

PROVIDER ALERT

Quality Measurement Survey

September 30, 2021

Target Audience: All Behavioral Health Providers

The Behavioral Health Administration (BHA) is committed to promoting recovery, resiliency, health, and wellness to all Marylanders. Its objective is to ensure all individuals who access the public behavioral health system receive quality-driven behavioral health services. To advance this objective, and as part of the Total Quality Management (TQM) process BHA is developing, we are asking you to [complete a survey](#) no later than **October 15, 2021**, that will help us gain a better perspective of:

- What methods are working well;
- Which measures or metrics are the most effective;
- Where there might be needs or gaps; and
- What systems or tools may be the most effective in monitoring quality service.

TQM is an important component of service delivery that utilizes quality measures or metrics to monitor and improve programs and services for individuals in our care. The TQM process will focus on performance improvement of all behavioral health services funded in Maryland. The TQM process includes:

- Creating quality improvement of administrative, system, and clinical functions through monitoring, evaluation, education, and training;
- Establishing a framework to improve services and recognize opportunities for future improvements; and
- Establishing and maintaining standards of practices for the public behavioral health system.

These measures or metrics can include indicators that can capture organizational, system and service process, efficiency, client perception, service satisfaction, functioning, and health outcomes.

BHA realizes that our local partners are already using various quality management methods and quality measures or metrics to manage and monitor service quality within their jurisdictions. The survey we are asking you to complete will collect information on what metrics local jurisdictions are using to assure quality of programs and services; the type of data being collected; how often it is being collected and how it is stored; what kind of quality monitoring systems are in place; and how the data is used to inform program and service planning efforts.

Please complete the survey by October 15, 2021. The link to the survey may be found at: https://marylanddohmh.qualtrics.com/jfe/form/SV_cBEMBICWeedUHak

Thank you,

Optum Maryland Team