



Quality Management Action Committee Policy

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Policy

The Department of Behavioral Health (DBH) shall comply with state requirements by establishing and maintaining a quality improvement committee that reviews the quality of mental health and substance use disorder (SUD) services provided to eligible clients, including services rendered via the Specialty Mental Health Services (SMHS) and Drug Medi-Cal Organized Delivery System (DMC-ODS) state revenue agreements. DBH's quality improvement committee is referred to as the DBH Quality Management Action Committee (QMAC).

Purpose

To outline the requirements of implementing a quality improvement committee to ensure adherence to quality and performance improvement requirements, including but not limited to:

- Recruitment and selection for QMAC member participation;
- Active participation by QMAC designated members;
- Planning, design and execution of the Quality Improvement Performance Plan (QIPP) by members;
- Obtaining and utilization of client and family member input.

QMAC Membership and Participation

QMAC membership shall include recruitment and selection representing the following areas:

- DBH and contract providers from mental health and SUD, including representatives from various disciplines, programs and community agencies; and
- Current or former clients and family members actively involved in quality of care activities.

QMAC member expectations include: active participation by performing assigned responsibilities to their fullest capacity; attending meetings on a regular basis; sending a qualified representative when unable to attend a meeting (if necessary); participating in sub-committees when established; and maintaining confidentiality of matters discussed during meetings by not discussing outside of QMAC to ensure non-discoverability of information.

Continued on next page

Quality Management Action Committee Policy, Continued

**QMAC
Activities**

In accordance with state requirements, activities of QMAC, include, but are not limited, to the following:

- Recommend policy development and changes;
- Review and evaluate the results of quality improvement (QI) activities, including performance improvement projects (PIPs);
- Institute necessary QI actions;
- Ensure follow-up of QI processes; and
- Document QMAC minutes regarding decisions and actions taken.

In addition, the state requires QMAC review the following data at a minimum on a quarterly basis for DMC-ODS:

- Number of days to first DMC-ODS service at appropriate level of care after referral;
 - Existence of a 24/7 telephone access line with prevalent non-English languages; and
 - Access to DMC-ODS services with translation services in the prevalent non-English language(s).
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**Related Policy
or Procedure**

DBH Standard Practice Manual:

- [Confidentiality – Quality Management \(Assurance\) \(QM6010\)](#)
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Reference(s)

- Revenue Contract with the California Department of Health Care Services for the Provisions of Specialty Mental Health
 - Revenue Agreement with the State of California for the Substance Use Disorder Drug Medi-Cal Organized Delivery System
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