

Iowa REACH Quality Improvement and Assurance Subcommittee

March 2025

Quality Improvement and Assurance Subcommittee

Key Implementation Plan Strategy:

Develop and implement an Iowa REACH Initiative Quality Improvement and Accountability (QIA) framework and plan that establishes the approach and elements of performance the state will monitor to determine the quality of the Relevant Services and evaluate whether the Defined Class are achieving improved outcomes.

Responsibilities:

- Review and compare quality assurance and accountability approaches and measures among workgroup participants.
- **Develop a recommended collaborative QIA Plan** that establishes the approach and expectations for continuous quality improvement and accountability and identifies key performance measures.

Today's Plan

Review two (2) examples of quality improvement plans from states with similar initiatives to REACH

- Washington Wraparound with Intensive Services (WISe)
- Idaho Youth Empowerment Services (YES)

Quality Improvement and Accountability (QIA) Plan Components

QIA plans describe goals, objectives, tools, resources, and processes used to monitor, assess, and improve quality of care and beneficiary outcomes.

Key Components

1. Quality Framework
2. QI Infrastructure
3. QI Performance Measures
4. Feedback, Data Systems, and Monitoring
5. Quality Improvement Action

Quality Framework

The quality framework outlines the **guiding principles that will inform the QIA plan.**

WISe (Washington)	YES (Idaho)
Guided by goals and principles for the youth and families served and system functions and operations.	Focuses on a definition of quality as: “The degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge.”

QIA Infrastructure

Both governance structures include **leadership support, and involvement of children, families, providers, and other stakeholders.**

WISe (Washington)	YES (Idaho)
The Children and Youth Family (CYF) Unit leads	A Quality Management, Improvement, and Accountability Council leads
HHS committees and teams: <ul style="list-style-type: none">• Managed Care Entity Quality Improvement Committee• Quality Improvement Committee• Children's Behavioral Health Data and Quality Team• Statewide Family, Youth, and System Partner Round Table	Subcommittees: <ul style="list-style-type: none">• QMIA, Data, and Reports Development Committee• Implementation Plan Monitoring Committee• Provider Partnership Committee• Youth and Family Partnership Committee• System Improvement Workgroup• Clinical Quality Committee

QI Performance Measures (PMs)

Both QIA plans have PMs around **access to care, engagement, service appropriateness, service effectiveness, and care coordination.**

WISe (Washington)	YES (Idaho)
The QI infrastructure groups developed the measures	The QMIA Workgroup developed the measures.
Performance measures are organized into: <ol style="list-style-type: none">1. Access to care2. Engagement3. Service appropriateness4. Service effectiveness5. Linkages to other services.	Performance management indicators are organized into: <ol style="list-style-type: none">1. Process2. Child, youth and family outcomes3. System impact.

Feedback, Data Systems, and Monitoring

WISe (Washington)	YES (Idaho)
<p>CANS data system provides on-demand reporting at each level</p>	<p>CANS data system provides real-time information at each level</p>
<ul style="list-style-type: none">• Quarterly review of performance indicators and quality improvement activities is required at every level• At least once per fiscal year, each group reviews the full range of available measures• Each group reviews communications and recommendations from and to other groups <p>The QIA plan also provides an overview of the sources of data and reports.</p>	<ul style="list-style-type: none">• Each QA subcommittee will produce reports based on their data and the QMIA will combine reports.• The QA subcommittees will provide the QMIA Council with recommendations for improvements based on their review of reports.

Quality Improvement Action

WISe (Washington)	YES (Idaho)
<p>Steps to implement recommendations:</p> <ul style="list-style-type: none">• Assess context and existing approaches• Identify relevant factors• Assess factors and resources• Select and implement the appropriate strategy <p>The monitoring processes uses existing QI processes, such as the performance improvement projects (PIPs) and EQR reviews.</p>	<p>Quality Management Improvement Projects will be used to implement recommendations:</p> <ul style="list-style-type: none">• Management Action Plans (MAP) for cross system improvement• Performance improvement projects (PIP) for improvement in individual agencies
<p>QI interventions will be based on continuous quality improvement models, such as “Plan, Do, Study, Act”.</p>	<p>QI interventions will be based on continuous quality improvement models, such as “Plan, Do, Check, Act”, use of root cause analysis, Six Sigma, etc.</p>

Discussion

Public Comment