

QI PLAN – GOALS AND OBJECTIVES – FY 2024

Sanilac County Community Mental Health Authority

October 1, 2023 – September 30, 2024

Goal Number & Priority	Domain	Department	Reporting Staff	Report(s) Due	Standard/Rationale	Measure/Goal	Report Format	Progress/Outcome
1	Effective-ness Satis-faction	All Programs	Admin Supervisor – Contracts/Data	12/2023 02/2024 05/2024 08/2024	Region 10 Initiative FY 2021 Goal FY 2022 Goal FY 2023 Goal	Sanilac CMH will continue to participate in the Follow Up After Hospitalization PIP with Region 10. • Monitor the key objectives, activities and tasks, complete quarterly updates and submit to QIC and Region 10 PIHP.	Verbal Report	
2	Effective-ness Efficiency	All Programs	Recipient Rights Officer	Monthly	Administration FY 2024 Goal	Recipient Rights Office will do monthly in-services with each program, both AFC and CMH programs, to improve the quality of the Incident Reports that are being written. RRO will report monthly on the sites that received in-services the previous month, starting in November, for the October in-services.	Verbal Report	

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3	Satisfaction	All Programs	Human Resource Manager	12/2023 03/2024 05/2024 08/2024	Administration FY 2020 Goal FY 2021 Goal FY 2022 Goal FY 2023 Goal	<p>Over the 2024 fiscal year, the HR department will enhance our visibility to local and regional educational entities to promote and enhance our employee candidate pool.</p> <ol style="list-style-type: none"> 1. Over the first quarter the HR department will revisit the list of local and regional educational entities and schedule activities with a minimum of 4 entities for the remainder of the fiscal year. 2. Over the second and third quarters the HR department will participate directly or obtain appropriate staff to participate in presentations/job fairs to the scheduled locations. 3. At the end of the fiscal year, the HR department will provide an analysis of the events and the impact it has had on the Agency’s employment pool. 	Verbal Report	

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4	Satisfaction	All Programs	Human Resource Manager	01/2024 06/2024	Administration FY 2021 Goal FY 2022 Goal FY 2023 Goal	<p>The HR Department will track Exit interview feedback, New Staff Orientation Luncheon feedback, generic staff feedback received throughout the year and mini-exit interviews when staff transfer to new positions and also at random from current staff. The information will be compiled, using one tracking system, to watch for trends that show high ratings and also areas of improvement for the Agency. This will be shared with administrative staff, minimally, at the end of the fiscal year.</p> <ol style="list-style-type: none"> 1. The Department will create a report to share/track feedback. 2. Share feedback to Administration, minimally, at least twice per year. 3. Implement any necessary changes throughout the year and share with QI Committee any generic improvement that resulted due to the data. 	Verbal Report	

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5	Effectiveness Access Efficiency	IT and Data Department	CIO	04/2024 07/2024	FY 2024 Goal	The IT and Data Department will work on linking with MiHIN to improve access, coordination and efficiencies with documentation for shared individuals. The IT and Data Department will look for additional HIT and HIEs in the area that will increase our ability to streamline access, coordination, and efficiency in processes and reduce duplications and staff time in sharing of documents.	Verbal Report	
6	Access	Supported Employment	CPO COO	03/2024 09/2024	Expansion of Community Inclusion FY 2024 Goal	Sanilac CMH will expand supported employment programming. <ul style="list-style-type: none"> • By 12/31/2023, establish fluid supported employment (SE) programming where individuals receive support based on skill set and individual goals are created based on their aspirations. Programming to include workflow for coaching; education/training; enhanced skill building opportunities; referral sources; caseload expectations; and increased community partnerships. 	Verbal Report	

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						<ul style="list-style-type: none"> By 12/31/2023, identify roles of SE team- supervision, lead and supported employment staffing; create workflow guide for supportive employment staffing. By 12/31/2023, increasing JTI educational class options on-site and at Personal Growth Center. Expansion of community integration employment opportunities by 01/31/2024 (Ex. coffee location expansion, etc.) By 03/31/2024, we will increase the number of community workforce partners and care coordination agreements with partners(locations where we provide coaching with individuals) <p>By 03/31/2024, we will implement employment specialist role as certified coach into IPOS goals and planning. Goal caseload of five individuals, including two</p>		

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						additional individuals who successfully transition from CMH work floor to community-based work site opportunities.		
7	Efficiency Satisfaction	Clinical Programs	COO	03/2024 06/2024 09/2024	FY 2023 Goal	Creating a productivity standard for the clinical departments: <ul style="list-style-type: none"> Determine a 3-month baseline and identify programs by 12/30/2023. Create a productivity policy and train staff on expectations by 01/31/2024. Implementation on the policy through the identified clinical programs by 03/01/2024. 	Verbal Report	

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8	Access Satisfaction	Clinical Programs	COO	02/2024 07/2024	MDHHS Block Grant FY 2023 Goal	Implementation and planning for ongoing services of a Health Coach: <ul style="list-style-type: none"> Provide at least 2 program presentations to community, agency and staff by 09/30/2024. Work with at least 2 new community locations to provide treatment education by 09/30/2024. Submit final grant program surveys to measure the effectiveness by 06/01/2024. Review summary of surveys and look at grant practices that the agency can fiscally absorb to continue current grant services by 07/31/2024. Recommendations will be provided to administration as to the on-going services that were the most effective during the grant and which ones would be beneficial to continue on the agency's service array. 	Verbal Report	

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9	Access Satisfaction	Clinical State Grants	COO	04/2024 09/2024	FY 2023 Goal	Implementation and planning for ongoing services of an Integrated Treatment with Co-Occurring Disorder: <ul style="list-style-type: none"> Provide at least 2 program presentations to community, agency and staff by 09/30/2024. Submit final grant program surveys to measure the effectiveness by 06/01/2024. Review summary of surveys and look at grant practices that the agency can fiscally absorb to continue current grant services by 07/31/2024. Recommendations will be provided to administration as to the on-going services that were the most effective during the grant and which ones would be beneficial to continue on the agency's service array. 	Verbal Report	

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10	Effectiveness Efficiency Satisfaction Access	CCBHC Program	CIO	01/2024 05/2024 09/2024	CCBHC NOF FY 2023 Goal	<ul style="list-style-type: none"> • Sanilac CMH will create and monitor performance measures, CQI measures, and other data elements to assist with program decisions and trend outcomes of the CCBHC program. <ul style="list-style-type: none"> ○ <u>Performance Measures:</u> <ul style="list-style-type: none"> ▪ Number of individuals receiving services: ▪ Types of services receiving: ▪ Diagnoses of individual served: ▪ Physical Health Measurements: <ul style="list-style-type: none"> • BMI: • Age: • BP: • Weight: ▪ MH Functioning Rating: ▪ Substance Use: ▪ Employment Status ▪ Housing Status: ▪ LOCUS score/Children’s Assessment ▪ Tobacco Use ▪ Trauma Screening Results 	Verbal Report	

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						<ul style="list-style-type: none"> ▪ Suicide Screening Results ▪ Veteran/Active Duty ○ CQI Measures <ul style="list-style-type: none"> ▪ Deaths by Suicide or Suicide Attempts ▪ Fatal and Non-Fatal Overdoses ▪ 30-day hospital readmissions for psychiatric or substance use reasons ▪ All-cause mortality 		
11	Access Efficiency	CCBHC Program		01/2024 06/2024		<p>Sanilac CMH will continue with planning, developing, and implementing our CCBHC grant and Demonstration programs.</p> <ul style="list-style-type: none"> • By 09/30/2024, we will increase the number of DCO and care coordination agreements with partners. • By 09/30/2024, we will enhance our sustainability efforts by enrolling with additional health insurance carriers. • We will enhance our community education reach by offering additional trainings 	Verbal Report	

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						<p style="text-align: center;">and outreach in the community.</p> <p>We will enhance our HIT/EMR to create efficiencies with care coordination, health information exchange and referral tracking.</p>		

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