

# INTEGRATED SERVICES OF KALAMAZOO

## ADMINISTRATIVE POLICY 03.01

<b>Subject:</b> Quality Management	<b>Section:</b> Quality Improvement
<b>Applies To:</b> <input checked="" type="checkbox"/> ISK Staff <input type="checkbox"/> ISK CCBHC Services <input checked="" type="checkbox"/> ISK Contract Providers <input type="checkbox"/> ISK CCBHC DCO Contract Providers	<b>Page:</b> 1 of 2
<b>Approved:</b>  _____ (Jeff Patton, Chief Executive Officer)	
<b>Revised:</b> 01/24/2019	<b>Supersedes:</b> 09/20/2016

### PURPOSE

To outline the commitment and systematic approach to quality management by Integrated Services of Kalamazoo (ISK).

### DEFINITIONS

#### **Quality**

The degree or grade of excellence.

#### **Quality Assurance (QA)**

A set of activities which focus on identifying problems, solving them and attempting to assure they do not recur so care is maintained at an acceptable level.

#### **Quality Management (QM)**

The systematic approach used to 1) determine the relevant standards and best practices; 2) the processes and activities to assess performance; 3) the measurement of performance against defined standards and/or best practices; and 4) the improvement strategies to improve performance and outcomes of persons served. QA is a subset of QM. Synonyms with QM include continuous quality improvement, organization wide performance improvement and total quality management.

### POLICY

- I. ISK shall be committed not only to meet requirements of applicable contracts, grants, regulatory bodies and accreditation, but also to exceed the requirements and standards in

order to continually improve the quality of services provided and to empower persons served to succeed as they desire.

- II.** To ensure quality of clinical and non-clinical operations through ISK a Quality Improvement Program (QIP) will be established and annually reviewed. It is expected that the ISK and its provider network will deliver the best services at the best value. Input is incorporated from persons served, community partners, network providers and other stakeholders.

## REFERENCES

- MDHHS Managed Specialty Supports and Services Contract, General Fund Contract – Quality Improvement Programs for CMHSPs
- ISK Policies under Section 3: Quality Management
- [Southwest Michigan Behavioral Health](#)
  - 3.2 (Quality Assurance & Performance Improvement)
- Appendix A, CCBHC Requirements

## PROCEDURES

- [03.01\\_01 \(Quality Management\)](#)