



Monitoring and Oversight Committee Charter

January 28, 2015



Monitoring and Oversight Committee Charter

Article I – OVERVIEW

The Georgia Families 360° Monitoring and Oversight Committee (the Committee) serves as an operational committee for oversight and quality improvement for the Georgia Families 360° Program for members in foster care or receiving adoption assistance and select youth in the juvenile justice system. This Committee is advisory in nature and has no voting or approval authority.

Article II – PURPOSE and FUNCTION

The purpose of the Committee is to ensure that the goals and objectives of the Georgia Families 360° Program are met and are consistent with the Georgia Families Quality Strategy. The Committee:

- Supports the development and implementation of the Georgia Families Quality Strategy, especially as related to the Georgia Families 360° Program
- Supports the identification and development of system-wide quality and operational improvement activities as related to the Georgia Families 360° Program
- Encourages collaboration between DCH, relevant agencies and other stakeholders, and the Georgia Families 360° Care Management Organization, on quality improvement activities, focused studies, and other program improvement initiatives
- Provides feedback to DCH on the appropriateness and quality of care and services provided to Georgia Families 360° members, to DCH, and to other stakeholders
- Assists DCH in establishing standards and guidelines for the provision of care
- Assists DCH in establishing performance measures and reviewing performance relative to DCH's Value-Based Purchasing initiatives for the Georgia Families 360° Program, in collaboration with DCH's Performance Management Team
- Assists DCH by reviewing, monitoring, and evaluating programmatic reports
- Provides a forum for sharing best practices
- Establishes subcommittees or workgroups, as needed, to address specific topics, with DCH approval
- Provides support and feedback to DCH for the:

- Establishment of Program priorities
- Identification, design, and implementation of quality reporting and monitoring
- Review of findings from discovery/ processes
- Suggests remediation strategies related to the Georgia Families 360° Program
- Advises DCH and/or the Georgia Families 360° Care Management Organization on necessary data analysis, identifies potential quality improvement strategies, and makes recommendations to DCH
- Reports to the DCH Medicaid Chief

Article III – MEMBERSHIP

Committee membership includes but is not limited to the following participants:

- DCH leadership
 - DCH Medicaid Chief
 - DCH Deputy Director Aging and Special Populations
- One (1) Representative from each of the following sister agencies:
 - Department of Human Services (DHS), Division of Family and Children Services (DFCS)
 - Department of Juvenile Justice (DJJ)
 - Department of Behavioral Health and Developmental Disabilities (DBHDD)
 - Department of Early Care and Learning (DECAL)
 - Department of Public Health (DPH)
 - Department of Education (DOE)

It is at the discretion of the DCH Commissioner to add or remove Committee membership representatives. It is up to the Commissioner of each sister agency to appoint the appropriate representative.

Subcommittees: Participants will be nominated to participate on the Subcommittees at the discretion of the DCH Medicaid Chief. Subcommittee membership may include the following participants:

- Subject matter experts from professional organizations or academic institutions
- Georgia Families External Quality Review representative

- Providers, including but not limited to pediatricians, primary care providers, dentists, specialists, behavioral health providers, psychiatrists, pharmacists, and occupational, speech, and physical therapists
- Advocates, caregivers and Georgia Families 360° members

At DCH's discretion, representatives from the Georgia Families 360° Care Management Organization and their subcontractors, including but not limited to the President, Chief Executive Officer, Executive Director, Medical Directors, Quality Manager, Network/Contract Managers, Health Services Manager, or the Director of Ombudsman Services and Director of Intake services, will also be asked to participate in Committee meetings to report out on the progress of the Program and related initiatives.

Section I – Term

Committee and Subcommittee members will be appointed or nominated for a two or three year term which is renewable. The terms will be staggered in order to ensure membership rotation. Committee and Subcommittee members serve at the pleasure of the DCH Commissioner.

Section II – Chair

The Committee is chaired by the Medicaid Chief, or his/her designee.

Article IV – PROCESS

To support the goal of evaluating the status of the Georgia Families 360° Program, the Committee may review reports and documents. The Committee may establish a regular schedule of document review, supplemented by review of other reports on an *ad hoc* basis. Examples of documents the Committee may review are:

- Complaints, grievances and appeals summary reports and trended data
- Survey results (consumer satisfaction surveys, provider satisfaction surveys, etc.)
- Medical record audit results
- Quality improvement documents required by DCH and submitted by the Georgia Families 360° Care Management Organization, including the Annual Program Evaluation, Annual Program Description, Annual Quality Workplan and workplan updates
- HEDIS or HEDIS-like results, as appropriate
- Reports from the External Quality Review Organization
- Ombudsman reports
- Other audit reports
- Reports on the Georgia Families 360° Care Management Organization's Value-Based Purchasing performance measures and outcomes

- Other documents at the request of the Committee

Article V – MEETINGS

Section I – Frequency

The Committee will meet on a quarterly basis, or as directed by DCH. The Chair may call additional meetings

Section II – Procedure

DCH is responsible for providing Committee members with written notice of the meeting at least three (3) weeks prior to its occurrence. DCH will send a meeting agenda and any meeting materials to be discussed during the meeting to Committee members at least seven (7) business days in advance of the meeting.

Section III – Minutes

DCH will distribute minutes from each meeting prior to the following meeting and will maintain and distribute an Issues Log with items requiring follow-up. The Committee will approve all meeting minutes and the Issues Log.

Article VI – QUORUM

This Committee has no voting authority.

Article VII – CONFIDENTIALITY

All agents of the Georgia Families 360° Program, the employees and agents of all contracting practitioners, and all members of the Committee, Subcommittees, or workgroups, must maintain the confidentiality of Medicaid member information, medical records, peer review and quality improvement records. They also must assure that such information and records are not either inadvertently or purposefully improperly disclosed, lost, altered, tampered with, destroyed or misused in any manner. All information used for quality improvement activities is maintained as confidential in accordance with applicable federal and state laws and regulations.

All Committee, Subcommittee, and workgroup participants are required to sign a Non-disclosure Statement, which includes a confidentiality statement. This statement allows for free, candid and objective discussion necessary during the Committee, Subcommittee, workgroups or any other called meetings for effective management.

Access to Medicaid member or provider-specific peer review quality improvement information is restricted to those individuals and/or committees charged with responsibility for peer review activities. Release of all information will be in accordance with State and Federal laws.

Article VIII – AMENDMENTS

Amendments to this Charter of the Committee may be recommended at any Committee meeting, although subject to DCH approval. Proposed amendments must be submitted in

writing to the Chair, In advance of a scheduled meeting of the Committee, to be included on the agenda. Adoption of proposed amendments is solely the decision of DCH.

Georgia Families 360° Monitoring and Oversight Committee Charter Agreement Approvals

The signatures below indicate our understanding of the advisory capacity of this committee and our agreement of the goals, activities, deliverables and terms defined by the Charter and to support it with the appropriate time and commitment required.

<p><u>Clyde L. Reese III</u> Clyde L. Reese, III, Commissioner</p>	<p><u>2/3/15</u> Date</p>
--	-------------------------------