains order; serves as the

point of contact for the committee; is accountable for representing the committee and making reports on behalf of the committee.

- b. Recorder –The recorder shall capture discussions, problem solving and planning of the committee in an unbiased manner and shall prepare minutes following each meeting.
- c. Member – An appointed participant of the committee selected based on content/process expertise/interest or customer/supplier representation.
- d. Subject Matter Experts (SME's) – Individuals may participate in a council/committee meeting for the purpose of providing information, consultation, etc. Participation as a subject matter expert does not constitute authority to participate in decision making. Subject matter experts should typically leave once their expressed purpose is complete.

Member Conduct/Ground Rules: Members of the MSHN QIC seek a meeting culture that is professional, productive, and comfortable. To that end, the following ground rules have been adopted:

1. Respect of others

- Only one person speaks at a time; no one will interrupt while someone is speaking.
- Each person expresses their own views, rather than speaking for others at the table or attributing motives to them.
- No sidebars or end-runs.
- Members will avoid grandstanding (i.e., extended comments/speaking), so that everyone has a fair chance to speak.
- No personal attacks. "Challenge ideas, not people."
- Everybody will seek to focus on the merits of what is being said, making a good faith effort to understand the concerns of others. Questions of clarification are encouraged. Disparaging comments are discouraged.
- Each person will seek to identify options or proposals that represent shared interests, without minimizing legitimate disagreements. Each person agrees to do their best to take account of the interests of the group as a whole.

2. Meeting Efficiency

- The agenda and related materials will be distributed in advance of the meeting.
- Members are prepared for the agenda content and have completed related assignments on time.
- Everybody agrees to make a strong effort to stay on track with the agenda and to move the deliberations forward.
- Members share equally in the work of the body.

3. Decision Making

- Members are respectful of the defined decision making protocol and support decisions made of the body even when presenting a minority view.
- Each person reserves the right to disagree with any proposal and accepts responsibility for offering alternatives that accommodates their interests and the interests of others.
- Everybody will follow the "no surprises" rule. Concerns should be voiced when they arise, not later in the deliberations.

Meetings

- a. Regular Meetings – Will normally occur monthly.

- b. Special Meetings – Special meetings shall occur as determined by the consensus of the group and as business of the body necessitates.
- c. Attendance at Meetings - Members shall regularly attend or send a designee who is prepared to act on behalf of the appointed member.
- d. Agenda - The Agenda shall be prepared by the MSHN Director of Customer Service, Compliance and Quality Improvement and shall be distributed in advance of the meeting with related attachment. To the extent possible the agenda shall clarify the context and timing of a discussion to support the need for SMEs or in determining an alternate for meeting attendance.
- e. Minutes of Proceedings - The recorder shall prepare a meeting summary that reflects key decisions and required actions to occur subsequent to the meeting. The required actions shall specify what, who, and by when.

Sources:

MSHN QAPIP  
MSHN Compliance Plan  
MSHN Policies