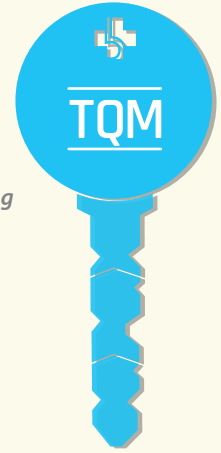




# BEHAVIORAL HEALTH WORKS KEY TO MONITORING TREATMENT

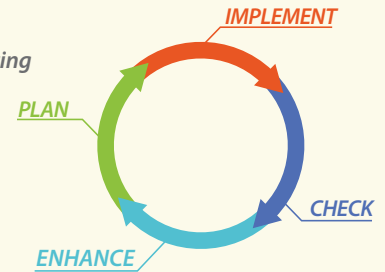


## TQM TOTAL QUALITY MANAGEMENT

*Total Quality Management (TQM) is a philosophy and set of guiding principles that BHW adopts to focus on continuous improvement of our organization, our procedures, and the services that we provide for our clients. TQM focuses on the needs of the client, and on improving the quality of work and finished product. TQM promotes continuous monitoring and improvement of company procedures in order to reduce procedures that are inefficient or wasteful. TQM involves the entire organization in the improvement of quality, and also empowers employees at all levels.*

## 01 PROBLEM PREVENTION CYCLE

*Part of BHW's key to designing and implementing award winning programs is our formal process toward monitoring treatment implementation, utilization, and quality. We use a PROBLEM PREVENTION cycle which includes four steps: PLAN, IMPLEMENT, CHECK, and ENHANCE.*



**CONTINUOUS IMPROVEMENT**  
*Continuous improvement is based on the belief that there are always better ways for getting the job done.*



**CLIENT FOCUS**  
*The goal is meeting the needs of clients.*



**TOTAL INVOLVEMENT**  
*Total involvement means that all the members of the team are aware of what each member is doing, as well as the overall goal of the team.*

**SYSTEMATIC SUPPORT**  
*Systematic support involves using innovative problem solving.*



**MEASUREMENT**  
*Measurement requires the use of quantitative methods to measure progress.*



## TQM's FIVE PREMISES

02

## 03 TREATMENT MONITORING BASES

**RISK MANAGEMENT (RM)**  
*Risk management involves taking steps to reduce inappropriate practices and thereby limit the potential for liability or malpractice. It includes planned programs for loss prevention and liability management. RM programs are directed toward identifying and evaluating potential risks, and taking actions against factors that could harm clients and staff.*



**QUALITY ASSURANCE (QA)**  
*Quality assurance involves monitoring and evaluating BHW's services in terms of availability or accessibility, adequacy, and appropriateness. QA also assess our program's strategies to promote continuous improvement. QA interventions include monitoring patterns and outcomes of care, conducting client satisfaction surveys, reviewing targeted diagnosis and treatments, and comparing current with past performance.*

**UTILIZATION REVIEW (UR)**  
*Utilization review focuses primarily on conserving costs and resources. UR strategies include reviews (prospective, concurrent, and retrospective), second opinions and case management. The goal is to evaluate the medical necessity, appropriateness, cost-effectiveness, and quality of proposed and delivered services.*