

# Quality Support Team Program Structure and Description

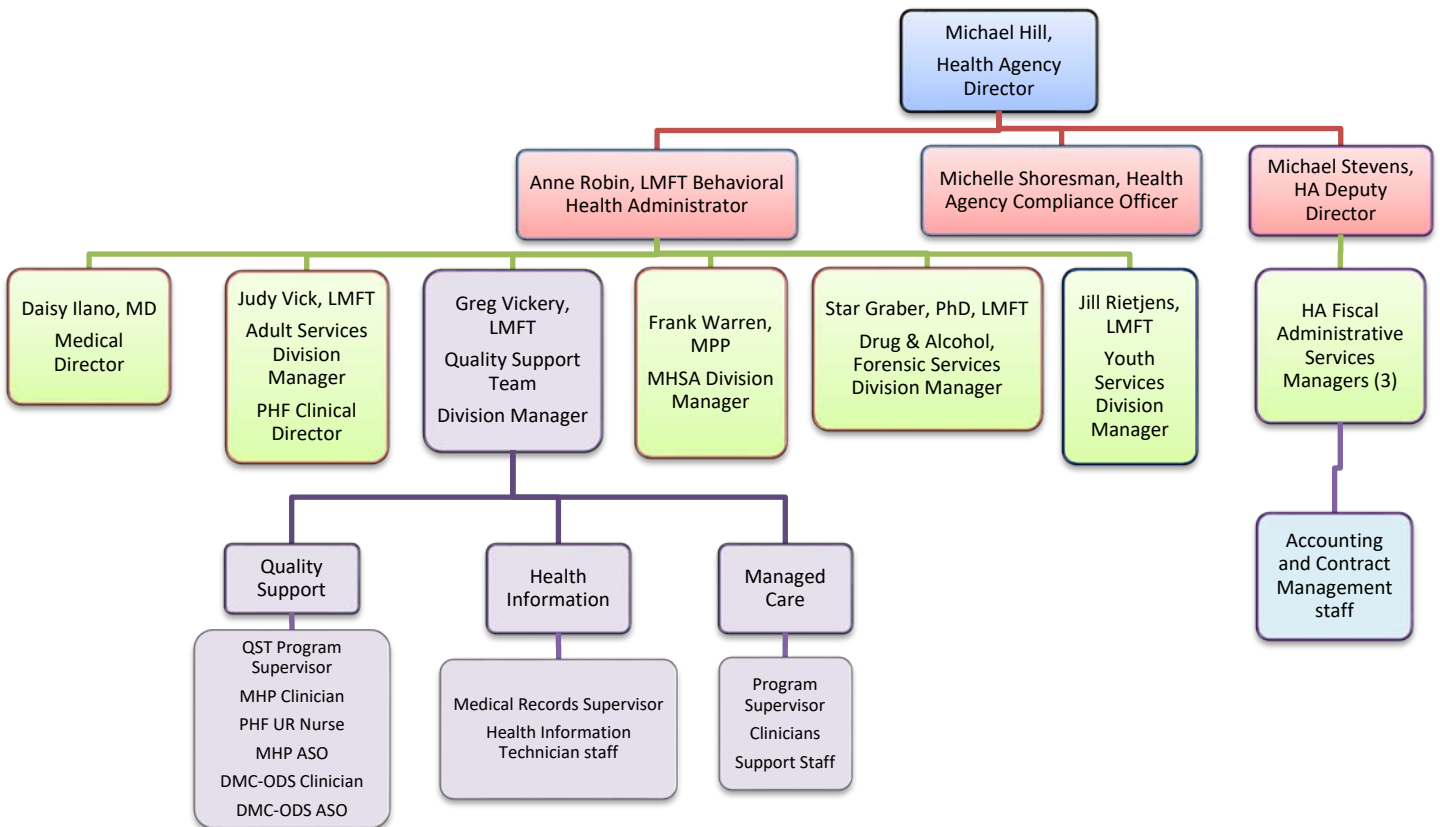
## Fiscal Year 2019-2020

**Purpose:**

- To define the Quality Support Team (QST) program's structure and elements, which have expanded from a focus on Mental Health Plan (MHP) services to a behavioral health focus with San Luis Obispo Behavioral Health Department's (SLOBHD) decision to opt in to the Drug Medi-Cal-Organized Delivery System (DMC-ODS) waiver
- To assign responsibility for QST activities to team members
- To provide a framework for understanding the Quality Support Team Work Plan, which establishes quantitative measures to assess performance and identifies and prioritizes areas for improvement
- To clarify processes for identifying and implementing improvements to better meet the needs of the SLOBH's beneficiaries

**Organizational Overview:**

The chart below is a partial overview of the SLO Health Agency structure, with emphasis on Behavioral Health's Management Team and the Quality Support Team. Advantages of this structure include the ability to integrate quality support processes and staff and improved communication and information sharing between Behavioral Health Divisions.



**QST Structure, Duties and Roles:**

The chart above also serves to highlight lines of reporting through the QST Division Manager that are important for the overall quality of the services provided by the MHP.

- ❖ **Health Information:**  
Health Information Technicians conduct monthly monitoring and reporting duties and are often the first point of contact for clinical staff when faced with a documentation conundrum.

- ❖ **Managed Care:**  
Managed Care staff perform core access, authorization, and quality of care duties, including:
  - Operate the MHP's toll-free 24/7 Central Access Line during business hours
  - Recruit, credential, authorize and monitor a panel of individual Network Providers
  - Authorize and monitor services for SLO beneficiaries provided by out-of-county inpatient facilities (TAR and Short-Doyle) and outpatient specialty mental health services for youth in out-of-county adoptive, foster and KinGAP placements
  - Complete comprehensive assessments to determine whether medical necessity criteria are met for specialty mental health services and substance abuse treatment services in a variety of clinic locations
  
- ❖ QST staff report to the QST Program Supervisor, who reports to the QST Division Manager. The Program Supervisor is also the FSP Coordinator. QST staff execute key QM, QI and UM duties including:
  - QST ASO (MHP):
    - Collects, reports and presents access, appeal and other data elements
    - Consumer Perception Survey
    - Site Certification
  - QST Clinician (MHP):
    - Outpatient utilization management and utilization review
    - Provides staff training to improve documentation and coding
  - PHF UR Nurse:
    - Inpatient utilization review of medical records to ensure consistent documentation
    - Tracks referral and transfer data
  - QST Clinician (ODS):
    - Outpatient utilization management and training
    - Monthly and Annual provider monitoring activities using DMC-SAPTBG Audit tool.
    - Monitor internal and contractor Corrective Action Plans (CAPs)
  - QST ASO (ODS)
    - Treatment Perceptions Survey
    - Site Certification

**QST Committees and Subcommittees:**

