

ATTACHMENT D

PERFORMANCE IMPROVEMENT

CONTRACTOR shall comply with the following and develop, implement, and monitor a Continuous Performance Improvement Program that is conducted in accordance with the CMHSP's Performance Improvement Program by:

1. Implementing performance outcome objectives that are consistent with the Community Mental Health Partnership of Southeast Michigan's (CMHPSM) Vision Statement, Mission and Values, and Strategic Plan.
2. Collecting quarterly data on the following performance indicators if CONTRACTOR serves six or more individuals per quarter (group home providers must report regardless of the number of individuals served):

Hospitals			
<i>Area to be reported</i>	<i>Reporting Requirements</i>	<i>Information Source</i>	<i>Frequency</i>
Consumer Satisfaction with services provided	Satisfaction rate and response rate (report number of surveys distributed and number of surveys collected)	Survey	Annually – due April 30
Co-Occurring	COMPASS, Co-Occurring Clinical Assessments, and Workplan based on COMPASS and Co-Occurring Clinical Assessments scores	Tools in provider manual	Annually – due July 30

3. Referring to the Performance Improvement Section of the Provider Manual for further information on Network Indicators including definitions, tools to use, data reporting formats, and so forth.
4. Submitting to the WCHO's Performance Improvement Coordinator within thirty (30) days after the close of each quarter and in the format outlined in the Provider Manual, a Quarterly Indicator Data Report that measures performance on the required indicators as listed above.

If modifications to the Network Indicators should occur, updated Network Indicators will be provided to CONTRACTOR within thirty (30) days.