



# Checklist: Continuous Quality Improvement of Behavioral Health Services

An accountable care organization (ACO) is an enormous team, and managing continuous quality improvement (CQI) to meet the rigors of the Triple Aim depends to a large extent on teamwork. CQI efforts stand as great a chance of success in an ACO ecosystem as anywhere else. How does that CQI teamwork translate where behavioral health and social services are concerned?

## CQI Teamwork Fundamentals

### 1. Leadership

- Give your behavioral health program and teams the opportunity to formulate a strategic vision, mission, goals, and objectives of their own and to align those with the organization's broader strategic plan and CQI initiatives.
- Champion behavioral health goals, especially in relation to other departments and teams who may be less familiar with them.
- Delegate staff resources and infrastructure (such as IT) accordingly.
- Remove any barriers, including cultural barriers, that can tend to minimize the importance of behavioral health and the social service needs of your patients.
- Create professional development opportunities and provide necessary training and technical assistance.
- Communicate to staff that their input and ideas are valued.

### 2. Diversity

- Ensure representation of staff from across the organization and service network.
- Interview frontline intake staff, operations managers, clinical team members, care coordinators, recovery support specialists, community health workers, and partners to gather their observations of consumer experience with your behavioral health services.
- Reinforce the value of multidisciplinary teams working together to improve quality.
- Provide opportunities for cross-disciplinary and cross-cultural understanding to increase sensitivity and create a common vocabulary for integrated services.

### 3. Accountability

- Ensure transparency and a strong sense of responsibility for effective communications, roles and responsibilities, and performance vis à vis your CQI initiatives.
- Standardize behavioral health workflow and information management to support CQI.
- Collect, analyze, and report behavioral health CQI data.
- Post baseline and improvement data for teams, site-specific projects, or system-wide challenges and accomplishments.
- Communicate goals and outcomes across the organization to build morale.