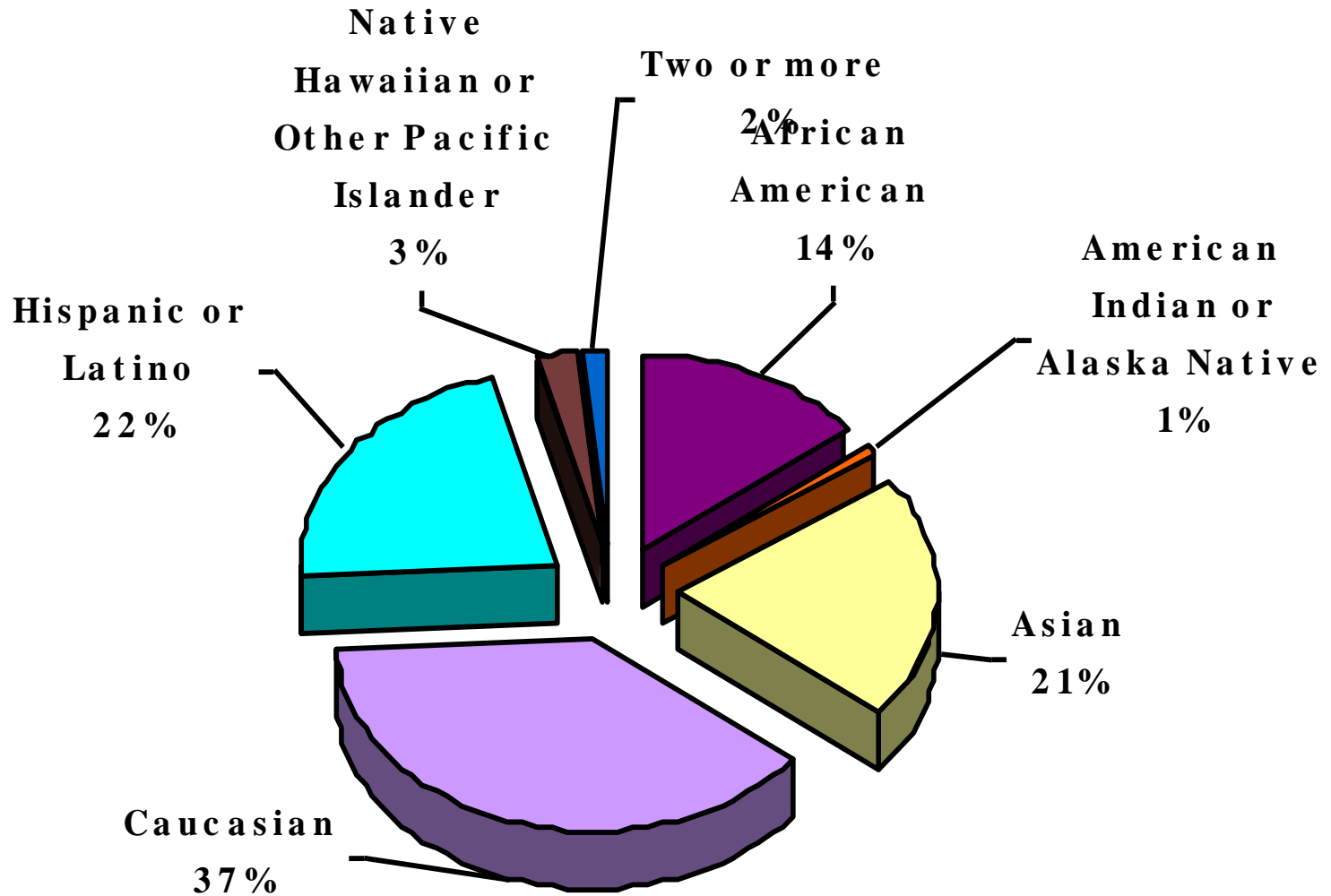
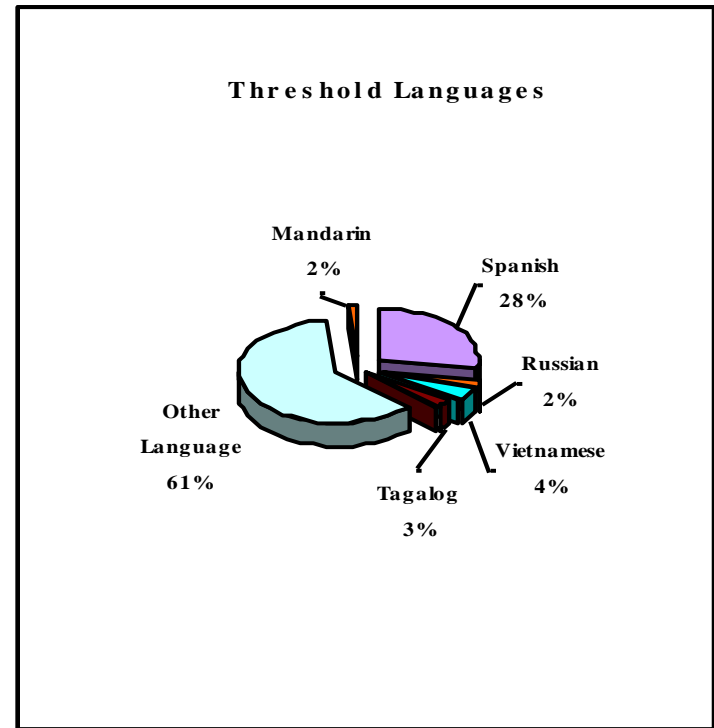
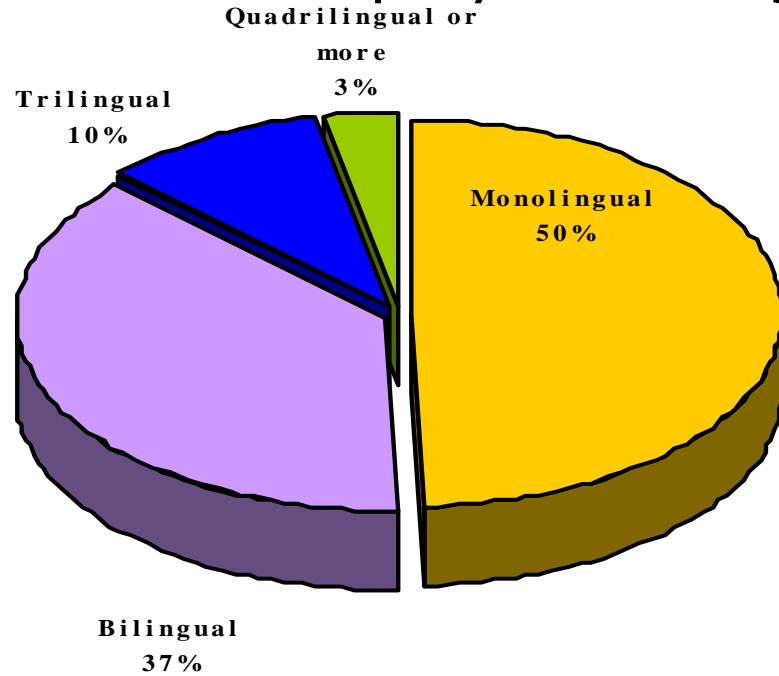


# Facts About Momentum: Employee Diversity

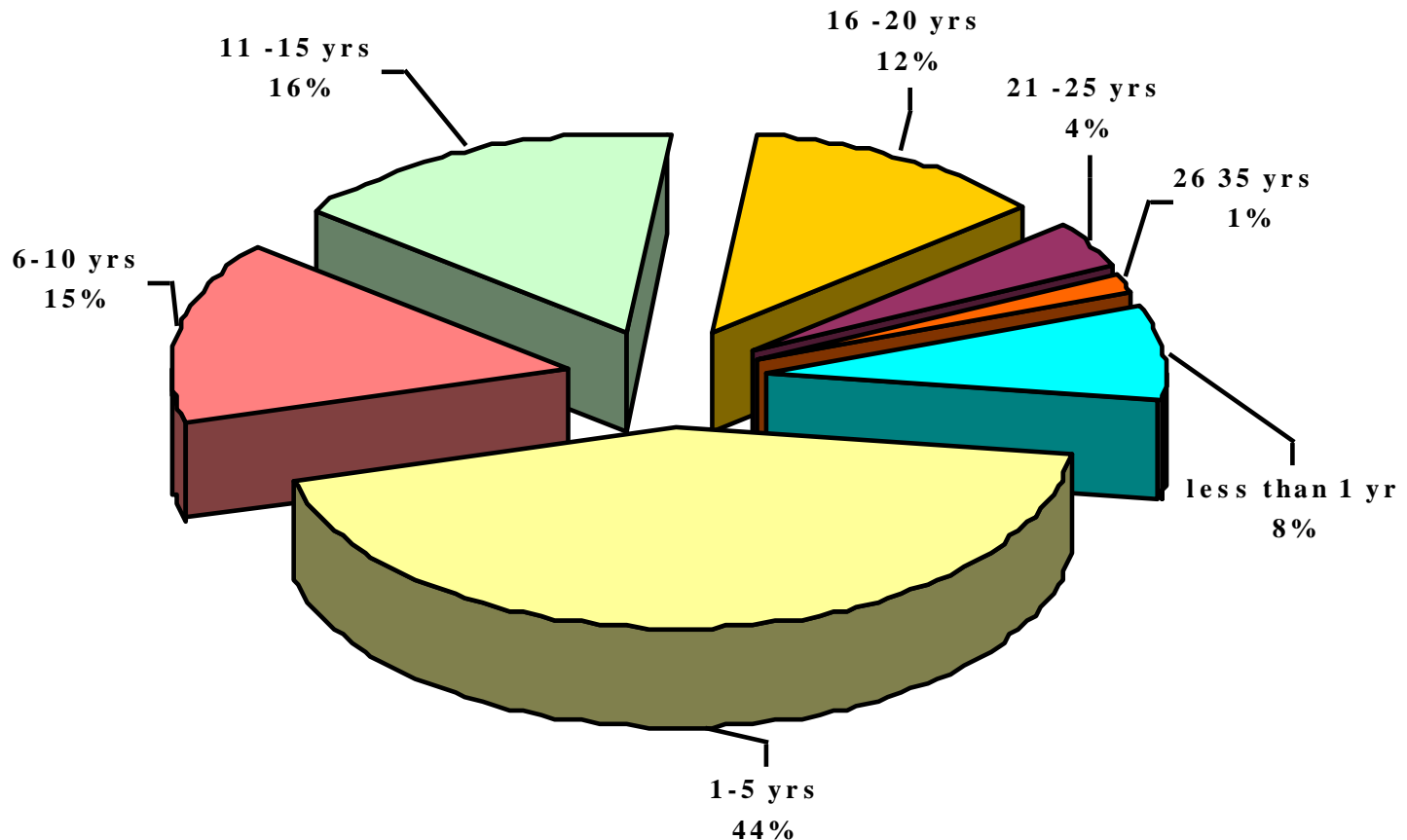


# Facts About Momentum: Employees' Language Capacity



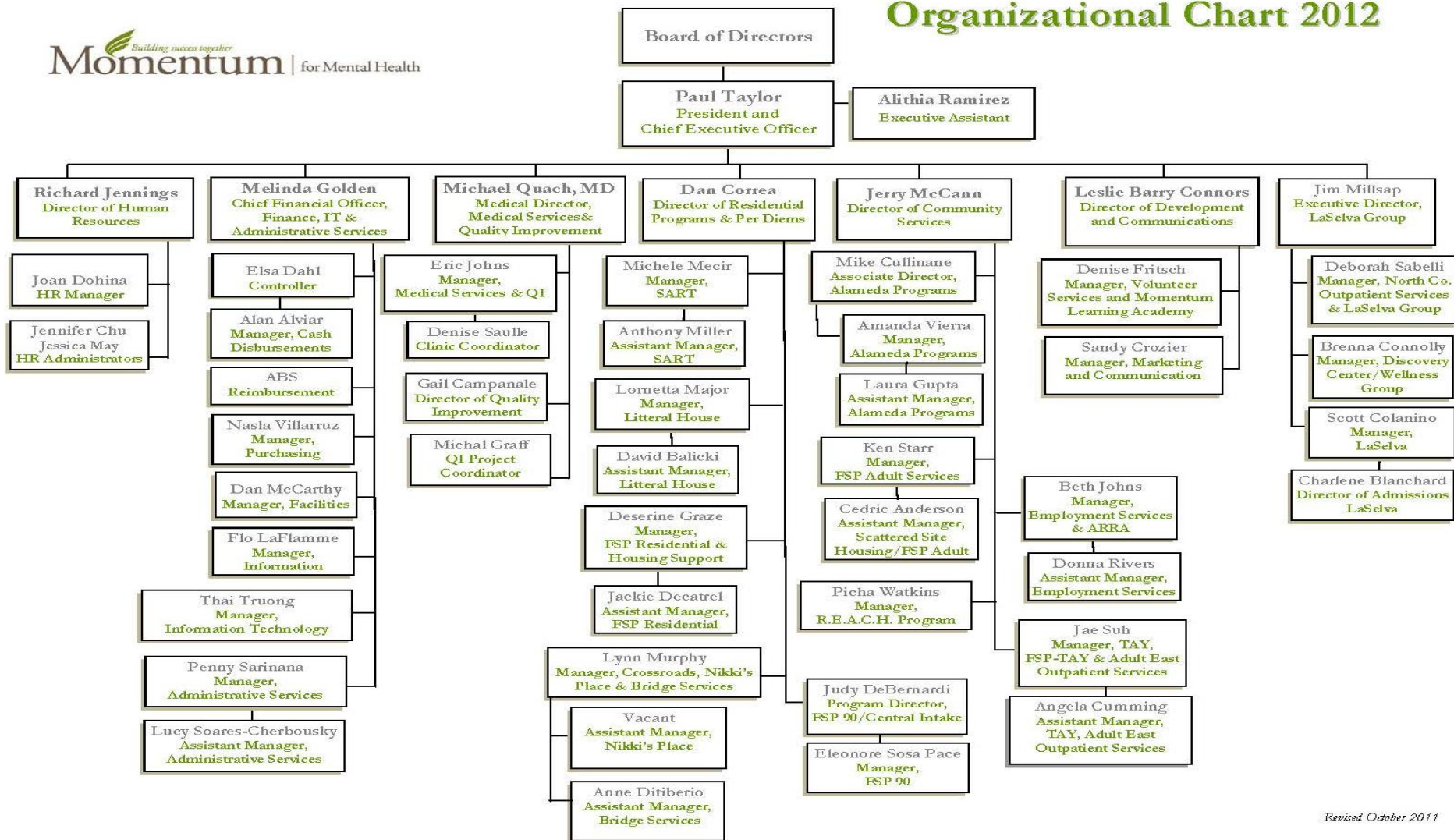
# Facts About Momentum: Employee Longevity

The average tenure with Momentum is approximately 8 years.



# Organizational Chart

## Organizational Chart 2012



Revised October 2011

## Adult Outpatient Services

- Capacity

- Contracted Active: 1,225

- Actual: 1,349

- Contracted Annual: 1,522

- YTD Actual: 1,754\*

\*Based on FY beginning and includes all FQHC transfers

## Adult Outpatient Services

- Structure
  - 5 Service Teams (each team has approx. 2 FTE Licensed Clinicians, 7 FTE Community Services Specialists, 1 FTE Psychiatrist for each 250 clients AVERAGE)
  - Services offered at 3 locations and in the community

# Quality Improvement Initiatives

## Adult Health Assessment

- Goes to RN as soon as eligibility determined
- Opportunity for addressing any unmet medical concerns at beginning of services
- Triage for immediate needs, may lead to immediate referral....medical issue becomes primary

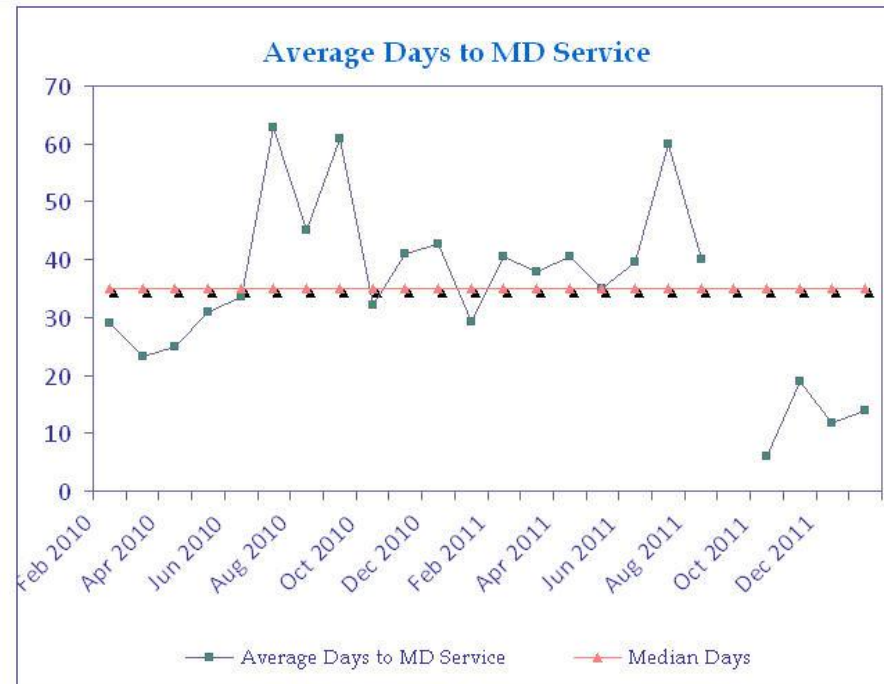
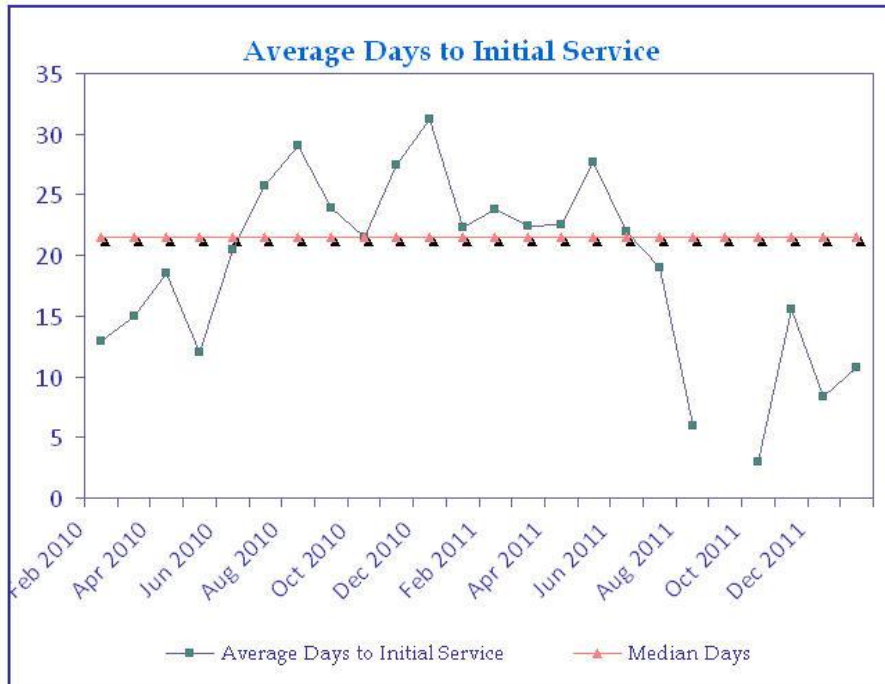
# Quality Improvement Initiatives

- Adult Health Assessment (cont)
  - Confirms primary care connection, defines chronic medical issues and physical concerns of client
  - Summary written by RN for psychiatrist
  - Order labs which are ready for 1<sup>st</sup> psychiatric visit



# Quality Improvement Intitatives

## Timeliness of Connection



# Quality Improvement Initiatives

- Employment is Everybody's Business
  - Employment survey establishes need
  - EBP with Individual Placement and Support Model
  - Pilot integration of Employment Coordinator on 1 of 5 service teams and test impact on employment outcomes

# Quality Improvement Initiatives

- Develop clinical outcomes program that demonstrates effectiveness
  - Hire person skilled in program evaluation, outcomes and quality improvement
  - Develop outcomes and evaluation committee to answer the questions:

# Quality Improvement Initiatives

- “How do we know that we have helped clients achieve their treatment goals?”
- “How do we know which of the interventions we used were helpful and which were not?”

# Quality Improvement Initiatives

- “How do we know that clients who used our services found them to be reasonably accessible and helpful in reaching their treatment goals?”
- “How do we know that our services achieved value as defined by our funder?”