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**Document Scope:** (applies to Policy & Procedure only)

- The requirements herein apply only to the GCBH BH-ASO Central Office and its functions.
  - The requirements herein apply, verbatim, to GCBH BH-ASO and its network providers<sup>2</sup>.
  - The requirements herein apply both to GCBH BH-ASO and its network providers<sup>2</sup>. Additionally, network providers must have internal documents outlining their processes for implementing the requirements, insofar as they relate to actions for which network providers are responsible.
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**PURPOSE:** To define requirements for quality management processes conducted by GCBH BH-ASO network providers.

**DEFINITIONS**

- I. **Quality Management:** A broad term for the various, integrated processes by which the GCBH BH-ASO Network Providers assure the delivery of care that is efficient, effective and in compliance with regulatory and contractual requirements. These processes include the assessment of both clinical and general operational aspects of a Network Provider's care-delivery system via the collection, analysis and trending of data concerning key performance indicators, and the implementation of structured change projects in response to findings indicating opportunities for improvement. (See the GCBH BH-ASO Quality Management Program Plan, QM501, for a comprehensive description of GCBH BH-ASO's conceptualization of Quality Management and the structure and processes by which GCBH BH-ASO evaluates and improves services provided.)
- II. **Quality Assurance:** A focus on compliance to minimum requirements (e.g. rules, regulations, and Contract terms) as well as reasonably expected levels of performance, quality, and practice.

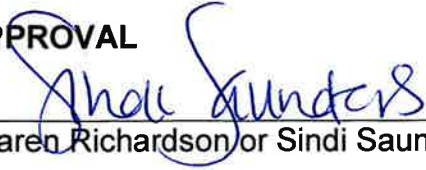
**POLICY**

- A. GCBH BH-ASO requires Network Providers to implement processes by which they assess the quality of their service delivery, evaluate their performance relative to contractually defined quality indicators, and identify opportunities to improve system performance.
- B. Network Providers are required to keep written documentation their quality management processes. Documentation should demonstrate regular attention to data concerning contractually required performance indicators, evaluation of and responsiveness to findings of performance audits conducted by GCBH BH-ASO and other entities, identification of meaningful opportunities for improvement of the Provider's care-delivery system, effective follow-through in regards to identified opportunities for improvement, active participation by both leaders and staff in improvement activities, and the

assessment of identified issues relative to their implications for management activities such as risk management, fiscal management, and disaster planning.

- C. At their request, in support of Network Providers' quality management processes, GCBH BH-ASO supplies consultation, technical support, and training regarding improvement methodologies, and/or Provider-specific performance data available through the GCBH BH-ASO data system.

**APPROVAL**



Karen Richardson or Sindi Saunders, Co-Directors



Date