



## North Carolina Department of Health and Human Services

Pat McCrory  
Governor  
(Ret.)

Aldona Z. Wos, M.D.  
Ambassador  
Secretary DHHS

Division of Mental Health, Developmental  
Disabilities and Substance Abuse Services  
3001 Mail Services Center  
Raleigh, North Carolina 27699-3001  
Tel 919-733-7011 Fax 919-508-0951  
Courtney M. Cantrell, Ph.D.  
Director

Division of Medical Assistance  
2501 Mail Services Center  
Raleigh, North Carolina 27699-2501  
Tel 919-855-4100 Fax 919-733-6608  
Dave Richard  
Deputy Secretary of Medical Assistance

### MCO Communication Bulletin #J146

Date: June 11, 2015

To: LME-MCOs

From: Kathy Nichols, Lead Waiver Program Manager, Behavioral Health Section, DMA and Mabel McGlothlen, LME System Performance Team Leader, DMH/DD/SAS

Subject: Annual Quality Strategy and Quality Improvement Projects/Performance Improvement Projects

The purpose of this bulletin is to collect the Annual Quality Strategy and Quality Improvement Projects/Performance Improvement Projects for each LME/MCO, as required in both the Division of Medical Assistance (DMA) and the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) contracts.

In accordance with DHHS contracts, LME-MCOs are responsible for identifying and addressing opportunities for improvement of the local operations and service system. This includes conducting a minimum of three (3) quality improvement projects (QIP) each year regarding DHHS funded services.

- For DMA funded services, one of the projects should be clinical, one non-clinical, and one additional QIP. Please only include the QIPs approved by DHHS.
- For DMH/DD/SAS funded services, LME-MCOs are expected to submit three (3) QIPs.

The summaries of these studies shall be provided to the local Area Board, the local Consumer and Family Advisory Council and, on request, to DHHS. QIPs should be broken down by the funding source.

As a part of our statewide effort to ensure quality improvement of the publicly funded service system, DHHS requests that LME-MCOs send results from SFY 14-15 QIPs and the plan for QIPs for SFY 15-16 for Medicaid and State funded services.

In order to evaluate quality management as a statewide system, we will need QIPs for Medicaid and State funded services and the SFY 15-16 Quality Management Plan.

Please send all QIP results and plans for the current year to [contactdmhquality@dhhs.nc.gov](mailto:contactdmhquality@dhhs.nc.gov) and [Adolph.simmmons@dhhs.nc.gov](mailto:Adolph.simmmons@dhhs.nc.gov) by **August 31, 2015**. Thank you for your commitment to continuous quality improvement of our state behavioral health system.

*Previous bulletins can be accessed at: <http://jtcommunicationbulletins.ncdhhs.gov/>*

Cc: Dave Richard, DMA  
Dale Armstrong, DHHS  
DMA Leadership Team  
DMH/DD/SAS Leadership Team  
Mary Hooper, NCCCP