

# Great Rivers Behavioral Health Organization

Policy Title:	<b>Continuous Quality Improvement</b>	Policy No. <b>5002.01</b>
Category:	Quality Management	Date Adopted: 04/01/2016 Revision Date: 03/08/2019
Reference:	Washington Administrative Code; Washington State Health Care Authority (HCA) Contract with Great Rivers Behavioral Health Organization	

## Policy:

- 1.1. Great Rivers Behavioral Health Organization ("Great Rivers") shall implement a process for continuous quality improvement in the delivery of culturally competent behavioral health services.

## Procedure:

- 2.1 Great Rivers shall establish and maintain a Quality Management Committee (QMC), which shall be coordinated by the Great Rivers Quality Manager and under the direction and oversight of the Great Rivers Medical Director. The QMC shall meet at least quarterly and shall fulfill its responsibilities as detailed in the Quality Management (QM) Plan.
- 2.2 The QM Plan shall be reviewed by the Great Rivers Advisory Board with recommendations to the Great Rivers Governing Board. The QM Plan shall be approved by the Great Rivers Governing Board and submitted to the Department of Health (DOH) for review and/or approval upon request. The QM Plan shall be updated annually and approved by the Great Rivers Governing Board.
- 2.3 The QM Plan and any revisions must include the roles, structures, functions and interrelationships of all the elements of the quality management process, including but not limited to the Great Rivers Advisory and Governing Boards, clinical and management staff, Ombuds Services, and Quality Review Team.
- 2.4 The QMC, through the Great Rivers Quality Manager, shall report to the Great Rivers Governing Board.

## POLICY SIGNATURE

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Edna J. Fund, Chair  
Great Rivers Governing Board

3/8/2019

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Date