

Region II Network and QI Work Plan and Goals

2019 - 2022

Priority: Results-Based Accountability Indicator:

Increase the number of crisis assessments requested by law enforcement before a person is placed into protective custody.

Goal: Inform all law enforcement agencies of the availability of mental health therapists to do assessments by phone or in person. Divert from an EPC clients whenever safe and possible.

Strategy: Visit with all Sheriffs and police departments. Send mailing with card and number to call. Redo and distribute EPC fact sheet.

Performance Indicator: Baseline in 2017 ---55 assessments.. Goal increase by 10.

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.

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.

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.

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..

Performance Indicator: Providers will maintain or show improvement.

Priority: Trauma Informed Care in all programs.

Goal: Increase trauma Informed Care at all programs.

Strategy: All programs will self- administer the trauma informed care survey and assess results.

Performance Indicator: Maintenance or increase in scores..

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. Community members will know where to get the information.