



QM PLAN Instructions

Providers who apply for an IPRS or local funded contract with The Durham Center are required to submit a QM Plan. For new providers, the QM Plan must meet all NC DHHS requirements and be submitted prior to receiving the contract. All providers are required to have a QM Plan that reflects its *current* organizational structure and services and should therefore be reviewed and updated as needed to incorporate relevant changes in its operations and goals. Updated plans are not expected to be sent to us.

The QM Plan meets NC DHHS requirements if it integrates Quality Assurance and Quality Improvement *and* includes all of the following:

1. composition and activities of a quality assurance and quality improvement committee;
2. written quality assurance and quality improvement plan;
3. methods for monitoring and evaluating the quality and appropriateness of client care, including delineation of client outcomes and utilization of services;
4. professional or clinical supervision, including a requirement that staff who are not qualified professionals and provide direct client services shall be supervised by a qualified professional in that area of service;
5. strategies for improving client care;
6. review of staff qualifications and a determination made to grant treatment/habilitation privileges;
7. review of all fatalities of active clients who were being served in residential programs at the time of death;
8. adoption of standards that assure operational and programmatic performance meeting applicable standards of practice;
9. review of incidents and complaints.

Email your completed plan to the Director of Quality, Research & Development, Dr. Lena Klumper, at <mailto:lklumper@co.durham.nc.us>. If you are unable to email the plan, you may fax your completed document to Lena at 560-7250.

If you have further questions regarding these instructions, please call Lena Klumper at (919) 560-7487.