

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT PROGRAM

Mission Statement

The mission of the Department of Mental Health's Quality Improvement (QI) Program is to enhance the quality of care for its clients. This is done by promoting continuous improvement of services at the system, program and client levels.

The QI Mission Statement is consistent with the Department's overall vision and philosophy and is illustrated in the following matrix.

What We Want To Be	We make our community better by providing world-class mental health services.
Our Purpose	The mission of the Department of Mental Health's Quality Improvement Program is to enhance the quality of care for our clients. We do this by promoting continuous improvement of services at the system, program and client levels.
What We Do	We direct and support quality improvement activities throughout the organization using evidence-based practices.
What We Believe In	Respect – Dignity – Integrity - Courtesy Competence - Quality
Measures Of Our Success	Internal Services Measures, Executive Indicators, Customer Satisfaction Measures, State Outcomes Surveys
How We'll Do It	PEQIC, Geographic Service Area Quality Improvement Committee's
What We Want To Get Done	Local Mental Health Provider's Quality Improvement Program