

#6 Quality Improvement Plan:

Our affiliation wide criminal justice system has vastly different resources as well as political climates. In our challenging economic times, this unfunded mandate of jail services is a challenging task. We continue to persevere for individuals served given the resources available to address the challenges and opportunities for improving the collaboration with local law enforcement agencies, criminal/juvenile justice systems, and MDHS in the screening, diversion, and treatment of individuals served, or are eligible to be served, by the public mental health system.

Documentation

The first quality improvement step for collaboration is to have signed memoranda of agreements for each law enforcement agency in each county of the affiliation with the PIHP name included on the agreement, as evidenced by those signed agreements.

Second, as recommended at the MDCH CAP audit, the MDCH jail diversion tool will be evaluated and used as appropriate across the Affiliation.

Third, our electronic medical record, Encompass, will roll out a new jail diversion module, which was developed collaboratively by the Affiliation Jail Services Workgroup. This new module increases the ability to capture pre and post data uniformly across the affiliation, as well as improve awareness of jail diversion options and internal communication between programs. The module allows the jail diversion specialist to get a “to do” reminder to fill out the jail diversion data sheet, which tracks information about the diversion date, pre or post booking contact, type of criminal activity such as misdemeanor or non violent felony, diagnostic category such as DD, SA, or SPMI, how the person was referred such as court, jail, mental health worker, the sequential intercept stage, initial disposition, if not eligible and why and other services offered, if diverted and by whom, if not diverted why, and type of diversion service offered like ACT or supports coordination. It also has jail diversion included in the emergency note, pre-screening assessment, and progress note. This new module will automate reports, improve the rate of documentation, and have tools for tracking, trending, and communication. It should also help facilitate a way to identify cost implications to all systems impacted by diversion cases, as well as assist with identifying gaps and the growth of community resources. By utilizing this jail diversion module, Encompass will be able to generate reports to more accurately measure Jail Diversion successes which will assist collaboration and to determine what future improvements will be made.

Fourth, further documentation will promote collaboration. Each county will develop a jail procedural manual or other descriptive template that combines each local county jail and CMH process and procedures.

Transfer of Knowledge and Interaction

Fifth, continued transfer of knowledge opportunities will be made available to community stakeholders to promote collaboration across all systems. Judges and Referees in the criminal and juvenile justice systems will be informed and provided with additional information on mental health and substance abuse in each county. Additionally, educational sessions will share information about how CMH and corrections staff meet the mental health needs of consumers in and out of jail. All sessions will address jail diversion as a high priority for CMH. For juvenile justice, all stakeholder partners will be informed on a common tool of JIFF or MAYCI. This transfer of knowledge and communication will promote a collaborative dialogue where future improvements between these partners can be developed.

Sixth, a process will be developed for greater collaboration between DHS and CMH.

Lastly, it will be key to develop a process to seek additional funding to facilitate undertaking of new programs to continue to improve collaboration with local law enforcement agencies, criminal/juvenile justice systems, and MDHS.

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: risks@ewashtenaw.org

ARR Section Number: 6

Note: add more rows as needed

Milestones	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
Memoranda of agreements template to include PIHP name in each county.		5/15/09-5/29/09	
Memoranda of agreements to be signed using best efforts by each law enforcement agency in each county.	TBD	6/1/09-12/1/09 or at the next renewal cycle of the contract	Lenawee: 9 out of 12 to be signed Livingston: 9 out of 9 to be signed Monroe: 5 out of 5 to be signed Washtenaw: 8 out of 9 to be signed
Evaluate and proceed with use as appropriate the MDCH Jail Diversion Tool as recommended at CAP audit.		6/1/09- 9/30/09	
Encompass Jail Diversion Module to launch.		Begin 6/1/09	
Create and refine reports on jail diversion data to all systems impacted based on new module.		6/1/09- 9/30/09	
Compare jail diversion data from new Encompass module in all 4 counties quarterly.		10/1/09 and each quarter thereafter	
Share jail diversion Encompass data reports with law enforcement, criminal/juvenile justice systems, and MDHS (the systems impacted).		10/1/09 and each year thereafter	

Milestones	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
Develop a jail procedural manual/process template that combines each county jail and CMH process and procedures in each county of the affiliation.		10/1/09-10/1/11	
Collect and review data for adults in jail that previously received youth services to make recommendations on how services might better impact youth while in community outpatient mental health services in Washtenaw County.		10/1/09-9/30/13	Questionnaire for parents-family relationship survey. This data will help determine what future improvements will be made in the juvenile program area for Washtenaw County
Judges and Referees will be informed and provided with more information on mental health and substance abuse in each county.	TBD	10/1/09-9/30/14	To increase information exchange every year
Education sessions will share more information about how each CMH and corrections staff meet the mental health needs of consumers in and out of jail.		10/1/09-9/30/14	
All sessions with stakeholders will address jail diversion as a high priority for the CMH.		10/1/09-9/30/14	
For juvenile justice, all stakeholder partners will be informed on a common tool of JIFF or MAYCI in each county.		10/1/09-9/30/14	
Develop a process for greater collaboration between CMH and DHS.		10/1/09-9/30/11	
Develop a process to seek additional funding to facilitate new programs.		10/1/09-9/30/14	

* 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.