

QI Work Plan
(as of 12/10/2012)

<u>Improvement Goals</u>	<u>Measurable Objectives</u>	<u>Change</u>	<u>Part of System to be Improved</u>	<u>Work Group Assignment</u>	<u>Status</u>
1. Increase penetration 2. Improve client outcomes 3. Increase retention 4. Decrease recidivism	1. Increase flow 2. Increase access & engagement (retention) 3. Decrease length of service 4. Increase capacity 5. Maximize client satisfaction 6. Maximize productivity	Transitional Care Planning: redesign processes to assess, understand and plan; develop person-centered skills Access and Capacity Management: improve flexibility of programs, contractual structure and referral processes (AB109, access points, LOCs) and customer service	Core: Assess, Understand, Plan Support: Staff Devel & Supervis, Docum., Auditing Core: Access, Transition Support: Contracting, Reimbursement	TCP Levels of Care (F&C) AB109 (Adult) Customer Svcs	Underway Underway Pending Pending
		Client Measurement: increase measurement of community and client needs, quality of life indicators and other outcome measures: Client Outcomes, CANS (F&C, demand analysis)	Core: Assess, Understand Plan Support: Contracting	Peer Redesign CANS Performance Measures	Underway Underway Underway
		Supervision: improve capacity to support staff in their work to advance client outcomes	Core: All Support: Supervision	Supervision	Pending
		Streamline Documentation: streamline documentation requirements to reduce burden on staff, improve usefulness for clients	Core: All Support: Documentation & Reimbursement	Standards of Practice & Document.	Underway
		Clients Transitions: improve transitioning to/from FQHCs, IMDs, etc. – and into the community	Core: Access, Planning, Transition Support: External/Community Resources	Transitions FQHC Referrals	Pending Pending
		Linkage to Services: reduce preventable readmissions to acute/ED services, improve linkage to 24-hour care, create drop-in services	Core: Inpatient Svcs Support: External/Community Resources	NSN Collab 24 Hr Care Grace Drop-In	Underway Pending Pending
		EBPs: increase therapeutic skills and capabilities of staff (expand range of EBPs)	Core: Treat Support: Staff Devel & Superv	F&C LOC WG A/OA pending	Pending
		Advancing Recovery: improve ability to treat clients at MORS 5, Older Adults	Core: Plan, Treat Support: Staff Devel & Sprv	MORS 5 Pilot OA pending	Pending Pending

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1. Increase penetration	1. Increase flow	<p>Transitional Care Planning: redesign processes to assess, understand and plan; develop person-centered skills</p> <p>Access and Capacity Management: improve flexibility of programs, contractual structure and referral processes (AB109, access points, LOCs) and customer service</p> <p>Client Measurement: increase measurement of community and client needs, quality of life indicators and other outcome measures: Client Outcomes, CANS (F&C, demand analysis)</p> <p>Supervision: improve capacity to support staff in their work to advance client outcomes</p> <p>Streamline Documentation: streamline documentation requirements to reduce burden on staff, improve usefulness for clients</p> <p>Clients Transitions: improve transitioning to/from FQHCs, IMDs, etc. – and into the community</p> <p>Linkage to Services: reduce preventable readmissions to acute/ED services, improve linkage to 24-hour care, create drop-in services</p> <p>EBPs: increase therapeutic skills and capabilities of staff (expand range of EBPs)</p> <p>Advancing Recovery: improve ability to treat clients at MORS 5, Older Adults</p>	<p>Core: Assess, Understand, Plan Support: Staff Devel & Supervis, Docum., Auditing</p> <p>Core: Access, Transition Support: Contracting, Reimbursement</p> <p>Core: Assess, Understand Plan Support: Contracting</p> <p>Core: All Support: Supervision</p> <p>Core: All Support: Documentation & Reimbursement</p> <p>Core: Access, Planning, Transition Support: External/Community Resources</p> <p>Core: Inpatient Svs Support: External/Community Resources</p> <p>Core: Treat Support: Staff Devel & Superv</p> <p>Core: Plan, Treat Support: Staff Devel & Sprv</p>	TCP	Underway	
2. Improve client outcomes	2. Increase access & engagement (retention)				Levels of Care (F&C)	Underway
3. Increase retention	3. Decrease length of service				AB109 (Adult) Customer Svs	Pending
4. Decrease recidivism	4. Increase capacity				Peer Redesign	Pending
	5. Maximize client satisfaction				CANS	Underway
	6. Maximize productivity				Performance Measures	Underway
			Supervision	Pending		
			Standards of Practice & Document.	Underway		
			Transitions FQHC Referrals	Pending		
			NSN Collab 24-Hr Care Grace Drop-In	Pending		
			F&C LOC WG A/OA pending	Pending		
			MORS 5 Pilot OA pending	Pending		