

Affiliation: Northwest CMH Affiliation
Section 9: Improving Quality of Supports and Services

Challenges and Areas for Improvement

Based on input from our environmental scans, our ongoing focus on quality improvement at the local level and quality oversight at the affiliation level as well as our ongoing self-assessed strength in these areas, we can confidently state that we anticipate challenges in improving the quality of support and services across the Northwest CMH Affiliation. That said, there always exist opportunities to improve the quality of our services and our collective areas for improvement in this section bear that out.

Methods For Making Improvements

Both CMHSPs need to improve their assessment of post discharge outcomes and WCMCMHS will implement a discharge monitoring study during the remainder of FY 09, which the affiliation will use as a CMHSP-level pilot project; the instrument, methodology, specifications of implementation, demand burden and findings of which will be reviewed by the affiliation Quality Oversight Committee for determining the appropriateness and feasibility of establishing for ongoing affiliation-wide implementation by October 1 2009.

As described in section 3 WCMCMHS is also piloting a comprehensive study of satisfaction of persons with developmental disabilities during the remainder of FY 09, which the affiliation will use as a CMHSP-level pilot project; the instrument, methodology, specifications of implementation, demand burden and findings of which will be reviewed by the affiliation Quality Oversight Committee for determining the appropriateness and feasibility of establishing for ongoing affiliation-wide implementation by October 1 2009.

Northern Lakes CMH will also finalize a revised and improved management report during FY 09 through its local quality improvement process. This report summarizes performance at the individual service level and the opportunity to improve form, function and the meaningfulness of the information is improving performance has been identified as a priority.

Methods to Measure Success

The inclusion of the first two improvement initiatives in the Northwest CMH Affiliation quality oversight work plan will ensure ongoing active oversight and monitoring action as well as fiscal year-end accountability for demonstrable outcomes. The fact that the third improvement initiative is already specified within the NLCMH quality improvement committee work plan for FY 09 similarly ensures action as well as year-end accountability for achievement.