DBHDS
Virginia Department of Behavioral Health and Developmental Services

Developmental Disabilities Quality Improvement Committee

Established: January 2, 2013
Revised: June 22, 2026

MISSION

To identify and address risks of harm, ensure the sufficiency, accessibility, and quality of services to meet individuals' needs in integrated settings; to collect and evaluate data to identify and respond to trends to ensure continuous quality improvement.

PURPOSE

The Developmental Disabilities (DD) Quality Improvement Committee (QIC) ensures a process of continuous quality improvement, maintains responsibility for prioritization of needs, work areas, and resource allocation for the DD QIC subcommittees, and works to achieve the intended outcomes for the agency and the Commonwealth.

AUTHORIZATION/SCOPE OF AUTHORITY

The DD QIC is the highest-level DD quality committee that provides oversight and directs the work of the DD QIC subcommittees (Case Management Steering Committee (CMSC), Key Performance Area Workgroups (focus on Health, Safety & Wellbeing, Community Inclusion & Integration, Provider Capacity & Competency), Mortality Review Committee (MRC), Regional Quality Councils (RQCs) (5), and the DD Risk Management Review Committee (RMRC)). The DD QIC prioritizes needs, work areas and resource allocation for the DD QIC subcommittees.

DEFINITIONS

Term	Definitions
Advisory Members	Members of the quality committees without the authority to approve meeting minutes, charters, PMIs, and other activities requiring approval. Members do provide input and feedback to voting members. Advisory members, save RQC liaisons, have no term limits. RQC liaisons can serve up to two consecutive terms (one term is three years).
Case Management Steering Committee (CMSC)	Committee that monitors and works to support case management performance across responsible entities, reviews data, and implements assigned quality improvement initiatives.
Designee	A person selected to carry out a duty or role within a quality committee on behalf of a voting or advisory member. When acting on behalf of a voting member, this person assumes voting member responsibilities and should be in a position reflective of that authority, including awareness of the organization or system impact of actions taken by the QIC. Designee should be prepared to step in during the meeting as needed to fulfill the voting member's role.
Executive Sponsor	Role that maintains executive authority over the actions taken by the DD QIC; the Commissioner of DBHDS serves in this role.

Eight Domains	Designated spheres of knowledge, influence, or activity within the structure of the DD QMS: safety and freedom from harm; physical, mental, and behavioral health and wellbeing, avoiding crises, stability, choice and self-determination, community inclusion, access to services, and provider capacity.
Key Performance Areas (KPAs)	DBHDS defined areas aimed at addressing the availability, accessibility, and quality of services. The DD QMS has established three: health, safety and wellbeing, community inclusion and integration, and provider capacity and competency.
KPA Workgroups	DBHDS workgroup that includes a focus of each of the KPAs as well as on ensuring quality service provision, reviews data, and implements assigned quality improvement initiatives relative to the eight domains.
Mortality Review Committee (MRC)	Committee that conducts mortality reviews of individuals receiving a service licensed by DBHDS at the time of death and diagnosed with an intellectual disability and/or developmental disability (I/DD), reviews data, and implements assigned quality improvement initiatives.
National Core Indicators (NCI)	Standard performance measures used in a collaborative effort across states to assess the outcomes of services provided to individuals and families and to establish national benchmarks. Core indicators address key areas of concern including employment, human rights, service planning, community inclusion, choice, health, and safety.
Performance Measure Indicators (PMIs)	Outcome and output measures used to report the progress towards specified targets established by DBHDS DD QMS, designed to address areas of importance, or need for DBHDS.
Provider Reporting Measures	Measures that providers report progress on to DBHDS that assess both positive and negative aspects of health and safety and of community integration.
Proxy	Proxy means the authority to represent someone else, especially in voting. The QIC uses proxy only in situations when the voting member or their designee cannot attend a meeting, or when they need to leave during the meeting. In these situations, the voting member will alert the QIC via the meeting's chat function of their need to leave the meeting and who has their proxy vote.
Quality Committees	A collective term used to describe the groups within the DD QMS who consider, investigate, act, and report on quality assurance, risk management, and quality improvement. Groups include quality improvement committee (QIC), subcommittees, workgroups, and councils.
Quality Improvement Committee (QIC)	Overarching quality committee that exists as part of the DD Quality Management System (QMS)
QIC Subcommittees	Committees, councils, and workgroups that exist as part of the DD QMS and who report to the DD QIC.
Quality Improvement Initiative (QII)	A formal plan, based upon data reviews, that addresses identified areas for improvement and uses the Model for Improvement.
Quality Plan aka Quality	Three-part document that describes (1) the programs involved in the DD QMS, and processes deployed by the programs, (2) the quality

Management Plan (QMP)	committee structure, and (3) an annual report detailing the work of the DD QMS including evaluation of the quality committees.
Quality Service Review (QSR)	Review conducted for evaluation of services at individual, provider, and system-wide levels to evaluate whether individuals' needs are being identified and met through person-centered planning and thinking, whether services are being provided in the most integrated setting appropriate to the individuals' needs and consistent with their informed choice; and whether individuals are having opportunities for integration in all aspects of their lives. QSRs also assess the quality and adequacy of providers' services, quality improvement and risk management strategies, and provide recommendations to providers for improvement.
Quorum	Number of voting members required for decision-making
Regional Quality Councils (RQCs)	DBHDS formulated councils, comprised of providers, CSBs, DBHDS quality improvement personnel, and individuals served and their family members that assess relevant data to identify trends and recommend responsive actions for their respective DBHDS designated regions.
Risk Management Review Committee (RMRC)	Committee that identifies and addresses risks of harm, reviews data and implements assigned quality improvement initiatives
Voting Members	Members of the quality committees with the authority to approve meeting minutes, charters, PMIs, and other activities requiring approval.

RESPONSIBILITIES, DUTIES, ACTIVITIES

General

- Includes internal and external stakeholders with experience in:
  - Clinical training
  - Quality Improvement
  - Quality Management
  - Resource Management
  - Developmental Disabilities
  - Behavioral Health
  - Compliance
  - Behavioral Analysis
  - Provider Services
  - Data Analytics
- Commits to a culture of quality characterized by:
  - Supported by leadership
  - Person Centered
  - Led by staff who continuously learn and empowered as change agents
  - Supported by an infrastructure that is sustainable and continuous
  - Driven by data collection and analysis
  - Responds to identified issues by using QIIs and other mitigating strategies as indicated
- Ensures a process of continuous quality improvement
- Approves the creation/discontinuation of QIC subcommittees

- Develops and reviews annually the charter, with revisions as needed
- Approves all QIC subcommittee charters
- Provides orientation and training to members to include:
    - DBHDS DD Quality Management System
    - QIC charter
    - Member responsibilities
    - Continuous quality improvement
- Prioritizes needs and work areas
- Directs the work of the DD QIC subcommittees
- Monitors QIC subcommittees
- Responds to recommendations made during meetings, including approving or disapproving motions
- Provides an annual summary of actions taken during the fiscal year, including responses to recommendations made during meetings
- Reports publicly on an annual basis regarding the:
    - Availability and quality of supports and services
    - Gaps in supports and services
    - Provides recommendations for improvement
- Completes a committee performance evaluation annually that includes the accomplishments and barriers of the DD quality committee

Data Review and Analysis

- Approves new PMI(s) based in data analysis, that correspond to one KPA and at least one of the eight domains, and in keeping with continuous quality improvement practices
- Assigns the approved new PMI to one of the DD QIC subcommittees (RMRC, MRC, CMSC, or KPA Workgroups) for monitoring and reporting purposes
- Analysis of PMIs to measure performance across the KPAs, to determine PMI need for revision or retirement, at least annually
- Approves revised or retired PMIs that are based in data analysis and in keeping with continuous quality improvement practices
- Monitors the progress of PMIs across all eight domains
- Monitors provider reporting measures semi-annually and identifies systemic deficiencies or potential gaps
- Assesses annually the validity of provider reporting measures
- Reviews annual reports and determines recommendations to be addressed through DD QIC subcommittees; ensures that deficiencies have been addressed
- Informs stakeholders annually of QIIs approved for implementation, of QIIs proposed, not approved, and on the status of implemented QIIs through the Annual DD QMP Report
- Develops or directs strategic responses to address systemic deficiencies and/or gaps identified from the Quality Service Reviews (QSR) and National Core Indicators (NCI) data

Quality Improvement Initiative(s)

- Identifies areas for improvement and recommends QIIs for development to the DD QIC subcommittees
- Reviews proposed QIIs to:
    - Ensure use of Model for Improvement
    - Ensure alignment with agency priorities

  - Ensure no duplication of existing quality improvement activities already deployed in the DBHDS DD system
  - Ensure addressment of identified concerns
  - Ensure agency resources permit implementation of the QII as written
  - Determine extent of administrative burden placed on CSBs and/or providers
- Approves or disapproves the proposed QIIs upon consideration of above criteria
- Provides rationale for QII disapproval to the proposing DD QIC subcommittee
- Directs the implementation of approved QIIs
- Assigns resources as needed for DD QIC subcommittees to implement approved QIIs
- Holds DD QIC subcommittees accountable for QIIs, ensuring that the Model for Improvement (includes Plan-Do-Study-Act cycle) is utilized throughout the QII lifecycle
- Monitors the progress of approved QIIs, addresses concerns/barriers as needed, recommends revisions to QIIs as needed

Meetings

- Conducts regular meetings to ensure continuity of purpose
- Maintains reports and/or meeting minutes as necessary and pertinent to the committee's function
- Reviews and responds to regular reports from the DD QIC subcommittees (at least three times per year)
- Reviews and responds to quarterly reports from the QSR vendor
- Reviews and responds to presentations from NCI, Quality Review Team, and Office of Licensing
- Reviews and responds to annual reports

MEMBER ROLES AND RESPONSIBILITIES

Role and Title	Responsibility
Executive Sponsor, DBHDS Commissioner	• Maintains executive authority over DD QIC actions • Approves DD QIC membership • Appoints DD QIC advisory members
Chair Assistant Commissioner of Quality Management and Strategic Outcomes **Co-Chair** Assistant Commissioner of Developmental Services	• Ensures DD QIC executes responsibilities • Ensures DD QIC performs its functions • Ensures occurrence of quality plan activities • Ensures core monitoring of metrics
Logistic Support Director, Quality Improvement Analytics and Processes	• Develops agenda per schedule • Develops draft minutes, finalizes approved minutes • Organizes review schedule for year • Schedules DD QIC meetings yearly • Assists DD QIC subcommittees in their reporting • Distributes meeting materials via email/Teams • Monitors quorum; alerts chair/co-chair of quorum status • Distributes to voting members information for actions that need to occur between meetings

	• Coordinates and implements DD QM Plan activities (Parts 1, 2, and 3) • Provides orientation to all DD QIC members • Develop reports • Provides orientation and training for all members; new members receive training prior to attending meeting
Voting Members	• Maintains decision making capability and voting status. • Assigns designee when unable to attend a meeting in full or if voting member needs to leave during the meeting • Informs Chair, Co-chair, and Logistic Support when designee will be attending • Assigns proxy vote if assigned designee unable to attend on voting member's behalf or needs to leave during the meeting • Informs Chair, Co-chair, and Logistic Support via meeting chat when proxy vote is assigned. • Accepts no more than one assigned proxy vote • Reviews data and reports for meeting discussion; comes prepared • Attends 75% of meetings per year; may send a designee to one meeting per year
Advisory Members	• Performs in an advisory role for the DD QIC • Informs the committee by identifying issues and concerns to assist the DD QIC in its actions • Attends 75% of meetings per year and may send a designee to one meeting per year if the designee represents the same advisory role (i.e. representing same subject matter, discipline, or DBHDS office)
QI Consultation, Technical Assistance and Coaching Quality Improvement Specialist, QI Implementation Manager, Director, QI Analytics and Processes	• Provides consultation and technical assistance when needed relative to quality management and quality improvement practices including use of tools • Provides consultation and technical assistance when needed relative to data analysis, data visualizations • Provides coaching specific to quality improvement initiatives

MEMBERSHIP

Voting Members	• DBHDS Commissioner (Executive Sponsor) • Assistant Commissioner of Quality Management and Strategic Outcomes • Deputy Commissioner of Community Services • Deputy Commissioner for Facility Services • Assistant Commissioner for Provider Management • Assistant Commissioner for Developmental Services • Assistant Commissioner for Crisis Services • Assistant Commissioner for Behavioral Health Services

Advisory Members	• Chief Deputy Commissioner • Facility Quality and Risk Management Director • Director, Office of Community Quality Management • Chief Diversity, Opportunity, and Inclusion Officer • Pharmacy Manager • Training Center Director • Representative, Department of Medical Assistance Services • Liaisons, Regional Quality Councils • Quality Improvement Director, Community Services Board • Representative, Service Provider • Representatives, Associations as determined by the committee

MEETINGS

Meeting Frequency	The DD QIC shall meet at a minimum four times a year. Meetings can occur in the absence of quorum; however, no action, where approval of the DD QIC is required, can be taken in this instance. In such instances, approval may be sought via email or through Teams.
Quorum	A quorum is 50% plus one of the voting members. Quorum status is monitored throughout the meeting with verification of quorum status before voting on these deliberations that require quorum. Actions requiring quorum include approving minutes, approval/denial of QIIs, PMIs (new, revised, ending), and charters.
Agenda and Minutes	The agenda, meeting materials, and draft minutes from previous meetings shall be emailed prior to the scheduled meeting or posted to Teams.

CONTACT

Division, Office, or Program	Role Title
Office of Clinical Quality Management	Assistant Commissioner of Quality Management and Strategic Outcomes