

# *Global Quality Improvement Committee By-Laws*

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**Trillium**  
HEALTH RESOURCES

Transforming Lives. Building Community Well-Being.

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## OVERVIEW

### OVERVIEW OF THE TRILLIUM HEALTH RESOURCES GLOBAL QUALITY IMPROVEMENT COMMITTEE

The goal of the Trillium Health Resources Global Quality Improvement Committee (GQIC) is to represent collaboration and strengthen the relationship between providers and Trillium Health Resources. The GQIC will discuss and monitor the quality needs of the provider network and discuss recommendations from the committee members and groups.

The GQIC should be knowledgeable of all aspects of Trillium Health Resources operations that impact the quality management component of the provider network. The GQIC relies on an exchange of information from the provider network, its membership as well as input from other committees.

**MISSION:** The GQIC serves as a fair impartial committee representing the provider network. The GQIC shall discuss and explore an open forum of ideas related to Quality Improvement issues among the provider network, in order to maintain and achieve best practices to enable the providers to help the members reach their goals.

The mission of the GQIC is founded in a set of core values. These core values serve as the foundation of the committee.

**INTEGRITY:** Provide accurate and truthful representation of issues and ideas at all times.

**COMPETENCE:** Honor responsibilities to achieve and maintain the highest level of professional competence.

**PROFESSIONAL CONDUCT:** Promote dignity and autonomy. Maintain collaborative professional relationships, remembering that the main purpose is to improve quality of care and services with the members who receive supports and services from the provider network.

**INDIVIDUAL VALUE, DIGNITY, AND DIVERSITY:** Provide supports and services that promote respect and dignity of each member supported.

**SOCIAL JUSTICE:** Assure the rights of members and those who make decisions regarding services have complete and accurate information on which to make choices.

**SOCIAL CAPITAL:** Committee members support the importance of social relations and the role of cooperation and confidence to get collective results.

**PARTNERSHIP:** Committee members will work together, representing provider agencies to develop and achieve needed improvement in areas of quality management.

**OBJECTIVES:**

The objectives for which this Committee is formed are as follows:

1. Review Quality concerns developing in the Network
2. Assess training needs of the network related to quality
3. Collaborate with Trillium QM staff regarding quality issues and learn about the LMEMCOs QI plans and initiatives
4. Participate in the selection of Trillium Quality Improvement topics and the formulation of project goals.
5. Review current standards and set minimum standards for provider QA/QI systems
6. Allow for avenues in which providers can learn from each other.

The Committee membership will be designed to include a Chairperson and Vice- Chair. These roles will require a two year term.

Minutes from the Global Quality Improvement Committee will be recorded by Trillium Administrative Support and will be posted on the Trillium website Provider Page.

## **BY-LAWS**

### **ARTICLE I NAME**

The name of this committee is the Global Quality Improvement Quality Committee

### **ARTICLE II LOCATION**

The physical location of the Committee meetings shall be in Greenville. The ability to join a meeting via teleconference or videoconference will be made available if necessary.

### **ARTICLE III DURATION**

The period of existence of this committee is unlimited.

### **ARTICLE IV PURPOSE**

The Global Quality Improvement Committee serves as a representative of all service providers within the Trillium Health Resources Network. The Global Quality Improvement Committee shall:

- a. focus on the overall improvement of services across the network
- b. facilitate open exchange of ideas
- c. share values
- d. issues of concern relating to quality, goals, and visions,
- e. promote collaboration and mutual accountability among providers in order to develop a strong positive relationship with Trillium.

The Objectives for which this Committee is formed are as follows:

1. Review Quality concerns developing in the Network
2. Assess training needs of the network related to quality
3. Collaborate with Trillium QM staff regarding quality issues and learn about the LME/MCOs QI plans and initiatives
4. Participate in the selection of Trillium Quality Improvement topics and the formulation of project goals.
5. Review current standards and set minimum standards for provider QA/QI systems
6. Allow for avenues in which providers can learn from each other.

### **ARTICLE V MEMBERSHIP**

Membership of the committee will consist of the following:

Two Provider representatives of I/DD services (one to be from an ICF/IDD facility), two Provider representatives of the MH services, two Provider representatives from SU services, one hospital

provider located within the Trillium catchment area, one LIP, minimum of one QM staff from Trillium, one member of the Network Council, one Network physician and one member from each regional CFAC.

Trillium's QM program provides opportunities for providers, members, and families to provide input and feedback on QM issues through CFAC representation on the GQIC. The CFAC representatives serve as liaisons for members and families while participating in the selection of quality improvement topics, the formulation of project goals, and other QM topics.

It is suggested that each provider representative be from a different agency, although it is the person who is elected, not the agency. Representation must include both large and small providers representing the diversity of the network.

A voting member is anyone appointed or elected to the Global Quality Improvement Committee. Each member of the committee has one vote per person. There shall be no substitutions for voting members of the Committee.

## **ARTICLE VI TERMS AND STRUCTURE**

**Section 1: Management** - The management and control of the Global Quality Improvement Committee shall be vested and exercised by the Committee consisting of not less than ten members.

**Section 2: Membership in the Global Quality Improvement Committee** - The members of the Committee shall be appointed by Trillium, based upon interest shown by current providers in the Trillium catchment area. Subsequent members will be decided on as needed by the Committee once it is established. A pool of candidates will be maintained by Trillium. Terms on the committee will be three year terms. Members can hold a second term.

### **Three Year Term:**

- 1 I/DD Provider
- 1 Adult Mental Health Provider
- 1 Child Mental Health Provider
- 1 I/DD Provider of ICF/IDD Facility
- 2 Substance Use Providers
- 1 Member of Network Council
- 1 LIP/Outpatient Provider
- 1 Hospital
- 1 Network prescriber
- 3 CFAC members (1 member from each regional CFAC) (liaison for enrollees and families)



Terms shall coincide with the calendar year. After serving one term, a provider representative shall be eligible for one more consecutive term. At the first meeting of the Committee, and at each meeting thereafter, the Committee will accept nominations for future membership in the Committee. When a vacancy occurs in the Committee through a resignation or when a current member reaches the end of the term, the Committee shall vote upon a replacement from the list of nominations compiled for future membership. If a new member is elected to serve and complete the term for a previous member, that member is eligible to serve two terms after completing the term from the previous member.

**Section 3: Global Quality Improvement Committee Meetings** - The Global Quality Improvement Committee shall meet at least quarterly at a time and place designated by the Committee chairperson. Special meetings of the Committee shall be called upon written request of (3) members of the committee, or may be called at the discretion of the Committee Leader. Written or oral notice of each meeting shall be given at least two days prior thereto.

**Section 4: Annual planning meeting** – At least annually GQIC will review, revise if needed, and approve the GQIC Work Plan.

**Section 5: Notices** - The GQIC chairperson or other person designated by the chairperson shall prepare and cause to be sent or published all notices herein mentioned.

**Section 6: Quorum** - A quorum at any regular or special meeting shall consist of not less than a simple majority of the currently filled seats of GQIC members, in person or via technology.

**Section 7: Voting** - All matters considered at a meeting shall be decided by a majority vote of voting members present, and all votes taken by voice, unless a roll call vote is requested. The Chairperson shall not vote except in case of a tie, in which event he/she shall cast the deciding vote. Written votes may be requested by any member.

**Section 8: Attendance at Committee Meetings** - If two consecutive meetings or a pattern of absences occur for a member of the Committee, the GQIC may vote to terminate membership and seek to fill the position.

**Section 9: Conflict of Interest** - All Global Quality Improvement Committee members shall sign a conflict of interest statement that ensures that a member will excuse him/herself from discussion and voting if the member or the member's agency has a vested interest in the decision.

## **ARTICLE VII POSITIONS AND DUTIES**

**Section 1: Officers** - The officers of the Global Quality Improvement Committee shall be a Chairperson and Vice Chair.

**Section 2: Election** - The officers shall be elected by the members of the Global Quality Improvement Committee at the first meeting of the committee based upon volunteers who would like to hold the position. The nomination of the officers shall be considered and voted on at the same meeting. Subsequent elections shall be held in January of each calendar year. Nominees must be present at the meeting and confirm that they are in agreement with the nomination. The officers of the organization shall hold office for a term of one year or until their successors are chosen and qualified. The officers may, if properly elected, serve more than one term of office, not to exceed three consecutive years in the same office.

**Section 3: Duties** - The officers of the organization shall perform such duties as may be required of them by the Global Quality Improvement Committee.

- a. **Chairperson**- shall preside at all meetings of the committee. He/she shall appoint the chairs of any standing sub committees. Only provider representatives may be elected to serve as a chairperson.
- b. **Vice Chair**- shall succeed as Chairperson in case of a vacancy in that office. He/she shall preside at all meetings in the absence of the Chairperson. He/she shall undertake such other responsibilities as the Chairperson may assign. Only provider representatives may serve as Vice Chair.

## **ARTICLE VIII NOMINATIONS**

Nominations for officers and directors of the Global Quality Improvement Committee shall be made by members attending the first meeting for the GQIC. For future nominations, the past Chairperson, if still a member of the committee, shall be chairperson of the Nominating Sub Committee. If the Past Chairperson is no longer a member of the Committee, the Committee shall elect its own chair. Additional nominations may be made from the floor by any provider representative member on the Committee.

No name shall be placed in nomination without the consent of the nominee. Sufficient nominations for offices shall be made to ensure choice in the election process. A quorum for elections is a simple majority of the providers in the Global Quality Improvement Committee.

**ARTICLE IX SUB COMMITTEES**

Sub Committees- Global Quality Improvement Committee will create sub committees as needed

**ARTICLE X AMENDMENT**

These by-laws may be altered or amended by a two-thirds vote of a quorum of the membership. Notice of which amendment or amendments has been given to the Global Quality Improvement Committee along with notice of the meeting itself. Amendments must be submitted in writing at least 15 days in advance of the full membership meeting.

**Signatures**

The 2019-2020 GQIC by-laws were reviewed and approved by the GQIC.

Approved by:

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Date

\_\_\_\_\_  
Vice-Chair

\_\_\_\_\_  
Date

## Trillium Health Resources

# GLOBAL QUALITY IMPROVEMENT COMMITTEE

### CODE OF ETHICS

Approved by:

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Global Quality Improvement Chair

### PREAMBLE

The Trillium Health Resources Global Quality Improvement Committee shall facilitate an open exchange of ideas, share values, goals, vision, and promote collaboration and mutual accountability among providers. The Global Quality Improvement Committee strives to achieve best practices to empower members within our community to achieve their personal goals.

- ♻️ Assure that staff adhere to the code of ethics
- ♻️ Provide support to other member agencies
- ♻️ Advocate for the further development of resources on a local and state level for members served

### PURPOSE OF CODE

Trillium Health Resources supports and encourages a network community which has an expectation that providers will adhere to the highest ethical standards.

### PHILOSOPHY

Trillium's Global Quality Improvement Committee members agree to abide by the Code of Ethics.

#### **Member Agencies shall:**

- ♻️ Become familiar with and encourage their Board of Directors, Owners, and Agency Personnel to adhere and follow the Code of Ethics
- ♻️ Agree that actions which violate the Code would be considered unethical
- ♻️ Agree that a lack of knowledge is not a defense for unethical conduct

- 🌱 Strive to achieve the highest standards of professional conduct
- 🌱 Acknowledge that all member agencies should be committed to best practices in their specific area through involvement with continued education, provider networking, and review of relevant research
- 🌱 Have an obligation to report in writing any direct knowledge of perceived violations of the code of ethics.
- 🌱 Offer age appropriate services which promote dignity and empower the member
- 🌱 Reflect the beliefs, values, heritage, and customs of members supported by offering culturally competent services

## CORE VALUES AND ETHICAL PRINCIPLES

The mission of the Trillium Global Quality Improvement Committee is founded in a set of core values. Committee members embrace the core values, which serve as the foundation of the Global Quality Improvement Committee. The principles set forth ideals to which all committee members representing the provider network should aspire.

### VALUE: INTEGRITY

***Ethical Principle:*** Provide accurate and truthful representation of issues and ideas at all times.

- 🌱 Providers will not knowingly permit anyone under their supervision to engage in any practice that violates the Code of Ethics.
- 🌱 Providers will not engage in dishonesty, fraud, deceit, misrepresentation of themselves or other providers, or any form of conduct that adversely reflects on their profession, the provider network, or on the providers ability to support members professionally.
- 🌱 Providers will not commit unethical practices that include, but are not limited to, deceptive billing, falsification of documentation, commission of a felony, gross neglect and fiduciary impropriety.

### VALUE: COMPETENCE

***Ethical Principle:*** Honor responsibilities to achieve and maintain the highest level of professional competence.

- 🌱 Providers will represent their competence within their scope of practice.
- 🌱 Providers will engage in only those aspects of the profession that is within the scope of their competence, considering their level of education, training, and experience.

- ♻️ Providers will allow individual staff to provide only those services that are within the staff member's competence, considering the employee's level of education, training, and experience.
- ♻️ Provider agencies will demonstrate compliance with state and federal rules, regulations and laws regarding standards for training and credentials for supports provided.

### **VALUE: PROFESSIONAL CONDUCT**

**Ethical Principle:** Promote dignity and autonomy. Maintain collaborative professional relationships, remembering that the main purpose is to improve quality of care and services with the members who receive supports and services from the network.

- ♻️ Providers will not participate in activities that produce a benefit for themselves over the members they support or may potentially support, always giving priority to professional responsibility over any personal interest or gain.
- ♻️ Providers will make all reasonable efforts to prevent any incidents of abuse, neglect and exploitation. Abuse means the infliction of mental or physical pain or injury by other than accidental means, or unreasonable confinement, or deprivation by an employee of services, which are necessary to the mental or physical health of the member. Temporary discomfort that is a part of an approved and documented treatment plan or use of a documented emergency procedure shall not be considered abuse. Neglect means the failure to provide care or services necessary to maintain the mental or physical health and wellbeing of the member.
- ♻️ Providers will promptly report and thoroughly investigate all allegations of abuse, neglect, and exploitation.
- ♻️ Under no circumstance will the support relationship between the program, staff, and members receiving services, and/or their families or legal guardian be exploited. Exploitation is defined as the illegal or unauthorized use of a service user or a service user's resources for another person's profit, business or advantage.
- ♻️ Providers will train staff to recognize and report any suspected incidents of abuse and neglect and exploitation.

### **VALUE: INDIVIDUAL VALUE, DIGNITY AND DIVERSITY**

**Ethical Principle:** Provide supports and services, which promote respect and dignity of each member served.

- 🌱 Providers will comply with all Federal and State rules and laws related to confidentiality and protected health information, including but not limited to, N.C.G.S.122C; HIPAA; and the Trillium contract.
- 🌱 Providers will not discriminate in their relationships or services provided to members receiving supports, contractors, and colleagues on the basis of race or ethnicity, gender, age, religion, national origin, sexual orientation, or disability.
- 🌱 Providers will provide members and families a means of submitting grievances that is fair and impartial.
- 🌱 Providers will comply with N.C.G.S. 35A – 1201, which allows for all people to be involved in decisions and choices that impact their lives.
- 🌱 Providers will make all reasonable efforts to ensure members and families participate in the development and revision of any plan for services.
- 🌱 Providers will not abandon members and families.
- 🌱 Providers will consistently demonstrate efforts to assure that their services eliminate the effects of any biases based upon individual and cultural factors.
- 🌱 Providers will support the recovery and self-determination of each member.

## **VALUE: SOCIAL JUSTICE**

**Ethical Principle:** Assure the rights of members receiving supports and others who make decisions regarding services have complete information on which to make their choices.

- 🌱 Providers will accurately portray their services and capacities through public and private statements.
- 🌱 Providers will not engage in false and deceptive representation of their services.
- 🌱 Providers marketing strategies will not offer inducements to primary members receiving supports or their legal representatives in exchange for business gained.
- 🌱 Providers will accurately portray their ownership, board of directors and management through public and private statements.
- 🌱 Providers will follow required laws and standards regarding the hiring of staff.
- 🌱 Providers will not make initial contact with employees of other providers for the purpose of offering employment to that individual employee for the purpose of gaining members. This does not preclude the member to make a choice.
- 🌱 Providers will use the standard means of advertising for hiring staff.

## **VALUE: SOCIAL CAPITAL**

**Ethical Principle:** Providers support the importance of social capital for each member supported.

- ♻️ Providers will support and promote opportunities for members they support to develop valued relationships with members of the community in which they live or work.
- ♻️ Providers will support and promote opportunities for members they support they be treated with respect and dignity within the community they live or work.
- ♻️ Providers will support and promote opportunities for members they support developing roles in the community in which they live or work.
- ♻️ Providers will discuss known violations of standard ethical practices by members with the offending colleague or agency director. In the event that this does not end in resolution of the issue, the member shall make a formal complaint to the LME.

## **VALUE: PARTNERSHIP**

**Ethical Principle:** Providers will work together in partnership to develop and achieve individual desired outcomes.

- ♻️ Providers will work in partnership:
  - ▶ To assure continuity of care for enrollees, and
  - ▶ To assure linkage for services, and
  - ▶ With enrollees, stakeholders, parents, significant others, and Trillium to support the attainment of each member's goals
  - ▶ Providers shall collaborate to share resources that enhance the functions of the Network to develop solutions for gaps in services