

FY19 Program Performance Indicators
St. Clair County CMH
Outpatient Services

#	Domain (Master #)	Primary Objective	Performance Indicator	Data Collection/Methodology	PI Standard	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Annual
1	Effectiveness M-1	Increase Hospital Discharge Start Rates	Percentage and number of persons served discharged from a psychiatric inpatient unit who are seen for follow-up care within 7 days.	Data will be collected via the OASIS Software System on Program Performance and reported quarterly.	95% (# of #)					
2	Effectiveness M-3	Improve Service Start Timelines	Percentage and number of new persons served starting any needed ongoing service following a non-emergent assessment from CIU within targeted timeframes of 14 days of referral.	Data will be collected via the OASIS Software System on Program Performance and reported quarterly.	95% (# of #)					
3	Efficiency M-4	Lower Hospital Admissions	Percentage and number of persons served who are admitted into a psychiatric hospital while receiving services.	Data will be collected via the OASIS Software System on Program Performance and reported quarterly.	5% or Less (# of #)					
4	Efficiency M-5	Lower Hospital Recidivism	Percentage and number of persons served readmitted to inpatient psychiatric unit within 30 calendar days of discharge from a psychiatric inpatient unit.	Data will be collected via the OASIS Software System on Program Performance and reported quarterly.	15% or Less (# of #)					
5	Efficiency M-6	Improve Staff Productivity	Supervisors review per location and staff the unsigned document list exceeding 30 days from the date of creation.	Data will be collected via the OASIS Software System on Program Performance and reviewed weekly.	Sent Out & Reviewed Weekly					
6	Effectiveness M-7	CMH Supports & Encourages Community Partnerships	Program will submit ANNUALLY (4th Quarter) a list of activities it believes contributes to community benefit.	Program will forward ANNUALLY (4th Quarter) a brief summary of activities that have occurred.	Reported Annually (4th Qtr.)					
7	Satisfaction M-8	Customer Satisfaction	Percentage of persons served, parents, family members and/or guardians who report satisfaction with services.	Customer Satisfaction Survey to be administered by either St. Clair County CMH QI Office or per contract agency via contract requirements.	Results Annually 90% (# of #)					
8	Effectiveness M-9	Increase in Psychological Functioning	Percentage and number of persons served (children) who demonstrate an increase in psychological functioning.	Clinician will complete a level of functioning assessment as required (CAFAS/PECFAS). Program will calculate percentage of persons served (children) who demonstrated an increase in psychological functioning based on numbers reported in a. & b.	25% (a. of b.)					
				a. Number of persons served (children) who demonstrate an increase in psychological functioning.	a. (#)					
				b. Number of persons served (children) requiring a level of functioning assessment.	b. (#)					

9	Efficiency M-11	Ensure Measurement of Level of Functioning	Percentage of person served (children) who received a level of functioning assessment (CAFAS/PECFAS) as required.	Certified clinician will completed a level of functioning assessment as required Quarterly, Discharge and Annually.						
				Number of persons served (children) with open cases in the reporting period.						
			Quarterly	Number of persons served (children) who receive a level of functioning assessment (CAFAS/PECFAS) as required quarterly.	100% (# of #)					
			Discharge	Number of persons served (children) who receive a level of functioning assessment (CAFAS/PECFAS) as required at discharge.	100% (# of #)					
		Annually	Number of persons served (children) who receive a level of functioning assessment (CAFAS/PECFAS) as required annually.	100% (# of #)						
10	Effectiveness M-39	Ensure Program Quality	Percentage of new hires within the quarter who have completed: a. Recipient Rights (Initial) b. "REQUIREMENTS"	Program will electronically forward the "Training/Requirement Reporting Form" to the St. Clair County CMH QI Office for every new hire within the reporting quarter. If the new hire is under the required 30 days, the scheduled training date must be noted on the worksheet. The QI Office will calculate the percentage and forward the final results to the program and request a Plan of Correction if needed.						
			a. Recipient Rights (Initial) (within 30 days of hire)							
			b. Items required to be completed prior to hire (e.g. "REQUIREMENTS"; Background Check, Driver's License, etc.)		100% (# of #)					
11	Effectiveness M-40	Ensure Program Quality	Percentage of staff hired in the previous quarter who have completed all initial required trainings (required to be completed within 90 days) as specified on the "Training/Requirement Reporting Form".	Program will electronically forward the "Training/Requirement Reporting Form" to the St. Clair County CMH QI Office for all staff hired in the previous quarter. The QI Office will calculate the percentage and forward the final results to the program and request a Plan of Correction if needed.	100% (# of #)					
12	Effectiveness M-41	Ensure Program Quality	Percentage of staff employed greater than one year who are current with ALL trainings, as specified on the "Training/Requirement Reporting Form". *ONLY report on a staff once per fiscal year.	Program will electronically forward the "Training/Requirement Reporting Form" to the St. Clair County CMH QI Office for 3 staff within the reporting quarter.	100% (# of 3)					

13	Effectiveness M-74	Ensure Program Quality	<p>Program will submit quarterly a report of Corporate Compliance Complaints received and/or investigated by the contract agency within the reporting quarter.</p> <p>*Reference contract language for specific language needed in CCC report.</p>	<p>Agency will electronically forward a report. The submitted quarterly report will include any Corporate Compliance Complaints received and/or investigated by the contract agency within the reporting quarter.</p>	Report Submitted					
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