

**MAGELLAN OF ARIZONA QUALITY IMPROVEMENT COMMITTEES/WORK GROUPS**

<p><b>Quality Improvement Committee</b></p>	<p>The QIC is responsible for oversight of quality improvement (QI) within the service delivery system. The QIC monitors quality improvement and system performance in accordance with QI information sources and establishes and provides oversight of quality improvement (QI) within the service delivery system.</p>		<p><b>Monthly</b></p>
<p><b>Utilization Management Committee</b></p>	<p>This is a core committee that is responsible for oversight of clinical programs; adopting and implementing UM policies and standards established by Magellan; developing operational procedures consistent with policies; and approving and monitoring the UM Program Description and Work Plan.</p>		<p><b>Monthly</b></p>
	<p>This workgroup reviews quality-of-care concerns brought by the CMO and other QI data sources and reports to the Utilization Management Committee. The QOC recommends clinical performance improvement initiatives to the UM Committee and addresses any assigned indicators as directed by the UM Committee.</p>	<p><b>Quality of Care Work Group</b></p>	
	<p>This work group is responsible for identifying evidence-based practices and providing oversight of the implementation and evaluation of such practices in the service delivery system. The workgroup reports to the UM Committee and ensures that information is shared with the EBBP workgroup members at each meeting. Committee members share this information, as necessary, with their respective stakeholders.</p>	<p><b>Evidence Based Practice</b></p>	<p><b>Ad Hoc basis at the direction of the UM Committee</b></p>
	<p>This work group is responsible for monitoring the children’s system of care practice review (SOCPR) process and overseeing assigned QM/UM work plan indicators. The GSA 6 Task Force reports to the UM Committee and meets on an ad hoc basis at the direction of the UM Committee.</p>	<p><b>GSA6 Task Force</b></p>	
	<p>This work group review assigned QM/UM work plan indicators and system performance specific to their category of service. The workgroups recommend performance improvement initiatives to the CSC, and assist with implementation of initiatives and stakeholder education.</p>	<p><b>Child/Adolescent Workgroup</b></p>	<p><b>Ad Hoc basis at the direction of the CS Committee</b></p>
	<p>This work group is responsible for analyzing and interpreting grievance and appeal data and complaint data. Correlates trended data with other QI data sources, recommends interventions and proposes performance improvement initiatives to the CSC. The Customer Service workgroup reports to the CSC and meets on an ad hoc basis under the direction of the CSC.</p>	<p><b>Customer Service Workgroup</b></p>	<p><b>Ad Hoc basis at the direction of the CS Committee</b></p>