Feedback for Quality Improvement (FQI)

Click here to see the PowerPoint presentation.

The objective of this project, funded by the Texas Department of State Health Services, is to develop a system to enhance quality improvement of NorthSTAR, a Behavioral Healthcare network serving indigent and Medicaid clients in a seven-county service area in north Texas. Feedback will be obtained from the network's enrollees and direct treatment staff to assess the quality of the treatment processes as they occur and to measure the effectiveness of provider staffing and organization.

The project will utilize the TCU treatment process model (Simpson, 2000) as a framework for assessing processes and providing feedback using versions of TCU's form, the Survey of Organizational Excellence (SOF) form, and the Program Training Needs (PTN).

Instruments and feedback methods will be evaluated and adapted to the operational requirements and needs of the NorthStar providers and enrollees.

Project Affiliates

ValueOptions manages the NorthSTAR program for the state of Texas. They manage publicly funded mental health and substance abuse services for people who live in the NorthSTAR area (Collin, Dallas, Ellis, Hunt, Kaufman, Navarro, and Rockwall Counties). Licensed as a Health Maintenance Organization (HMO), ValueOptions manages programs for mental health and substance abuse services and is thus, known as a Behavioral Health Organization (BMO).

The Dallas Area Error! Hyperlink reference not valid. is the oversight board and staff for the NorthSTAR program. DANSAs is a unique local mental health authority created by the State of Texas.
with agreement of the seven counties of the NorthSTAR area.

**Key Personnel**

*Department of State Health Services*

- Patrick Gillies, Director, Office of NorthSTAR and Special Initiatives
- Susan Colegrove, PhD., Director of Quality Assurance
- Matt Ferrara, Contract Manager, NorthSTAR

*Dallas Area NorthSTAR Authority*

- Linda Fite, Executive Director
- Jacqueline S. Bixby, Clinical Administrator

*Pilot Advisory Panel*

- Beth Epps, Adapt
- Leslie Adkins, [Avenues Counseling Center](#)
- Doug Denton, [Homeward Bound](#)
- Linda McKinney, [Lifenet Community Behavioral Healthcare](#)
- Stacey Burns, [Nexus Recovery Center](#)