

Quality Management Oversight Committee
Charter *Revision* Accepted 8/26/09

The Quality Management Oversight Committee (QMOC) is a standing advisory committee of the North Sound Mental Health Administration (NSMHA) Board of Directors. It is responsible for the oversight of quality management systems of the entire NSMHA, and for reviewing all quality management activities and making recommendations for quality improvement to the Board. QMOC ensures the gathering and analysis of data and reports to recognize the need for improvement or change (as outlined in the Quality Management Work Plan).

The Quality Management Oversight Committee (QMOC) is chaired by a Member of the Board of Directors (or designated alternate). Two Members of the Board of Directors (or designated alternates) appointed by the Board are voting members of QMOC.

Other voting members are:

- Eleven members nominated by the NSMHA Advisory Board, at least three of whom shall be current Advisory Board members, and of the eleven, membership must include a minimum of four current consumers. Facilitation and support will be provided to assist consumers to participate if needed.
- One Ombuds representative
- Three County Coordinators who report QMOC activities to colleague county coordinators who then report to their Advisory Boards
- One representative from each contracted provider who deliver services in each of the five counties.
- In addition, NSMHA would ask our Tribal Committee to appoint a representative to QMOC

Nonvoting member:

- NSMHA's Quality Manager (staff to the committee)

Because of the important role of this Board committee in the oversight of NSMHA's Quality Management program, members of the committee are expected to participate in an orientation session upon joining the committee, attend a majority of meetings unless excused by the Chair, and review all meeting materials. If a QMOC Committee member cannot attend, the designated alternate listed on the Membership list can attend in their place.

At any regularly-scheduled meeting where actions are required, a Quorum (defined as a minimum of 9 QMOC members) must be present to vote, with a simple majority of those present being non-provider participants (consumer/advocate/family, Ombuds and/or County Coordinators). Policy that has a dissenting vote will be referred to the BOD or designee for decision. Members of the Quality Management Oversight Committee are approved annually by the Board of Directors. The Committee meets at least quarterly. Subcommittees of QMOC will meet as often as needed to accomplish their tasks in a timely manner.

The Quality Management Oversight Committee is accountable for:

- Overseeing the development, approval, and evaluation of the biennial NSMHA Quality Management Plan, including its submission to the Board of Directors for recommended adoption, as well as any needed revisions,
- Reviewing and recommending action on reports from NSMHA and contracted service

providers,

- Reviewing data from providers and from NSMHA's measurement tools,
- Making recommendations to all providers on actions to be taken for continuous quality improvement,
- Reviewing the NSMHA quarterly and biennial quarter (every 6 months) reports related to concurrent/retrospective reviews, consumer and advocate reports and reports on performance indicators; makes recommendations for future service needs.
- Establishing ad hoc committees to review issues/concerns that need more time to fully assess and make recommendations.
 - All ad hoc committees will include consumer/advocate/family member participation as well as provider participation.
- Keeping attendance and meeting summaries of all QMOC and subcommittee meetings.