

POLICIES AND PROCEDURE MANUAL

Chapter:	Quality		
Title:	External Quality Review		
Policy: <input checked="" type="checkbox"/>	Review Cycle: Biennial	Adopted Date: 09.02.2014	Related Policies: Compliance Program Integrity Compliance Reporting & Investigations Quality Management
Procedure: <input type="checkbox"/>	Author: Chief Compliance Officer, Quality Improvement Council (QIC)	Review Date: 03.07.2023	
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Purpose

To ensure Mid-State Health Network (MSHN) and its Provider Network participate and comply with the expectations of the External Quality Review process conducted and/or arranged by the Michigan Department of Health and Human Services

Policy

MSHN and its Provider Network shall participate in the External Quality Review (EQR) process arranged by the Michigan Department of Health and Human Services (MDHHS). MSHN and its Provider Network will strive to achieve full compliance of the standards as set forth in the State of Michigan/PIHP Contract.

MSHN shall address the findings of the external review through its Quality Assessment Performance Improvement Program (QAPIP). MSHN will develop and implement performance improvement goals, objectives, and activities in response to the external review findings as part of MSHN’s QAPIP through the Quality Improvement Council. A description of the performance improvement goals, objectives and activities developed and implemented in response to the external review findings will be included in QAPIP and provided to the MDHHS upon request.

MSHN staff will coordinate the EQR site review process and inform the Provider Network of applicable dates and timelines. MSHN staff will confirm provider network achievement of required EQR corrective action as a part of routine site reviews.

MSHN’s Provider Network will comply with any findings and related improvement goals as developed in the QAPIP.

Applies to:

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

Definitions:

EQR: External Quality Review

MDHHS: Michigan Department of Health and Human Services

MSHN: Mid-State Health Network

PIHP: Pre-paid 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.

QAPIP: Quality Assessment Performance Improvement Program

Other Related Materials:

MDHHS – PIHP Contract

References/Legal Authority:

State of Michigan/PIHP Contract: Schedule A: Statement of Work Contract Activities: K. Quality Improvement and Program Development, 2.b.

Change Log:

Date of Change	Description of Change	Responsible Party
09.2014	New Policy	Chief Compliance Officer
08.2015	Update to MDHHS and add follow-up to EQR required corrective action	Chief Compliance Officer & Chief Executive Officer
08.2016	Annual Review	Director of Compliance, Customer Service and Quality
08.2017	Annual Review	Director of Compliance, Customer Service and Quality
08.2018	Annual Review	Director of Compliance, Customer Service and Quality
09.2019	Annual Review	Director of Compliance, Customer Service, & Quality
08.2021	Bi-Annual Review; Recommending moving to Quality Chapter	Chief Compliance and Quality Officer
10/2022	Biennial Review	Quality Manager