

"A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential"

Substance Abuse and Mental Health  
Services Administration 2011  
(SAMHSA).

# PROBLEM STATEMENT

- Need to improve quality
- Ensure the wellness and recovery of all clients served
- Goals, aspirations and desires drive service delivery
- greater accountability for use of resources
- Data and measurement drive changes



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# Performance & Quality Improvement Committee

- Monitoring the current quality of services
- Identifying priority areas for improvement
- Guiding and supporting the conduct of improvement activities that advance the achievement of the agency's mission



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# PQIC AIM STATEMENT

- Use knowledge gained from routine monitoring of performance to identify opportunities for advancement of the agency mission and guide data-driven changes that
  - Increase the percentage of clients served who achieve their self-defined hopes, dreams and life goals.
  - Assure culturally, ethnically and linguistically appropriate services are provided.
  - Optimize the rate/duration in which clients' achieve these goals.
  - Reduce the volume of services that are ineffective (e.g. do not advance clients' progress) and resources that are lost (e.g. no shows) – and therefore minimize any waste and maximize efficiency of the system.

# STRUCTURE

- **Chair:** Deputy Director, Santa Clara County Mental Health Services
- **Members:** Agency leadership (e.g. decision-makers), Mental Health Board representative, Consumer Affairs representative(s), ECCAC, Family Affairs
- **Ad Hoc Members:** Additional individuals with specific expertise as needed
- **Staff Support:** Decision Support, Quality Improvement and Quality Assurance/ Compliance Staff
- **Meeting Frequency:** Bi-Monthly (2 hrs)
- **Decision-Making, Recommendations & Roles/Responsibilities:**

# STRUCTURE

- **Communications:**
- **Measurement:**
- **Work Groups:**
  - Ongoing
  - Time-limited (ad hoc)



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# STRUCTURE

- **Work Groups:**
  - **Work Groups Charters**
  - **Specific Work Groups**
  - **Standing Committees**
  - **Work Group Membership**
  - **Work Group Processes**
  - **Work Group/Standing Committee Reporting**



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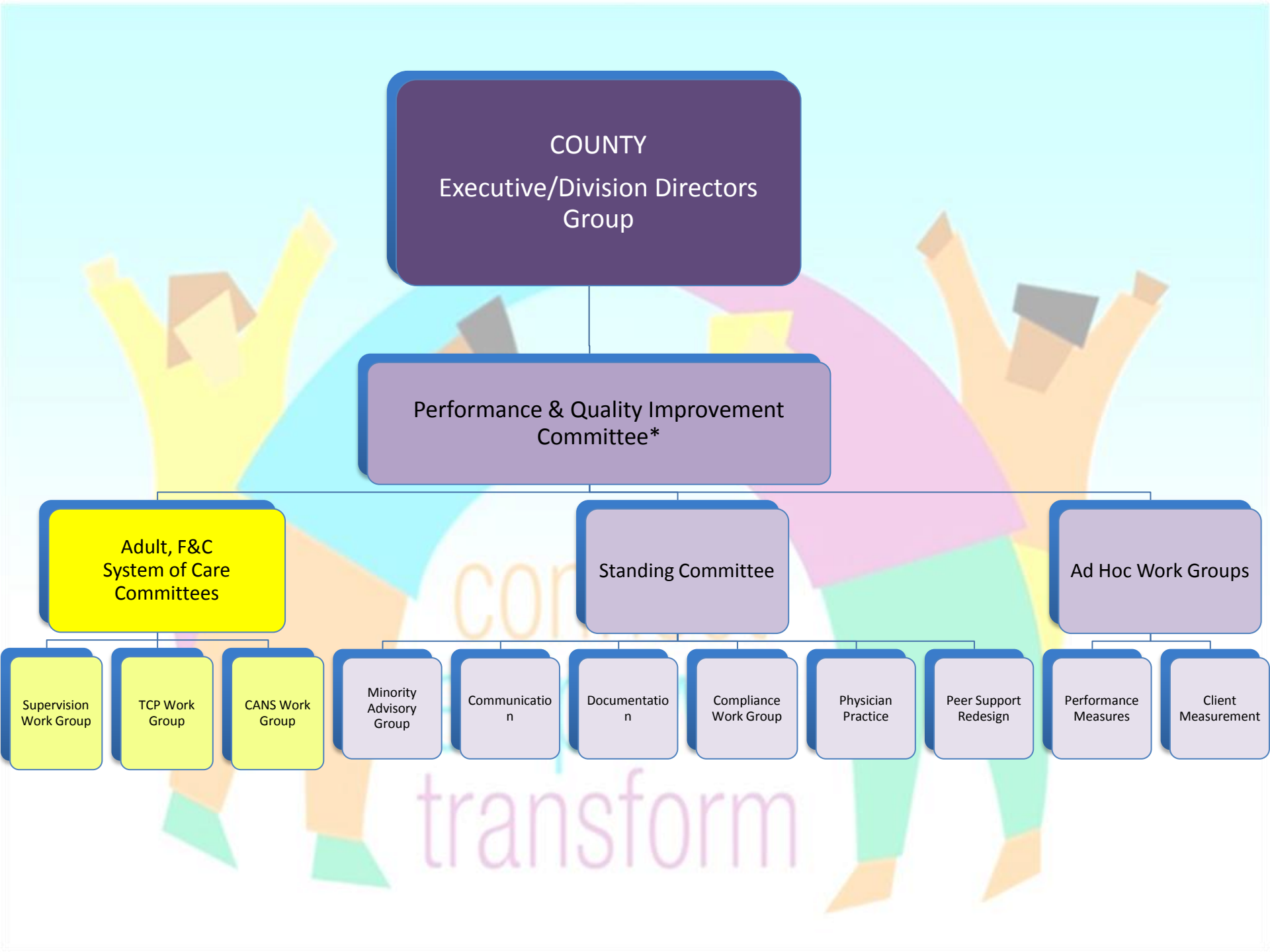
# Workgroup Reporting

- **Meeting Records, Minutes & Working Materials:**
  - Agendas
  - Decisions
  - Outstanding Agenda Items
  - Communication



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COUNTY  
Executive/Division Directors  
Group

Performance & Quality Improvement  
Committee\*

Adult, F&C  
System of Care  
Committees

Standing Committee

Ad Hoc Work Groups

Supervision  
Work Group

TCP Work  
Group

CANS Work  
Group

Minority  
Advisory  
Group

Communication

Documentation

Compliance  
Work Group

Physician  
Practice

Peer Support  
Redesign

Performance  
Measures

Client  
Measurement

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# Performance & Quality Improvement Committee

## Existing

- Performance Measures
- Peer Support Design
- Practice Standards & Documentation
- Psychiatric Practices & System of Care Medical Directors Committee
- Minority Advisory Committee
- Client Measurement (CIOM vs ORS/SRS vs RSA, etc.)

## Pending

- Compliance
- Communications
- The “Take Away Work Group”

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# System of Care

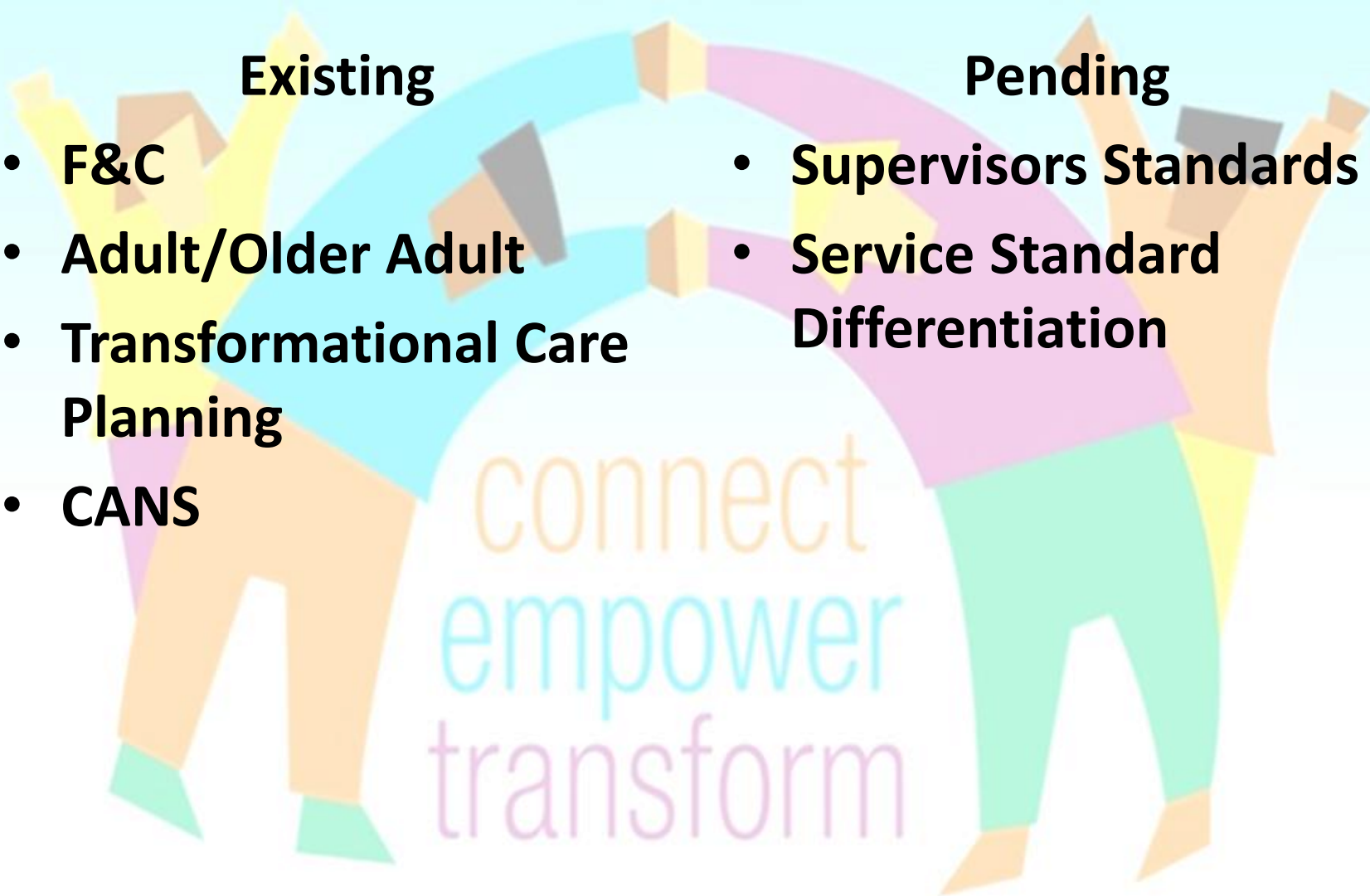
**Existing**

- **F&C**
- **Adult/Older Adult**
- **Transformational Care Planning**
- **CANS**

**Pending**

- **Supervisors Standards**
- **Service Standard Differentiation**

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# Mental Health Board and Committees

- **Mental Health Board**
- **System Planning and Fiscal**
- **Older Adult**
- **Adult**
- **Family, Adolescent and Children's Committee**



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An illustration of two stylized human figures standing on a light blue background. They are holding hands to form a large, multi-colored arch that resembles a rainbow. The figure on the left is wearing a yellow long-sleeved shirt and orange pants, with its arms raised. The figure on the right is wearing a purple long-sleeved shirt and teal pants, also with its arms raised. The arch is composed of several segments in shades of blue, purple, and orange. The text "Change is Messy" is centered over the arch.

**“Change is Messy”**

**Jerry Langly**

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