

Challenges and Areas for Improvement

Transforming at times inconsistent systemic data into usable information to estimate demand and capacity in the future is a significant challenge. Although the Affiliation continuously reviews data, the relevance of all data to stakeholders is not always clear. We must decide which data is most understandable and important to use to inform stakeholders and plan. We must also estimate what the needed capacity for services and supports will be well into the future. The unknowns of funding add to the difficulty in planning, yet we must move forward in a thoughtful way to meet current and future demand. Our system cannot be all things to all people. We must focus on priorities and adjust services and outreach to those who are underserved. We must increase collaboration in our communities to ensure a better safety net for mental health services, even for those who are not eligible for CMH services. Finally, we must work to provide a common benefit package across our affiliation so that consumers in our entire region have access to like services and supports.

Methods For Making Improvements

West Michigan CMHS and Northern Lakes CMH will continue tracking and trending activities including participating with the PIHP Demand and Capacity Report project. They will continue to participate in community collaborative activities and are waiting grant funding to implement a program designed to enhance the health and safety of local youth.

The PIHP will work to gain efficiencies in the current system of data collection and reporting. This will include combining the demand/capacity reporting activities with the annual submission to maximize the information that is collected in those initiatives. This initiative will include planning that goes beyond 12 months and looks at 24 months and 5 year estimates of need and capacity. The initiative will also result directly in outreach plans for priority populations that are determined to be underserved. Finally, a formal distribution plan will be implemented which will include how, and to whom this information will be shared and how feedback will be gathered from consumers/families and stakeholders to maximize meaningful planning for services and supports.

Methods to Measure Success

This major planning initiative will be implemented by the PIHP in cooperation with WMCMHS and NLCMH. Planning will be guided by Utilization Management and Network Management Committees as charged by the Joint Leadership Committee of the PIHP. The final results of data collection, feedback and planning will be reviewed by the Joint Leadership Committee with specific assignments made to each of the CMHSPs as indicated. Reports will be shared with the Managed Care Advisory Committee as well as the Board of Directors of the PIHP. The PIHP review team will check and monitor progress on this QI plan via annual site visits at the respective CMHSPs and the CA (NMSAS).