

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

QUALITY IMPROVEMENT WORK PLAN GOALS FOR 2009

MONITORING SERVICE DELIVERY CAPACITY

1. Utilize data to set percentage of improvement in penetration and retention rates for underserved Latino and Asian/Pacific Islander populations.
 - a. Increase Latino penetration rates from FY 07-08 by 1% in FY 08-09.
 - b. Increase Asian/Pacific Islander penetration rates from FY 07-08 by .25% in FY 08-09.
 - c. Increase Latino retention rates from FY 07-08 by 1.5% in FY 08-09 for 16 or more services.
 - d. Increase Asian/Pacific Islander retention rates from FY 07-08 by .2% in FY 08-09 for 16 or more services.
2. Complete the 2009 Cultural Competency Organizational Assessment to compare with the findings of the previous Organizational Assessment.
3. Continue to evaluate the Interpreter Training Program and provide 6 trainings for the CY 2009.

MONITORING ACCESSIBILITY OF SERVICES

1. Maintain access to after-hours care at 73% of PMRT response time of one hour between PMRT acknowledgement of the call to PMRT arrival on the scene.
2. Maintain the rate of abandoned calls (responsiveness of the 24-hour toll free number) to an overall annual rate of 13%..
3. Maintain the overall rate of 84% of consumers/families reporting that they are able to receive services at convenient locations. Maintain the overall rate of 87% of consumer/families reporting that they are able to receive services at convenient times. [Source: Performance Outcomes].

MONITORING BENEFICIARY SATISFACTION

1. Maintain current level of consumer/family participation in the statewide Performance Outcomes Survey and determine ways to improve sampling methodology.
2. Maintain at 88% consumer/family reporting that staff were sensitive to cultural/ethnic background [Source: Performance Outcomes Measures].
3. Maintain at 4.3 the Overall Satisfaction Average Mean Score and initiate year to year trending.
4. Maintain at 97% consumer/family reporting that written materials are available in their preferred language.
5. Apply Performance Outcomes findings to identify areas for improvement for Service Area 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 and improve the response rates of providers reporting Beneficiary Change of Provider Requests. Monitor reports on the reasons given by consumers for their request to change service provider.

MONITORING CLINICAL CARE

1. Continue to improve medication practices through systematic use of medication protocols and trainings for the use of medication forms and clinical documentation for existing staff and for new staff.

MONITORING CONTINUITY OF CARE

Utilize baseline data collection for Performance Outcomes to monitor continuity of care in 2 areas:

1. Consumers receiving continuity of care by being seen within 7 calendar days of discharge from an acute psychiatric hospital.
2. Consumers 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).

MONITORING OF PROVIDER APPEALS

1. Continue monitoring the rate of zero appeals through CY 2009.