

#9 Quality Improvement Plan:

This section is focused towards ensuring that the quality of supports and services delivered to the most vulnerable people are done in a way that drives the achievement of their outcomes. Knowing that a person's quality of life is measured in many different domains it is important that the PIHP have the capabilities to monitor the movement of people's lives.

Currently, the PIHP has a strong foundation within the Affiliation working together through a means of Shared Governance and Learning Organization. This means that there is a strong value of collaboration, transparency and team learning. It is with this foundation that the PIHP plans to address some of the areas identified as opportunities from the completed Environmental Scan. This will be done through the use of cross disciplined teams (consumers/families, providers, clinical, administrative). A result of this work will directly influence administrative efficiencies as outlined in ARR section 11, as this will be done for all Network Providers across the Affiliation using standard and consistent methods. These teams will begin to address some of the following opportunities.

1. Communicating to the CMHSP's and Network Provider staff what the PIHP is actually purchasing and what the outcomes are expected to be for that service. This includes the revision of the PIHP's Request for Proposals, the incorporation of outcome based/pay for performance contract boilerplate language and the revision of the site visit monitoring tools to reflect a more comprehensive and systematic analysis of the organizations being monitored. A traditional Quality and Performance Improvement model will be used such as Plan, Do, Study Act and Sustain.
2. Further education to CMHSP and the inclusion of Network Provider direct care staff on the use of and implementation of Evidence Based Practices, Recovery and the movement toward a Culture of Gentleness as outlined in ARR sections 2, 3 and 10. The PIHP and CMHSP have historically rolled out and implemented EBP's to the internal CMHSP's systems with little involvement of Network Providers. The PIHP and CMHSP's going forward wants to include the Network Provider Direct Care staffs who is directly working with the most vulnerable people every day in the most intimate settings. The goal is to directly impact direct staff in how they interact with consumers/families so consumers have the most successful outcomes.
3. Compilation, Analysis and Internal and Public Sharing of data from the CMHSP and Network Providers. The PIHP has access to a considerable amount of data and information. Currently this is being used internally and can be better shared publicly with consumers, families and the community to enhance choice and control. This will also allow for the

CMHSP's and Network Providers to engage in Process benchmarking to determine what are the best practices that lead to better consumer outcomes.

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM
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ATTACHMENT A TEMPLATE
Milestones and Timeframes

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Note: add more rows as needed

Milestones	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
1. Identify service to Pilot the revision of the RFP's. <ul style="list-style-type: none"> a. Draft RFP & Contract Language b. Present RFP to AEC and Board for approval. c. Go Live with Pilot 		4/20/09 (begin) 8/30/09 (begin) 9/09 (begin) 1/1/10 (end all)	AEC approved to start with OT, PT, and Speech LIP's.
2. Revise SA & MH site visit tools to include outcome and performance based contract requirements. <ul style="list-style-type: none"> a. Incorporate tool in Encompass b. Go Live with web based tool. 		5/4/09 (begin) 10/1/09 (end)	
3. Consult with Professional Dvlpm't on offering training to Network Providers on EBP & Outcomes. <ul style="list-style-type: none"> a. Communicate with Providers about training options. 		6/1/09 (begin) TBD (end)	This is in line with section #10 professional development involvement.
4. Develop a Provider Quality Profile in Encompass.		5/4/09 (begin) 10/1/09 (end)	