



Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

Behavioral Health Administration (BHA) Quality Statement

BHA is committed to ensuring that individuals receive outstanding, quality-driven behavioral health services that promote recovery, resiliency, health, and wellness for all Marylanders, especially those participating in the public-funded system of care, thus improving their ability to function effectively in their communities.

To achieve this objective, BHA will:

- ❖ Create and nurture continuous quality improvement of administrative, system and clinical functions through monitoring, evaluation, education, and training;
- ❖ Establish a “total quality management” framework to continually improve services and to forecast future opportunities for improvement; and
- ❖ Establish, evaluate, and maintain standards of practice for the public behavioral health system.

BHA’s approach to Total Quality Management will focus on performance improvement funded behavioral health services in Maryland.

The TQM approach includes:

- ❖ Quality Planning
- ❖ Quality Assurance
- ❖ Quality Control
- ❖ Quality Improvement