




United Behavioral Health

<b>Quality Review Team</b>		<b>Policy Identifier/Number:</b> QA-09	
<b>Annual Review Completed Date:</b> February 2018			
<b>Policy Category:</b> Government – Pierce Regional Support Network	<b>Applicable Lines of Business:</b> Medicaid	<b>Entity/Plan:</b> Optum Pierce Behavioral Health Organization	<b>State:</b> Pierce County, Washington
<b>Approved by:</b> Bea Dixon, Executive Director		<b>Signature:</b> 	

**Policy Statement and Purpose**

Optum Pierce BHO has established an independent QRT to gather feedback from consumers, family members, allied service providers, and other stakeholders; measure BHO and service provider performance; and help identify areas for improvement.

To describe the selection of membership, functions, and responsibilities of the Optum Pierce Behavioral Health Organization (BHO) Quality Review Team (QRT).

**Policy Audience and Applicability**

This policy is applicable to the Optum Pierce BHO and benefits administered through the Washington State Department of Social and Health Services (DSHS) current Prepaid Inpatient Health Plan (PIHP).

**Policy Definitions**

N/A

**Policy Provisions**

1. In accordance with WAC 388-865:
  - 1.1. The Optum Pierce BHO QRT conducts independent and fair reviews of the Optum Pierce BHO and contracted behavioral health care provider performance to evaluate systemic customer service issues as measured by objective indicators of consumer outcomes in rehabilitation, recovery and reintegration into the mainstream of social, employment and educational choices. Areas of particular focus and interest include:
    - 1.1.1. Quality of care;
    - 1.1.2. The degree to which services are person-focused/directed;
    - 1.1.3. Cultural competency and age appropriateness;

Optum is responsible for adhering to all applicable state and/or federal laws governing activities within the scope of this policy, including the Mental Health Parity and Addiction Equity Act (MHPAEA) and the Health Insurance Portability and Accountability Act (HIPAA) privacy requirements, as well as the applicable requirements, standards and regulations as set forth by the Employee Retirement Income Security Act (ERISA), the Center for Medicare and Medicaid Services (CMS), the Department of Labor (DoL), and any applicable accrediting organizations.

- 1.1.4. Availability of alternatives to hospitalization;
  - 1.1.5. BHO cross-system coordination including, but not limited to linkages with schools, state and local hospitals, jails and shelters;
  - 1.1.6. Accessibility of services;
  - 1.1.7. Individuals' perception of services; and
  - 1.1.8. Benefit of services received.
- 1.2. With the support of Behavioral Health Advisory Board (BHAB) and the QA/PI Committee, the QRT meets with interested consumers and family members, allied service providers, including state or community psychiatric hospitals, Optum Pierce BHO-contracted service providers, and persons who represent the age and ethnic diversity of the Behavioral Health Organization to:
- 1.2.1. Determine if services are accessible and address the needs of Individuals based on sampled individual recipient's perception of services using a standard interview protocol. The protocol queries the sampled individuals regarding ease of accessing services, the degree to which services address medically necessary needs (acceptability), and the benefit of the service received; and
  - 1.2.2. Link interested Individuals in services, service providers, and allied service providers to the Pierce BHO Ombuds, an agency manager, or a Clinical Quality Analyst at the BHO to partner together to resolve identified problems at the lowest level possible.
- 1.3. Members of the QRT are to include:
- 1.3.1. The Ombuds from the Pierce BHO;
  - 1.3.2. A peer counselor representative;
  - 1.3.3. A youth peer counselor representative;
  - 1.3.4. An SUD Recovery Coach, when available;
  - 1.3.5. Current and/or past individuals involved in behavioral health services and family members.
- 1.4. Support
- 1.4.1. Optum staff members provide support for the QRT and attend meetings as needed.
  - 1.4.2. A Clinical Quality Analyst from Optum Pierce BHO's QA/PI Unit serves as a liaison between the QRT and the BHO.
- 1.5. QRT members are primarily recruited by the Optum Pierce Recovery and Resiliency Unit;
- 1.6. BHO's Recovery and Resiliency Unit recruits via a variety of avenues including:
- 1.6.1. Recruitment postings on the Optum Pierce BHO website;
  - 1.6.2. Recruitment postings at local consumer/family behavioral health agencies;
  - 1.6.3. Recruitment postings at contracted behavioral health care provider sites;
  - 1.6.4. Emails to consumer organizations, contracted behavioral health care providers and local allied service providers; and
  - 1.6.5. Announcements at local consumer/family meetings and gatherings.

The QRT has the authority to enter and monitor any provider agency that delivers services for the Optum Pierce BHO including hospitals, evaluation and

treatment facilities, crisis facilities, residential programs, outpatient programs and community support providers.

- 1.7. QRT members receive training on, and adhere to, confidentiality standards.
- 1.8. The QRT is a valued resource and QRT members are to be free from any retaliation as a result of the performance of their duties.
- 1.9. The chair of the QRT is a consistent and vital link between the QRT and the Optum Pierce BHO operations.
  - 1.9.1. The chair of the QRT is a participant on the Quality Assurance/Performance Improvement (QA/PI) Committee and serves as a liaison between the independent QRT and the quality improvement efforts conducted as part of the Optum Pierce BHO QA/PI program.
    - 1.9.1.1. As a participant on the QA/PI committee, the chair of the QRT provides updates on the QRT's findings, ongoing and future projects, and any identified areas of concern. The chair is also to relay information about the QA/PI Committee's work to the QRT.
    - 1.9.1.2. When a decision is made by both the QA/PI Committee and the QRT to work collaboratively, the chair or the chair's designee(s) are to participate in the design of the initiative so the QA/PI and QRT findings can be compiled into a single study, compared and contrasted.
  - 1.9.2. The chair of the QRT works on an ongoing basis with the assigned Clinical Quality Analyst to identify the most effective ways to support ongoing independent evaluations of areas that are critical to assessing the effectiveness of the behavioral health delivery system in Pierce County and the Optum Pierce BHO.
- 1.10. The QRT provides reports and formal recommendations at least biennially to DSHS, the Optum Pierce BHO Behavioral Health Advisory Board, QA/PI Committee, and Consumer and Family Advisory Subcommittee.
- 1.11. QRT reports and recommendations are integrated into the overall Optum Pierce BHO quality improvement process and shared with the Ombuds, local consumer and family advocacy groups and network providers.

#### **Related Policies, Procedures & Materials**

- Pierce Behavioral Health Organization Policy: QA-01 - *QA/PI Program Description and Work Plan*
- Pierce Behavioral Health Organization Policy: QA-03 - *QA/PI Performance Improvement Projects*
- Pierce Behavioral Health Organization Policy: QA-04 - *QA/PI Monitoring Important Aspects of Care and Service*
- Pierce Behavioral Health Organization Policy: QA-06 - *QA/PI Committee Structure*
- Pierce Behavioral Health Organization Policy: QA-08 - *Clinical and Administrative Review Including Annual Review of CMHAs*

#### **Attachments**

N/A

## Approval History

- Policy created and effective: 07/2009
- Policy and Procedure Committee review and approval: 10/26/2009
- Policy and Procedure Committee review and approval: 08/23/2010
- Policy and Procedure Committee review and approval: 09/26/2011
- Policy and Procedure Committee review and approval: 08/27/2012
- Policy and Procedure Committee review and approval: 12/02/2013
- Policy and Procedure Committee review and approval: 12/15/2014
- Policy and Procedure Committee review and approval: 02/24/2016
- Operational Procedures and Standards Committee reviewed and accepted: 01/25/2017
- Optum Pierce BHO reviewed and accepted: February 2018