

Performance Improvement Plan 2018-19

Business Function performance

Goal: Implement Annual compliance Training for all staff.

Responsible Party: Compliance Officer

Data: review of national literature and internal processes.

Indicator: 100% staff trained on compliance issues

Goal: Continue progress in going paperless in all areas of operation.

Responsible Party: Compliance and Technical Assistance Director,
Network Manager, Tracking System consultant

Data: Assess current status and create plan for implementation. Find and contract with new EHR firm.

Indicator: 100% paperless All staff trained by July 2018

Service Delivery Performance

Effectiveness

Goal: Continue using a Quality of Life measure for all Contracted and delivered programs.

Responsible Party: Directors of all programs

Data: Review national and state measures.

Performance Goal: 80% of clients will report an increase in the quality of life by the end of care.

Goal: Trauma informed care training for all staff

Data: Review results of Trauma Informed Care assessment.

Responsible Party: Directors/contracted programs

Indicator: 100% of staff will receive trauma informed care training.

Goal: Utilize data gathered in the risk and protective factor survey to determine prevention focus.

Data: Risk and Protective factor surveys from all participating schools

Data: RISK and Protective factor surveys from all participating schools.

Responsible Party: Prevention Coordinator, Regional Administrator

Indicator: 90% of strategies will target identified risks on the survey.

Efficiency

Goal: Clinicians will spend a minimum of 60% of their time in direct client care. (per National standards)

Data: Measure monthly the percentage of time spent with clients.

Responsible Party: Outpatient Director, Regional Administrator

Indicator: 75% of clinicians will meet the goal,

Access

Goal: Increase access to immediate care by utilizing urgent outpatient and by assessing the need for more staff..

Data: Review amount of time from client call to urgent outpatient appointment. Review wait time for med management. (Tracking System)

Responsible Party: Outpatient Director

Indicator: 85% of persons calling will be seen within 48 hours. 70% of med management first time clients will be seen within 4 weeks.

Access

Goal: All programs will meet the timelines for first contact with client after referral.

Data: Tracking system will show date of referral and date of contact for all clients.

Responsible Party: Directors of each program

Indicator: 80% of clients will be contacted in the prescribed timelines.

Satisfaction

Goal: Surveys distributed for 2 weeks to every client served.

Data: survey results

Responsible Party: Regional Administrator

Indicator: 80% of persons served will report positive experience and an increase in quality of life.

Reviewed Directors November 2018

