

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

**QUALITY IMPROVEMENT WORK PLAN GOALS FOR 2008**

<p><b>MONITORING SERVICE DELIVERY CAPACITY</b></p> <ol style="list-style-type: none"><li>Utilize data to measure improvement in penetration and retention rates of ethnic populations with low penetration and retention rates.</li><li>To design effective services for identified underserved ethnic populations.</li><li>Initiate the “Next Steps” of the interpreter training outcomes developed as a result of the completed 2-year Latino Access Study.</li></ol>
<p><b>MONITORING ACCESSIBILITY OF SERVICES</b></p> <ol style="list-style-type: none"><li>Improve access to after-hours care to 75% of PMRT response time of one hour between PMRT acknowledgement of the call to PMRT arrival on the scene.</li><li>Improve the rate of abandoned calls (responsiveness of the 24-hour toll free number) to an overall annual rate of 10%.</li><li>Improve the rate of clients able to receive services at convenient times and locations [Source: Performance Outcomes Measures].</li></ol>
<p><b>MONITORING BENEFICIARY SATISFACTION</b></p> <ol style="list-style-type: none"><li>Increase the total number of surveys submitted by 1.5% from the November 2007 survey period to the May 2008 survey period. Implement a pilot project for the participation of peers/volunteers in assisting with Performance Outcome Survey completion in Wellness Centers and Community sites through the use of computers and staff assistance.</li><li>Increase to 80% or more of responding clients reporting that staff were sensitive to the client’s cultural/ethnic background [Source: Performance Outcomes Measures].</li><li>Monitor and ensure that satisfaction rates in the biannual 2008 survey periods are about the same level as the previous survey periods.</li><li>90% or more of survey respondents agree that written materials are available in their preferred language.</li><li>Analyze the State’s Performance Outcome Survey findings to identify areas for improvement for Service Area QICs for use in quality improvement activities.</li><li>Continue to respond to beneficiary grievances and fair hearings and to report the results bi-annually for policy recommendations.</li><li>Continue to monitor and improve the response rate of providers reporting Beneficiary Change of Provider Requests. Monitor and report on the reasons given by consumers for their request to change service provider.</li></ol>
<p><b>MONITORING CLINICAL GOALS</b></p> <ol style="list-style-type: none"><li>Improve protocols for reviewing medication practices.</li></ol>
<p><b>MONITORING CONTINUITY OF CARE</b></p> <p>Utilize baseline data collection for Performance Based Outcomes Measurement to monitor continuity of care in 2 areas:</p> <ol style="list-style-type: none"><li>Clients receiving continuity of care by being seen within 7 calendar days of discharge from an acute psychiatric hospital.</li><li>Clients seen and receiving timely on-going care within 30 calendar days time of discharge from mental health residential treatment program/institutional setting (excluding an acute psychiatric hospital).</li></ol>
<p><b>MONITORING OF PROVIDER APPEALS</b></p> <ol style="list-style-type: none"><li>Evaluate trends in the informal and formal two-tiered review for any authorization disputes submitted to LMHP for a three year period.</li></ol>