

#11 Quality Improvement Plan:

Based on our assessment of needs and stakeholder feedback we have received, there are several areas of efficiencies which can be improved on. One area of efficiency is around the way training is conducted for Network Providers, ensuring that the same contract expectations are in place from one county to the next. These efficiencies will be addressed in ARR section 9 and 10. Other areas for improvement are the need for an upgrade to our Electronic Medical Record (EMR). The new system will offer more efficient processes and more cost effective development practices. The primary goal of the new system is to offer a system that will create both clinical and administrative efficiencies in addition, modernize Encompass so we can easily integrate modules from other PCE customers into our system.

Although we anticipate more clinical and administrative efficiencies due to the new EMR, we also anticipate the need for concurrent documentation will remain. Even though all staff document into the record, it is our goal to have 100% of staff document directly into the EMR. Comfort levels with technology vary among staff, increasing the varying documentation practices. We continue to train staff on technological shortcuts and practices in order to help with their comfort levels. Another barrier to achieving concurrent documentation is the hardware cost associated with this goal. Budgetary restraints make it difficult to provide the necessary staff with the mobile needs necessary to provide concurrent documentation. As monies become available we try to give staff the tools necessary to provide excellent clinical care.

Another initiative for the affiliation is to reduce the overall costs of meetings. In order to accomplish this initiative we are exploring the idea of video conferencing capabilities within the affiliation. We hope to have a solution fully implemented by mid-summer of 2009.

We are, also, investigating a migration from the County's JDE general ledger to the Great Plains (GP) system. The GP system is comprehensive business software that includes modules for budget development and reporting, project accounting and general accounting. Because of the use of a common chart of accounts by all of the Affiliates, the GP system will also allow for the consolidation of reporting for the Affiliation (Lenawee is also on GP), including Affiliates who do not chose to migrate to this system. The use of EXEL based reporting in GP will result in efficiencies such as single point data entry, the reduction of opportunities for data input errors and will allow for more time to analyze Affiliation wide data. Additional advantages of the GP system are more efficient report generation to meet State of Michigan and Grantor requirements and more streamlined business processes related to claims processing and Vendor payment. The resulting ease of integration between GP and the Encompass system will also allow for cost and ROI analyses that are presently not possible given the limitations of the JDE system.

The Regional Finance Committee (RF) will continue to meet on a weekly basis. A continuing goal of this Committee is to enhance the Finance standards of the Affiliation building more robust financial systems, developing better reporting that will assist Affiliates to maximize service levels and quality to Consumers, and to adopt Regional rates to make Provider contracting more simple and cost efficient.

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: 11

Milestones	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
EMR Upgrade			
Make Decision to Upgrade EMR		02/28/09- 02/28/09	Decision Made to Upgrade
Kick-Off Initial Communication Team		04/01/09- 05/01/09	Part of the communication plan is to set the expectations for staff, explain the benefits of the new system, and to describe the process that will be followed during implementation. Our communication will remain throughout the implementation; however, the initial campaign will be completed by May 1 st .
Start Meeting with Workgroups <ul style="list-style-type: none"> • Authorization Workgroup • Appointment Workgroup • Claims and Finance Workgroup • Person Centered Planning Workgroup • Access and Security Workgroup 		05/04/09 – 02/09/10 05/11/09 06/17/09 06/17/09 01/01/09 03/01/09	Beginning in May we will begin various focus groups to gather feedback and input for each of the modules that will be modified in the new system. During the feedback gathering stage, focus groups will be responsible for reporting their feedback to the Encompass Implementation Committee (EIC) who is responsible for the oversight of the project. Workgroup dates are start by dates
PCE Shell Creation		05/01/09 – 09/30/09	
Testing		11/01/09 – 03/31/09	
Training		02/01/09 – 04/15/09	

Milestones	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
Go Live		04/01/09 (end)	
Video Conferencing		5/1/09-8/1/09	End date for sub-items 8/1/09
Purchase video conferencing software		05/01/09 (end)	
Purchase video conferencing hardware		07/01/09 (end)	
Train Staff on video conferencing		07/01/09 - 08/01/09	
Financial System Conversion From County JDE System To GP System		05/19/09 – 10/1/09	End date for sub-items 10/1/09
Recommendation To Be Presented To WCHO		05/19/09 (end)	
Contract With Tectura (System Implementation Contractor)		06/01/09 (end)	
Implement EXCEL-based Budget Development Module for FY 2010 Budget		06/15/09	Begin WCHO Budget process
Implement use of time sheets by WCHO Staff		07/01/09	Begin recording daily time allocations for BU's, grants, projects, etc. in GP System
Enter Vendor/contract information in A/P module		08/31/09	Prepare GP System to enable WCHO generated payments to Providers and Vendors
Finalize cash management plan with County Treasurer's Office		08/31/09	Complete system set-up and internal controls documentation for WCHO generated payments and County cash management
Train Staff		09/09	Complete end-user Staff training prior to system go-live on 10/01/09
Policy & Procedure Updates		09/30/09	Complete all required changes resulting from WCHO assumption of payment and RFP responsibilities
System go-live		10/01/09	Complete