

QI Spotlight

August 2003

CBHNP Strategic CQI Initiatives

1. **Access** – The degree to which appropriate care and services are accessible and obtainable to meet the Member’s needs.
2. **Appropriateness** – The degree to which the care and services provided are relevant to the Member’s clinical needs, given the current state of knowledge and available resources.
3. **Competency** – The degree to which Providers and CBHNP Staff adhere to professional and/or organizational standards of care and practice.
4. **Consumer and Family Involvement** – The degree to which HealthChoices Members and families of Members have an active role in CBHNP.
5. **Continuity and Care Coordination** – The degree to which needed healthcare services for a Member or specified population are coordinated across levels of care, across organizations, or across care of physical health and behavioral health.
6. **Diversity and Cultural Competency** – The degree to which Providers and CBHNP Staff understand and demonstrate respect for differences among groups.
7. **Outcomes and Efficacy** – The degree to which a treatment or service improves health status.
8. **Prevention and Community Outreach** – The degree to which CBHNP services promote health, prevent deterioration of conditions, and educate the community.
9. **Safety** – The degree to which risks of adverse outcome are reduced for the Member and others, including the health care Provider.
10. **Service Excellence** – The degree to which CBHNP meets established service standards and produces Provider and Member satisfaction.