

## POLICIES AND PROCEDURES MANUAL

<b>Chapter:</b>	<b>Quality</b>		
<b>Title:</b>	<b>Quality Management</b>		
<b>Policy:</b> <input checked="" type="checkbox"/> <b>Procedure:</b> <input type="checkbox"/>  <b>Page:</b> 1 of 2	<b>Review Cycle:</b> Biennial  <b>Author:</b> QI Council and Chief Compliance & Quality Officer	<b>Adopted Date:</b> 11.22.2013  <b>Review Date:</b> 03.04.2025	<b>Related Policies:</b> General Management

### Purpose

The Quality Management (QM) system of Mid-State Health Network (MSHN) is designed to monitor, evaluate, and improve the access, outcomes, efficiency, and appropriateness of the services provided to consumers, and the administrative functions supporting that care.

### Policy

MSHN shall develop, implement and maintain a QM system which includes processes for monitoring and oversight of its provider network. The QM system shall conform to the requirements reflected in the Balanced Budget Act of 1997 and the Medicaid Specialty Supports and Services contract.

The following QM functions are retained by MSHN or delegated to Community Mental Health Service Program (CMHSP) Participants and the Substance Use Disorder (SUD) Provider Network as delineated below:

- A. **Quality Assessment Performance Improvement Program (QAPIP) Plan and Report:** MSHN retains responsibility for developing, maintaining, and evaluating the annual QAPIP Plan and Report in collaboration with the CMHSP Participants. The plan will be developed in accordance with the requirements identified within the Michigan Department of Health and Human Services (MDHHS) contract with the Pre-Paid Inpatient Health Plans (PIHP). The report is an annual effectiveness review of the QAPIP Plan and includes a review of the required components of the QAPIP description, the tasks associated with improvement activity (workplan), and each performance measure relevant to the QAPIP. Responsibility for implementation of the QAPIP is delegated to the CMHSP Participants and the SUD Provider Network.
- B. **Standard Setting:** MSHN retains responsibility for establishing quality standards in collaboration with the Provider Network. Responsibility for implementing processes for meeting those standards is delegated to the CMHSP participants and SUD Provider Network with oversight and monitoring by MSHN.
- C. **Performance Assessments and Conducting Quality Reviews:** MSHN retains responsibility for assessing the performance of its provider network, including conducting reviews of performance according to established standards.
- D. **External Quality Reviews:** MSHN retains responsibility, in collaboration with the CMHSP Participants, for managing outside entity review processes, including, but not limited to, external quality review.
- E. **Research:** Responsibility for assuring compliance with state and federal rules, laws and guidelines regarding conducting research consistent with MSHN policy is delegated to the Provider Network. MSHN retains the responsibility for assuring capacity to reach compliance within the region.
- F. **Provider Education and Training:** Responsibility for providing training to providers is delegated to the Provider Network, with oversight and monitoring by MSHN. Assurances for uniformity and reciprocity shall be established in MSHN provider network policies and procedures.
- G. **Practice Guidelines:** Responsibility for the adoption, development, implementation, and continuous monitoring and evaluation of practices guidelines is delegated to the Provider Network, with oversight and monitoring by MSHN.

### Applies to:

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

**Definitions:**

Corporate Compliance: This sort of compliance is required in the PIHP contract with MDHHS and is intended to prevent, monitor and remediate instances of abuse and fraud of public funds.

CMHSP: Community Mental Health Service Program

Joint Commission: A national organization that accredits healthcare and behavioral health.

MSHN: Mid- State Health Network

MDHHS: Michigan Department of Health and Human Services

PIHP: Prepaid Inpatient Health Plan

Provider Network: Refers to MSHN CMHSP Participants and SUD providers directly under contract with the MSHN PIHP to provide/arrange for behavioral health services and/or supports. Services and supports may be provided through direct operations or through the subcontract arrangements

SUD: Substance Use Disorder

SUD Provider Network: Refers to Substance Use Disorder Providers that are directly under contract with the MSHN PIHP to provide services and/or supports.

QAPIP: Quality Assessment and Performance Improvement Program

QIC: Quality Improvement Council

QM: Quality Management

**References/Legal Authority:**

1. BBA 438.240: Quality Assessment and Performance Improvement Program
2. MDHHS/PIHP contract
3. MDHHS Quality Assessment and Performance Improvement Program Technical Requirement
4. Mid-State Health Network QAPIP Plan
5. Mid-State Health Network Compliance Plan

**Change Log:**

<b>Date of Change</b>	<b>Description of Change</b>	<b>Responsible Party</b>
12.03.2013	New policy	QIC
01.06.2016	Annual review, format consistency	Director of Compliance, CS & Quality
03.2017	Annual Review	Director of Compliance, CS & Quality
03.2018	Annual Review	Director of Compliance, CS and Quality
03.2019	Annual Review, added risk events and immediate notification	Quality Manager
10.2020	Biennial Review	Quality Manager
10/2022	Biennial Review	Quality Manager
12/2024	Biennial Review – changed application of standards to “Provider Network,” updated information on the plan and report and removed unnecessary definitions	Chief Compliance and Quality Officer