

## **#1 Quality Improvement Plan:**

### **Partnering with Stakeholders in Design, Delivery and Evaluation**

After completion of the Southeastern Partnership's environmental scan related to active engagement, the PIHP identified three areas as weaknesses or challenges. Based largely on stakeholder input, the first area speaks to a lack of a consistent culture that supports active engagement. While there is a wide variety of community based opportunities offered in the affiliation through different services and programs, CLS (which is a key service that should support active engagement) is viewed as being mostly focused on health, safety and activities of daily living within a residential setting.

#### **Opportunities identified to enhance stakeholder partnering:**

- Creation of an affiliation wide policy and procedure for conducting community forums/ town hall meetings and focus groups to ensure continued Stakeholder participation and feedback opportunity
- Include Significant Change Data into Customer Service Performance Improvement Quarterly Report. Through the capture of Significant Change events within the agencies, Customer Service will track events that impact stakeholders and increase communication with such groups.
- Engage semi-annually with the Peer Support Roundtable to foster continual partnership and communication.
- Train consumers, staff, and community on Customer Service standards and overall philosophy of how to engage in excellent customer service.

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM  
Final: February 1, 2009

**ATTACHMENT A TEMPLATE**  
**Milestones and Timeframes**

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ARR Section Number: 1

Note: add more rows as needed

Milestones	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
Policy Creation		6/1/09-10/1/09	Customer Service Committee will create
Significant Change Tracking		6/1/09-10/1/10	Will begin tracking data in FY10
Peer Roundtable Attendance		1/1/09-3/31/14	
Customer Service Training Training of all CMHPSM staff		10/1/09-10/1/10	
Customer Service Training Training of all CMHPSM consumers on committees		10/1/09-10/1/10	
Customer Service Training Offer four trainings annually to Provider Staff		10/1/10-10/1/14	