

Quality Management is founded on the belief that an individualized, person-directed, and person-centered approach to service delivery is an integral part of quality management activities and performance improvement initiatives.

## The Quality Management Department

The Georgia Collaborative's Quality Management Department's goal is to combine the best aspects of the former audit and consultation processes with the vision of incorporating meaningful qualitative and quantitative data into new Review process.

Our Quality Management Department consists of three distinct areas: the Intellectual and Developmental Disability (IDD) Department, the Behavioral Health (BH) Department, and the Performance Improvement (PI) Department. These three departments work in tandem and in collaboration with providers to complete the following foundational elements of a Review:

- Assess and review services rendered to individuals across the state;
- Provide a preliminary and final scored report to both provider agencies and the Department of Behavioral Health and Developmental Disabilities (DBHDD) of summarized findings;
- Provide technical assistance and training to the providers, based on the review and overall findings;

- Analyze, track, and trend the data collected in these reviews to make recommendations to providers, stakeholders and to DBHDD- in particular areas that are doing well or could benefit from some type of performance improvement initiative;
- Utilize external and internal stakeholder committees and groups to review and analyze data and solicit input and feedback in order to help guide and develop quality improvement initiatives at local, state and national levels.

By strategically aligning our new Review process with both the Centers for Medicare and Medicaid (CMS) regulations; the DBHDD Quality Framework; and the Department of Health and Human Services (DHHS) National Quality Strategy, we can help position Georgia providers for success in an ever-changing healthcare environment.



We help people live their lives to the fullest potential.

It is imperative that our Review process provide a strong foundation upon which the provider network can build a solid quality management/ performance improvement structure. For IDD Services, these Reviews can include: Person Centered Reviews (PCR), Quality Enhancement Provider Reviews (QEPR) and Quality Technical Assistance Consultations (QTAC). For BH Services, these Reviews can include: Behavior Health Quality Reviews (BHQR) and Quality Technical Assistance Consultations (QTAC).

The components of our new Review processes and innovative additions will yield a more robust, well-rounded view of the performance level in the overall service delivery system as well as at the individual provider level. In addition, we are excited to work in collaboration with the provider and stakeholder networks not only to ensure high quality services are currently rendered but also continually to raise the level of quality across the continuum of service provision.

Some of the most innovative aspects that have been assimilated into our new Review processes include:

- Interviewing individuals and staff at both BH and IDD provider agencies to incorporate qualitative aspects of service

that may not be easily found in claims data or medical record documentation;

- Providing overall and sub scale scores for all the BH and IDD provider reviews;
- Posting final review results on the Georgia Collaborative website; in order to inform individual providers, public users, and DBHDD;
- Sharing specific, actionable recommendations that may impact the quality of service delivery and provider performance;
- Integrating Focused Outcome Areas into both BH and IDD Reviews for easier comparison of trends and data across different service modalities;
- Developing an overall Provider Performance Profile – so that individuals and families across the state will have easy access to outcome-based information regarding the providers and services available within their communities; and
- Offering transparency to ultimately improve performance.



**The Georgia Collaborative Quality Management Department can suggest national evidence-based best practices; incorporate actionable recommendations; offer specific training resources; and be a repository in which to share quality outcomes across all regions to help improve the service delivery system. We want to support all providers in the development and implementation of their own performance improvement goals and activities, thereby positively impacting the lives of the people we serve.**



For more information, visit our website at: [www.georgiacollaborative.com](http://www.georgiacollaborative.com)