

## **#2 Quality Improvement Plan:**

### **Welcoming Environment**

Stakeholder input indicated a high degree of satisfaction with the overall welcoming environment in the CMHSP/provider physical plants and consumer/staff interactions. Opportunities for improvement include: 1) Incorporating questions specific to a welcoming environment into town hall meetings and satisfaction surveys to ensure ongoing stakeholder input; 2) upgrade PIHP website to expand information about array of services; provider choices, and provide email links to PIHP Departments for additional information and Customer Service/Speaker Bureau requests; 3) Develop multi-media versions (audio, DVD) of Guide to Service/website information; 4) Increase capturing consumer's voice and create administrative efficiency through electronic inquiry/grievance documentation module in Encompass system. System will allow inquiries/grievances to be logged by staff across the PIHP/CMHSP Affiliation for early intervention at the individual and systemic level when emerging trends are identified through the PIHP Performance Improvement Process.

### **Culture of Gentleness/Systems of Care/Expectation of Recovery**

The PIHP is committed to developing and enhancing service provision through coordinated systems of care that reflect a culture of gentleness, are trauma informed, and support the expectation of hope and recovery. The PIHP will begin and sustain this culture shift through:

1) Active participation in MDCH training and technical assistance opportunities with culture of gentleness, trauma, and stigma focus. 2) PIHP will develop and recommend adoption of a formal policy statement that recognizes the role of trauma in individual's experiences, and incorporates it into all program operations. Policies will be revised to reflect the commitment to providing services in trauma informed systems of care and will incorporate a written policy on de-escalation that minimizes re-traumatization. Provider contract language will be revised to reflect the commitment to and expectation for providing services in a trauma informed culture of gentleness. 3) PIHP will develop and conduct a culture specific survey (as detailed in ARR #10) to obtain baseline and annual data to measure success in shift to a culture of gentleness. 4) PIHP will provide training through the Professional Development Committee on culture of gentleness principles, tools, and trauma informed services. 5) CMHSP's completed SED and DD Child Systems of Care, and Recovery Enhancing Environment PPGs. The development and implementation of the CMHSP community specific plans will be monitored and supported through the PIHP Process Improvement Committee.

### **Anti-stigma (discrimination) awareness**

In addition to participation in stigma training and technical assistance opportunities as noted above, the PIHP Customer Service Department and Speakers Bureau is very active in State and local anti-stigma activities. The opportunities identified include: 1) Utilize focus groups to develop strategies to recruit additional speakers and to identify/problem solve barriers to consumer participation in the Speakers Bureau; 2) Increase the number of speakers through active recruitment; 3) Increase the number of speaking engagements; 4) Broaden target audience to include civic groups, faith based groups, and community leadership groups.

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**

PIHP Name: WCHO

E-mail of contact person: [grabanm@ewashtenaw.org](mailto:grabanm@ewashtenaw.org)

ARR Section Number: 2

Note: add more rows as needed

Milestones	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
<b><u>Welcoming Environment</u></b>			
1) Welcoming environment specific questions will be incorporated into town hall meeting and satisfaction survey questions.		6/1/09-9/30/09	Customer Service Committee
2) Website upgrade initiated <ul style="list-style-type: none"> <li>• Website reviewed/updated annually</li> </ul>		6/1/09 -9/30/09 9/30/09-12/31/13	PIHP Department Managers will provide content for Department. Information Management Department will upgrade website
3) Develop audio and DVD versions of Guide to Service for distribution to consumers and interested stakeholders		6/1/09-6/1/10	Customer Service Committee
4) Electronic Inquiry/Grievance System Development initiated <ul style="list-style-type: none"> <li>• Electronic Inquiry/Grievance System Development completed and test period for 1<sup>st</sup> Level Users (Customer Service)</li> <li>• Electronic Inquiry/Grievance System Roll out to 2d Level Users (Reception and Access Staff)</li> <li>• Electronic Inquiry/Grievance System Roll out to all Program Staff - Completion</li> </ul>		8/08 – 4/1/09  4/1/09 – 7/1/09  7/1/09 – 4/1/10  4/1/10 (end)	The Information Management Department in conjunction with the Affiliation Customer Service staff will design, develop, and implement an electronic inquiry/grievance documentation module in the Encompass System with full implementation completed 4/1/2010

Milestones	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
<b><u>Culture of Gentleness</u></b>			
<p>1) PIHP staff attended trainings:</p> <ul style="list-style-type: none"> <li>• MACMHB Fall Conference REE</li> <li>• MACMHB Winter Conference Implementation of REE</li> <li>• SED/DD Systems of Care Technical Assistance</li> <li>• Creating a Culture of Gentleness Training</li> <li>• PIHP staff will participate in future trainings related to Improving the Culture of Systems of Care (Welcoming environment; SED/DD Systems of Care; Recovery; Anti-stigma) as they become available</li> </ul>		<p>10/13/08</p> <p>2/24/09</p> <p>3/10/09</p> <p>4/14/09</p> <p>5/1/09-12/31/13</p>	
<p>2) Policy/Contract Language</p> <ul style="list-style-type: none"> <li>• Develop formal policy statement that recognizes role of trauma in individual's experiences</li> <li>• PIHP Board adopt policy statement</li> <li>• PIHP Affiliation policy and procedure review/revision for incorporation of trauma informed language and policy on de-escalation that minimizes re-traumatization</li> <li>• All operations reviewed and revised to incorporate trauma informed procedures</li> <li>• Monitoring through Process Improvement Committee Structure to ensure compliance with policy/procedures</li> </ul>		<p>6/1/09-8/31/09</p> <p>9/09</p> <p>6/1/09-12/31/09</p> <p>12/31/09-6/1/10</p> <p>6/1/10-12/31/13</p>	

Milestones	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
<ul style="list-style-type: none"> <li>PIHP Provider contract language reviewed/revised to reflect commitment to and expectation for providing services in a trauma informed culture of gentleness for fiscal year 2009/10 contracts</li> </ul>		5/1/09-8/31/09	
<p>3) Measuring and sustaining culture shift</p> <ul style="list-style-type: none"> <li>Culture specific survey</li> <li>Provider/staff training</li> </ul>		See milestones set forth in ARR section #10	See milestones as detailed in ARR Section#10 on survey development, training, and ongoing measurement process to provide continuous improvement to shift to culture of gentleness
<p>4) Training to initiate/sustain provision of care through trauma informed treatment</p> <ul style="list-style-type: none"> <li>PIHP/CMHSP CSTS applied for and was subsequently awarded grant for Addressing Trauma within the community Mental Health Population: A Toolkit for Practitioners</li> <li>CSTS conducted Trauma Informed Services Training Conference for 250 PIHP/CSTS staff and selected providers</li> <li>CSTS – complete development of “Addressing Trauma Within the community Mental Health Population: A Toolkit for Practitioners” manual</li> <li>Incorporate Toolkit manual into PIHP Professional Development Training for staff and provider staff</li> <li>Develop instructor lead trainings for PIHP/CMHSP/Provider staff on trauma informed treatment</li> </ul>		<p>4/1/09</p> <p>3/19/09</p> <p>4/1/09-9/1/09</p> <p>10/1/2009 (or as available)</p> <p>10/1/2009-3/1/10</p>	<p>PIHP/CSTS involved in initial development of Trauma Informed Treatment Toolkit for dissemination to other PIHPs and CMHSPs. This work will be incorporated into PIHP Professional Development Program and provide the basis for training to all PIHP/CMHSP staff and provider staff</p>

Milestones	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
<ul style="list-style-type: none"> <li>• Training provided to minimum of 25% of current staff each year for 4 years to ensure 100% of current staff are trained and 100% of new hire staff are trained as part of new hire training</li> </ul>		3/1/10-12/31/13	
<p>5) Development of Systems of Care for SED/DD Children and Recovery Environment for Adults</p> <ul style="list-style-type: none"> <li>• CMHSP SED Child Systems of Care PPG's completed and submitted to State</li> <li>• CMHSP SED Child Systems of Care Development planning with stakeholders</li> <li>• CMHSP SED Child Systems of Care Implementation</li> <li>• SED Child Systems of Care support and monitoring through PIHP/CMHSP Process Improvement Clinical Care Committee Structure through quarterly reporting from Child Administrators Committee</li> <li>• CMHSP DD Child Systems of Care PPG's completed and submitted to State</li> <li>• CMHSP DD Child Systems of Care Development planning with stakeholders</li> <li>• CMHSP DD Child Systems of Care Implementation</li> <li>• DD Child Systems of Care support and monitoring through PIHP/CMHSP Process Improvement Clinical Care Committee Structure through quarterly reporting from Child Administrators Committee</li> <li>• CMHSP's REE PPG's completed and submitted to State</li> </ul>		<p>4/3/09</p> <p>4/1/09-9/30/09</p> <p>6/1/09-12/31/13</p> <p>4/3/09-12/31/13 ongoing process</p> <p>4/3/09</p> <p>4/1/09-9/30/09</p> <p>6/1/09-12/31/13</p> <p>4/3/09-12/31/13 ongoing process</p> <p>4/3/09</p>	

Milestones	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
<ul style="list-style-type: none"> <li>CMHSP's participate in and facilitate survey process as scheduled</li> <li>PIHP/CHMSP's through Process Improvement Committee will review, identify, and implement process improvements based on REE survey result</li> </ul>		TBD	
<b><u>Anti-stigma (discrimination) awareness</u></b>			
1) Hold stakeholder focus groups to develop strategies for speaker recruitment and identify/problem solve barriers to consumer participation in speaking engagements		6/1/09 – 8/30/09	Conduct focus groups through Customer Service Department with purpose of identifying and selecting strategies for speaker recruitment, retention, and to identify/problem solve barrier to consumer participation in Speakers Bureau
2) Begin active recruitment of new speakers to increase by 2 persons per year and sustain gain to total of a minimum of 15 speakers by 1/1/2014	5 speakers	8/30/09-ongoing through 12/31/13	
3) PIHP Customer Service Department and Speakers Bureau increase current target of 30 speaking engagements per year by 5 additional engagements each year over the next 4 years to a total of 50 per year by 1/1/2014	30 per year	1/1/09-12/31/13	
4) PIHP Customer Service Department and Peer Speakers Bureau broaden the target audience for presentation from schools and universities to include civic groups, faith based groups, and community leadership groups through active outreach to those groups		5/1/09-12/31/10	

\* At least some of the quality improvement activities must begin June 1, 2009. The plan must be in implementation no later than October 1, 2009.