

500-10**POLICY**

All BIH Sites will follow MCAH-BIH policy and procedure guidelines to ensure program fidelity as it relates to quality assurance in the MCAH-BIH Program.

PROGRAM STANDARD:

Every BIH Local Health Jurisdiction (LHJ) will develop and implement a Quality Assurance (QA) Plan that includes a systematic process both for monitoring the quality of participant services and for seeking ways to improve the development and ongoing implementation of program activities.

PROCEDURE:

1. MCAH-BIH strongly supports QA as an integral part of the fidelity of the BIH Program. QA is a continuous process that will require attention at the state and local level. MCAH-BIH is committed to this process and will work collaboratively with local sites.
2. Each LHJ will develop a QA Plan that specifies site-specific quality management efforts. Monitoring and maintaining a QA plan is the responsibility of the BIH Coordinator, but the entire staff should be knowledgeable about the plan and fully support its implementation.
3. To support QA efforts, each LHJ should establish a multidisciplinary team—including the local MCAH Director or his/her designee, the BIH Coordinator, and at least two key BIH staff—to develop and follow a systematic stepwise approach to implementing the QA plan based on ongoing feedback and review with the goal of improving BIH Program services.
4. In addition to program fidelity, the QA plan will include regular assessments of participant satisfaction with BIH services at specific intervals such as at the conclusion of a group series or case management sessions, after prenatal and postpartum assessments, at voluntary exit from BIH, and at program completion/formal case closure. Participant satisfaction surveys are an important tool for assessing the quality of the services provided by each LHJ.
5. The BIH Coordinator will conduct quarterly audits of at least 10 percent of participant records. Records should be selected randomly for documentation accuracy and completeness, provision of referrals for identified services, and appropriate follow-up. Quality assurance fidelity elements in participant records should be consistent with participant information entered in the Efforts to Outcomes (ETO) data system.

6. The BIH Group Facilitators will complete the Group Session Information form after each group session and discuss feedback with BIH Program staff in order to strategize ways for improving programmatic activities. Summaries of participant feedback can be included in BIH Quarterly Coordinator Reports for review and consideration by the MCAH-BIH State Team.
7. The BIH Coordinator will observe at least one group session on a quarterly basis (prenatal or postpartum session) and complete the Group Observation Feedback form in ETO.
8. The BIH Coordinator and/or Data Entry lead will review standard reports issued by MCAH at least quarterly as a management tool to assess data accuracy and completeness.
9. MCAH-BIH will conduct QA activities with LHJ sites via site visits, technical assistance calls, data quality reports and/or calls, and annual and quarterly BIH reports.
10. MCAH-BIH Annual and Quarterly reports serve as a formal communication process from the LHJ to MCAH-BIH regarding activities implemented in the areas of participant recruitment, referrals, best practices, quality improvement activities and participant success stories. The reports also assist in identifying areas requiring follow-up by MCAH-BIH and the BIH Coordinator such as outreach activities, lower than anticipated participant enrollment, or low group participation.

Forms useful for quality assurance activities:

- BIH Data Collection Checklist
- BIH Data Collection Schedule
- Participant Satisfaction
- Life Planning Schedule
- Referral
- Case Conference

Forms to complete:

- Group Session Information

Reports to complete:

- *BIH Annual Reports are due to MCAH on August 15th of each year*
- *Three BIH Coordinator Reports are due to MCAH at the end of January, April, and October of each fiscal year. Information contained in reports normally due end of July will be incorporated into the BIH Annual Report.*