

Community Behavioral Health Program Quality Council Work Plan Revised July 9, 2012

Strategic Goal: 1 Promote recovery through a strong community based service delivery system with the capacity to communicate, transition and support individuals who have mental illness and addictive diseases.

Quality Management Goal: 1 Develop and implement a Community Behavioral Health Quality Management infrastructure and system that will effectively and efficiently promote the continuous improvement of the community based behavioral health services.

Strategy	Tasks	Responsible Person	Target Completion Date	Status
1.0 Develop and implement a Community BH Program Quality Structure	1.1a Finalize the BH PQC structure and system	Director of QM and BH PQC	July 1, 2012	Ongoing
	1.1b Develop a recovery based departmental culture	Program Directors and BH PQC	Ongoing	Ongoing
	1.1c Develop a data driven decision making culture	Director of QM, Program Directors and BH PQC	Ongoing	Ongoing
	1.1d Utilized the BH PQC as a means to coordinate, review, interpret and act on data	BH PQC	Ongoing	Ongoing
1.2 Provide QM audit reviews and periodic summary information to key Department Community BH Program Staff.	1.2a Utilize QM audit information in CBH decision making.	Department of Quality Management	July 1, 2012 and ongoing	Implemented and ongoing
	1.2 b Expand QI audits to assess implementation of provider PI/QI plan	Department of Quality Management	August 15, 2012 and ongoing	Implemented and ongoing
1.3 Utilize QM data in Community Behavioral Health Services decision making.	1.3a Monitor the Key QM Program Performance Indicators	Program Staff and PQCs	October 2012 and ongoing	Implemented and ongoing
	1.3b Identify opportunities for and develop performance improvement projects	Program Staff and PQCs	October 2012 and ongoing	Ongoing
	1.3c Identify key health	BH Program Staff	August 2012	On hold due to

	status indicators			data collection and storage challenges
	1.3d Implement tracking and analysis of Health Status Indicators	IT, PNM and Program Managers	February 2013	Suspended due to data collection and storage challenges
	1.3e Create and implement a QM training program for community BH providers	Director of QM and DBHDD University	October 2012 and ongoing	Delayed – currently piloting QM training program for DBHDD employees
1.4 Expand and promote the use of evidence based and best practices	1.4a Promote the use of evidenced based Suicide Prevention	Suicide Prevention Manager and Staff	June 2012 and ongoing	Implemented and ongoing
	1.4b Promote the use of Cognitive Therapy Training	Director of Adult Mental Health and Staff	June 2012 and ongoing	Implemented and ongoing
	1.4c Ensure providers are using crisis and WRAP plans effectively	BH Program Directors	July 1, 2012	Ongoing
	1.4d Utilized health status outcome information to minimize health associated conditions/problems	Program Directors and Director of QM	July 1, 2013	On hold

Strategic Goal: 2 DBHDD will improve Community Core and Specialty Provider engagement in the state hospitals for individuals who have been admitted three (3) or more times from 62.5% to 90% by July 1, 2016.

Quality Management Goal: 2 Reduce readmissions of individuals who have been admitted more than three times to a State Psychiatric Hospital.

Strategy	Tasks	Responsible Person	Target Completion Date	Status
2.0 Develop data solution to warehouse transition data	2.0 Create transition PI database	IT Department and Transition Data manager	October 2012	Implemented and ongoing
2.1 Track key transition performance indicator data	2.1 Enter data PI data into EXIS data base	Transition specialists	November 2012 and ongoing	Implemented and ongoing
2.2 Trend and analyze information entered into EXIS/system	2.2 Develop a system to trend and analyze data	Transition data manager and IT Department	February 2013 and ongoing	Finalizing system development and ongoing

Strategic Goal: 3 DBHDD will assure that identified clinical programs operated by providers are delivering services in adherence to fidelity standards or department service guidelines at 100% by June 30, 2016.

Quality Management Goal: 3 Decrease Deaths and Hospitalizations of BH Individuals Served in the Community Setting

Strategy	Tasks	Responsible Person	Target Completion Date	Status
Expand and promote the use of evidence based and best practices	3.1 Promote the use of evidenced based Suicide Prevention	Suicide Prevention Manager and Staff	June 2012 and ongoing	Implemented and ongoing
	3.2 Promote the use of Cognitive Therapy Training	Director of Adult Mental Health and Staff	June 2012 and ongoing	Implemented and ongoing
	3.3 Ensure providers are using crisis and WRAP plans	BH Program Directors	September 1, 2012	Implemented and ongoing

	effectively			
	3.4 Utilized health status outcome information to minimize health associated conditions/problems	Program Directors and Director of QM	July 1, 2013	On hold

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Strategic Goal: 4 Maximize technology promoting quality services, accountability in DBHDD operations through efficient, flexible, reliable data systems assuring strategic value & timeliness of evaluation information, data driven management & resource deployment decisions.

Quality Management Goal: 4 Utilize QM to improve the delivery of Behavioral Health services to individuals served in the community setting and improve outcomes.

Strategy	Tasks	Responsible Person	Target Completion Date	Status
4.0 Create and utilize additional electronic data storage for Community BH QM data collection, data analysis and decision making	4.0 Work with IT to ensure that the 'data solution' meets the QM data needs of the Community BH programs.	Director of Information Technology, Program Directors and Director of QM	July 2015	Ongoing
4.1 Assess and/or implement feasibility of transitioning from aggregate to individual program outcomes	4.1 Create an electronic data storage system that is flexible & reliable and that will improve access to data for analysis, reporting and decision making.	Information Technology, Program Directors and Department of QM	July 2015	Ongoing