



Texas Department of State Health Services: Community MH & SA Services Section; *Compliance and Consumer Rights and Services*

PROJECT LEADERSHIP	Stacey Stephens (Director) Melissa Mauney (Branch Manager, Compliance and Consumer Rights and Services Quality Management Unit)
PROVIDER SITES	MHMR of Tarrant County (Fort Worth) The Patrician Movement (San Antonio) Serenity House of Abilene (Abilene)
PARTNERS	Association of Substance Abuse Programs, Texas

PROJECT DESCRIPTION

Texas is transforming its Quality Management Unit by going from a function primarily focused on documentation compliance to one focused on providing technical assistance to assist organizations in meeting Texas' new demanding performance requirements.

PRIMARY AIM(S) FOR PROVIDER PILOT

- Develop the process for the Quality Management Unit to: assist organizations in identifying weaknesses in performance; facilitate performance improvement through education on process improvement techniques; disseminate best practices; and monitor performance.

STATE ACTIVITIES TO IMPROVE ACCESS & RETENTION

- Identify and remedy weaknesses in the Behavioral Health Integrated Provider System (BHIPS) - a mandated admission and financial information system - that led to delays in admissions and ineffective use of providers' staff time.
- Facilitate the dissemination of technical assistance that will lead to improved access and retention.