

1-Oct-2017 ATTENTION Families!

El Dorado County Behavior Health is launching a new Quality Improvement Committee (QIC) starting in October, and seeking Family Representatives (or other persons similarly involved with EDC Behavioral Health clients) as part of the QIC membership. The Charter identifies the membership, which includes two Family Representatives from the West Slope and two Family Representatives from South Lake Tahoe.

The QIC meets quarterly on the 4th Wednesday of the month from 10:00 am to 12:00 pm at our Behavioral Health offices (Tahoe and West Slope via video conferencing).

The Goal of the QIC is: Improve the processes of providing care and better meeting the needs of its beneficiaries.

The Objectives of the QIC are:

1. To recommend policy decisions.
2. To review and evaluate the results of Quality Improvement activities, including Performance Improvement Projects (PIPs).
3. To recommend needed Quality Improvement actions.
4. To review and evaluate follow-up of Quality Improvement processes.
5. To document Quality Improvement Committee Meeting Minutes regarding recommendations, decisions and actions taken.

The expectations of the members are:

- Committee Members will attend all scheduled meetings at a designated place and time
- On an annual basis, Committee Members will approve the Quality Improvement Work Plan
- Committee Members will review outcomes of beneficiary grievances, appeals, expedited appeals, fair hearings, expedited fair hearings, change of providers; provider appeals, clinical records review, quality of care concerns, and beneficiary/family satisfaction activities, and recommending necessary system changes
- Committee Members will identify barriers to delivery of clinical care and administrative services, including access to services, and recommend necessary system changes

If you or your family member has received or is receiving services from El Dorado County, this would be a great opportunity to be a part of quality improvement! If your family member is currently receiving services from EDC, please know that Committee Members shall not be subject to discrimination or any other penalty in their other relationships with the Behavioral Health Division as a result of their role in representing themselves and their constituencies on the Quality Improvement Committee. Interested families can email Ren Scammon

ren.scammon@edcgov.us

El Dorado County H&HS

Or go to <https://www.edcgov.us/Government/MentalHealth/Pages/mhsa.aspx> for more information.