

## Region II Network and QI Work Plan and Goals

2017 – 2018

Priority: Results-Based Accountability Indicator:

Decrease in Nebraskans needing involuntary Emergency Inpatient Care:

Goal: Lower the number of EPC's.

Strategy: Region II will work to lower EPC's by working with the hospital in North Platte, Great Plains Health to get an assessment in the ER by a clinical person to perhaps divert the EPC. Another initiative will be to involve the Behavioral Health Unit in training law enforcement on what to look for and how to decide on an EPC.

Performance Indicator: Number of EPC's and number of diverted EPC's.

ACCOMPLISHED: Decreased EPC's by 8. 55 crisis response diverted EPCs.

Priority: Results-Based Accountability Performance Measures:

How well do we do it? - % Positive response to general satisfaction with services received and % Positive response to staff sensitive to trauma

Is anyone better off? - #/% Positive response to improvement in symptoms.

Goal: All programs will distribute Consumer Surveys annually.

Strategy: The Quality Improvement team will review the results of the consumer surveys and discuss what improvements can be made to improve consumer care.

Performance Indicator: Consumer Survey Results.

ACCOMPLISHED: 94% of the people served responded positively.

Priority: Results-Based Accountability Performance Measure:

Is anyone better off? #/% Positive response to improved Quality of Life.

Goal: No programs will fall below an 80% of consumers' responding that their quality of life has improved as a result of services.

Strategy: The Quality Improvement team will review the results of the consumer surveys and discuss what improvements can be made to improve consumer care.

Performance Indicator: Consumer Survey Results.

ACCOMPLISHED: 89% of people served responded positively

Priority: Results-Based Accountability Performance Measure: How well do we do it?

Goal: All programs will add the question 'Do you think you had timely access to this service?' to the Consumer Survey that is distributed annually.

Strategy: The Quality Improvement team will review the results of the consumer surveys and discuss what improvements can be made to improve consumer care.

Performance Indicator: Consumer Survey Results.

ACCOMPLISHED: 94% responded that they had timely access

Priority: Improve the delivery of effective prevention and treatment recovery-oriented systems of care for persons with Co-Occurring Disorders

Goal: Providers will demonstrate measureable progress in Co-Occurring capability.

Strategy: The Quality Improvement team will look at the goals each provider identified after the re-assessment of the Compass EZ and Trauma-Informed Care Assessment.

Performance Indicator: Providers will show improvement.

ACCOMPLISHED: All providers showed progress in goals and were above the state average.

Priority: Trauma Training for all staff in all programs.

Goal: All new staff who work with clients of the Region II system will have an hour of initial training on trauma informed care as part of their initial orientation, within 6 months of hire. If programs need a trainer, Region II will provide a trainer. All Direct Support Staff will receive 3 hours of training involving trauma specific techniques within a 3 year period.

Strategy: The Quality Improvement team will look at the number of new staff, date of employment and date of training to ensure that this goal is being met. The team will also look at how this goal was met, and if there is a better way to meet this.

Performance Indicator: Number of new staff, date of employment, date of training.

ACCOMPLISHED: Trauma trainings held with all new staff.

Priority: Have information readily available to network providers on what groups are being held where.

Goal: Maintain the Bulletin Board on the Region II website that communicates to all providers the classes and ongoing groups and add classes and groups from our providers to the website.

Strategy: Network providers will discuss whether they are contributing to the list, and if they are utilizing the Region II website to access the information.

Performance Indicator: Network providers will know where to get the information and will contribute to the list.

ACCOMPLISHED: review of bulletin board at all meetings.