

**County of Los Angeles Department of Mental Health
Program Support Bureau
Training and Quality Improvement Division**

QUALITY IMPROVEMENT WORK PLAN GOALS FOR 2007

<p>MONITORING SERVICE DELIVERY CAPACITY</p> <ol style="list-style-type: none"> 1. Continue to implement the approved CSS programs and to apply for additional MHSA programs.
<p>MONITORING ACCESSIBILITY OF SERVICES</p> <ol style="list-style-type: none"> 1. Maintain current performance of access to after-hours care at 69% of PMRT response times of one hour between PMRT acknowledgements of the call to PMRT arrival on the scene. 2. Maintain the rate of abandoned calls (responsiveness of the 24-hour toll free number) at current levels, averaging 10%. 3. Evaluate the results of the two (2) year Latino Access study and incorporate the results in plans for improved access.
<p>MONITORING BENEFICIARY SATISFACTION</p> <ol style="list-style-type: none"> 1. Increase the total number of surveys submitted by 1.5% from the November 2006 survey period. 2. Increase the participation of peers / volunteers in assisting with the survey completion to six or more sites. 3. Maintain satisfaction rates in the May 2007 survey period at about the same level as the November 2006 survey period. 4. Ensure that 90% or more survey respondents agree that written materials are available in their preferred language. 5. Continue to report the State's Performance Outcome Survey findings to providers and local QICs for use in quality improvement activities. 6. Continue to respond to beneficiary grievances and fair hearings and to report the results bi-annually for policy recommendations. 7. Continue to monitor beneficiary requests to change service providers and to take action when the annual number reaches 25.
<p>MONITORING CLINICAL GOALS</p> <ol style="list-style-type: none"> 1. Continue current protocols for reviewing medication practices. 2. Monitor for occurrences of potentially poor quality of care through the Program Review process. Report such occurrences to district chiefs, QI staff and executive management. When quality of care issues are significant, report these occurrences to the County's-Auditor Controller for further review. 3. Implement the framework for Performance Based Contracting for all DMH contract human services providers and administrative contractors.
<p>MONITORING CONTINUITY OF CARE</p> <ol style="list-style-type: none"> 1. Continue to evaluate the effectiveness of the MOUs with the Regional Centers, the Department of Children and Family Services, and other human service agencies through liaison meetings and through identification of issues within the Service Area QICs. 2. Establish a work group to develop specific data definitions and standards to analyze and report service utilization and access rates.
<p>MONITORING OF PROVIDER APPEALS</p> <ol style="list-style-type: none"> 1. Evaluate trends in the informal and formal two-tiered review for any authorization disputes submitted to LMHP for a three year period.