

<b>Community Mental Health Partnership of Southeast Michigan</b>		<b><i>Exhibit: Procedure for Affiliate Reports to Performance Improvement</i></b>	
Category		Exhibit Number	
Approval Date	Effective Date	Revision Date(s)	
<b>Administrative Sign Off</b>			
Administrative Signature:			Date:

**I. Work Group / Project Team**

**WHO**

**DOES WHAT**

Affiliation PI Committee Requests reports, information or data from each regional affiliate to assist the affiliation in ensuring that items that are significant to each affiliate are addressed through using effective performance improvement processes. In addition, the affiliation PI Committee provides necessary support to each affiliate to ensure issues of significance or replication of successes occurs.

Affiliate PI Liaison Areas of significance include those agency, department or program performance areas where success, innovation, and break through is evident and where replication is desired along with those areas in need of improving. Accountable to ensure that each affiliate implements performance improvement processes and supplies the affiliation PI committee with scheduled updates using the **Affiliate Reporting Form**.

This report includes review of the following:

- **Performance Improvement and Learning Organization Efforts:** Highlighting any performance improvement projects, initiatives, innovations or efforts that your agency is currently engaged in. This should include any improvement efforts related to root cause analysis or sentinel events
- **Strengths and Successes:** Highlighting any positive results, areas of improvement and learning, break-throughs, team or program growth, consumer outcomes and/or other positives that your agency has experienced in this reporting period as a result of the above efforts or other initiatives
- **Recommendations:** Highlighting any barriers or areas of change or improvement needed that have been identified or encountered locally that could provide valuable lessons for improvement of consumer outcomes,

service delivery, or agency/staff effectiveness. Possible areas to identify may include system and process issues, data collection or tracking issues, staff or training issues, policy and procedure issues, reporting or role issues, unusual circumstances and areas of liability, etc.

- **Affiliate Data:** Including reports related to areas of success or needed improvement in the following sample areas: Behavior Management, Health/Safety/Infection Control, Medication Management, Peer Review & Licensing/Credentialing, and Utilization Management.

Conduit, for relaying information back and forth to each local affiliate and the affiliation PI committee. Responsible for ensuring local affiliate PI project teams are convened and or there is local affiliate representation on affiliation PI Project Teams.

Provide tools and technical assistance to local affiliate PI Project teams as to assist the team in being successful in completing their task as outlined in the charge.

**Ensures that Learning Organization Principles** are integrated into local PI processes, planning and implementation of PI initiatives. For example:

1. Systems Thinking – Have we informed and involved key stakeholders ahead of time of this initiative to dialogue and gain input and feedback regarding possible impact of changes being recommended.
2. Mental Models – Have we provided the context and history of the proposed project, policy or procedure to key stakeholders in order to allow for people to adapt to a new mental model, dialogue about changes in mental models ahead of time, or to challenge our mental models?
3. Shared Vision – Have we worked to create shared vision by developing a communication plan regarding roll out of this project to managers and line staff? What is our plan to ensure maximum buy in?
4. Personal Mastery – Are we aware of our own views, agenda and areas that we are advocating for in presenting this project, policy, procedure or initiative? Am I and my team willing to own our views and be transparent when discussed?
5. Team Learning – In reviewing this policy, procedure, project or initiative with others, how can we invite reflection and feedback from past experiences that may help me to avoid potential pitfalls or barriers? How can we share what we have learned from this initiative with others that may help them in the future or help our system to continue to grow in efficiency and effectiveness?