

# Creatively Utilizing Outcomes

South Peninsula

Behavioral Health Services

Homer

# Outcome to the Agency

Increased interest and understanding of how  
data is used, PI Plan, PI team

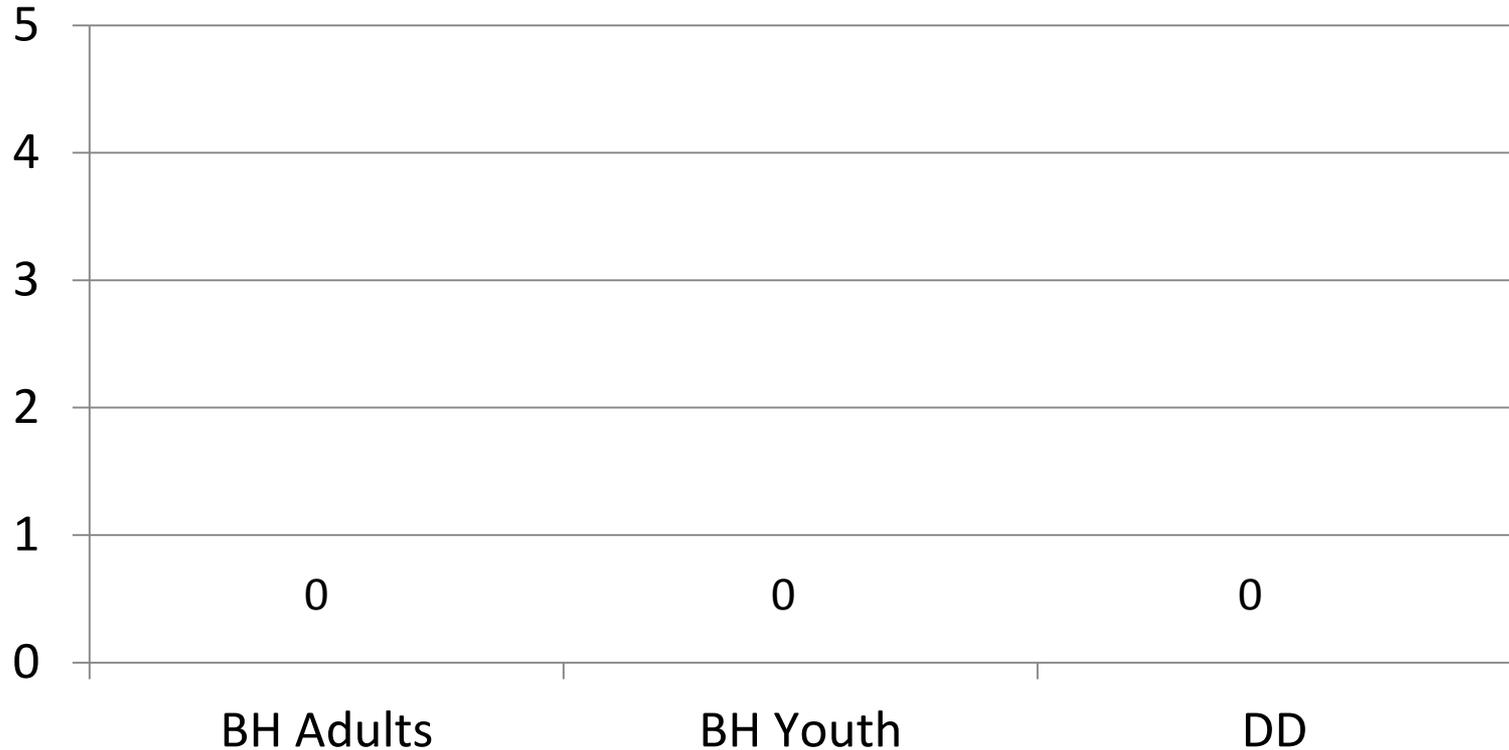


Active cross-agency PI team



Analysis of 2013 plan, drafting of 2014 plan,  
Designing and analyzing surveys,  
Refining Critical Incident Reporting

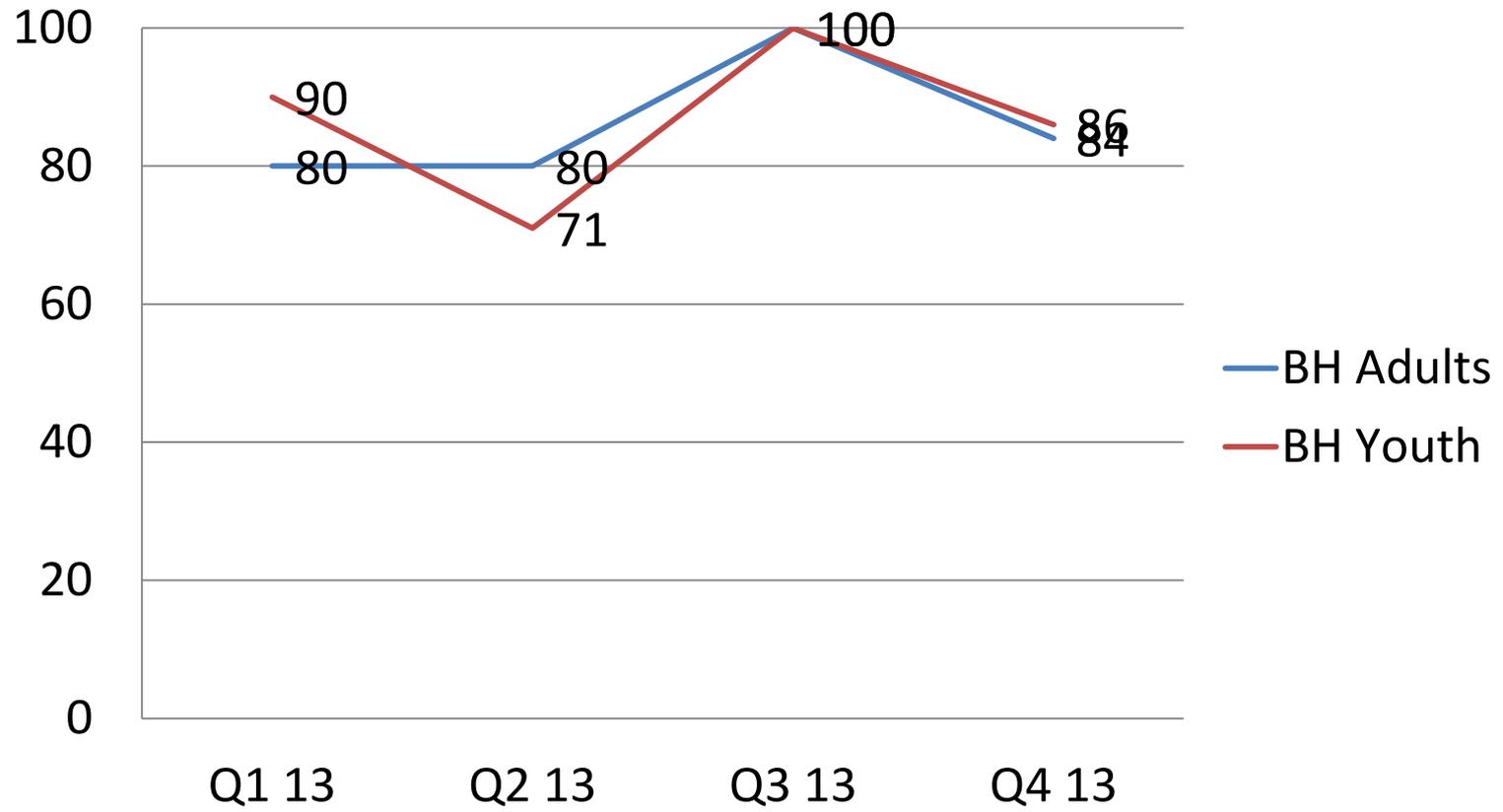
**Effectiveness: Number of sentinel events involving  
persons served  
Target: 0**



A sentinel event is defined as an unexpected occurrence resulting in death or serious physical or psychological injury or risk thereof.

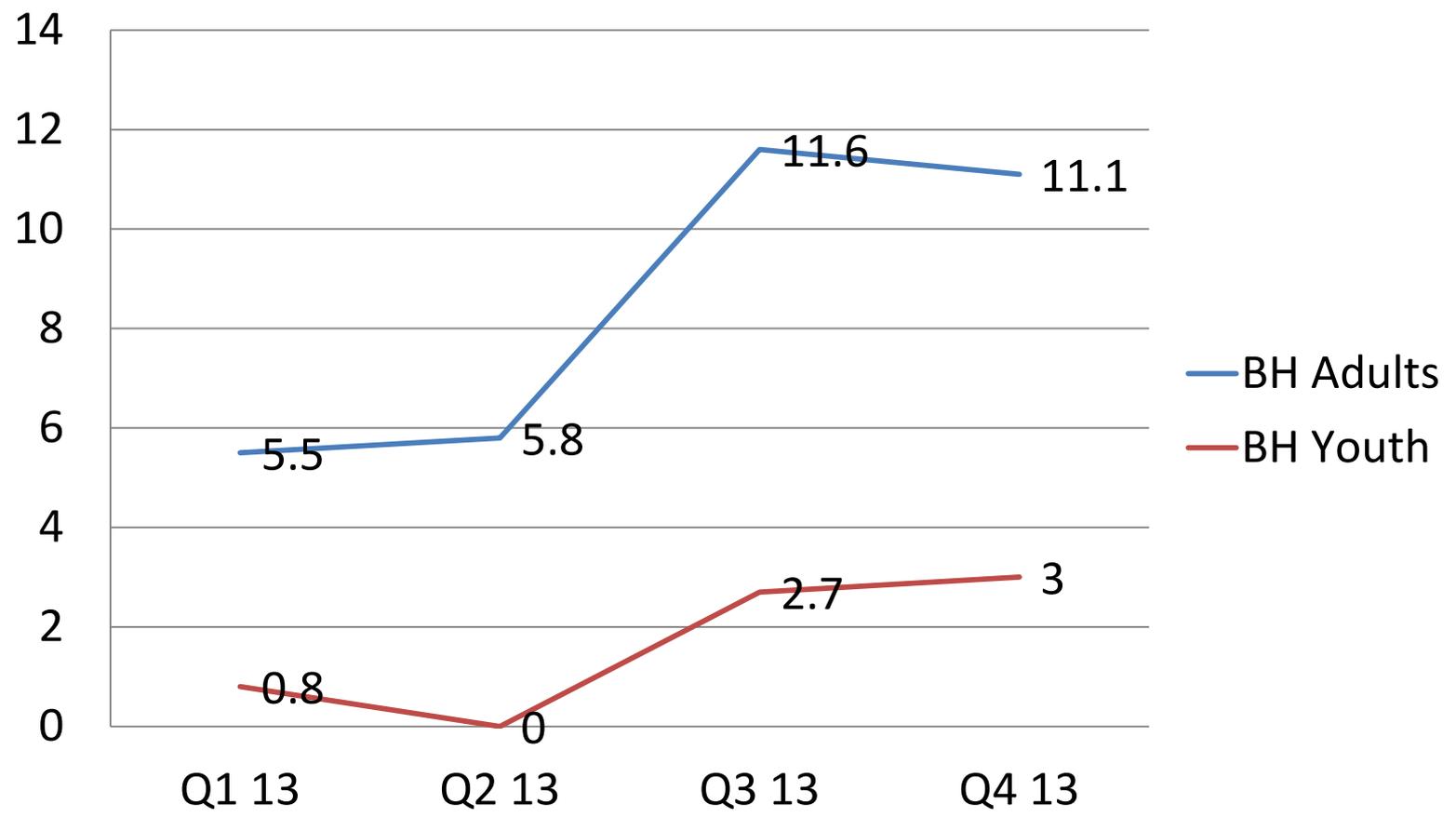
## Effectiveness: Percent of clients who report their quality of life as Satisfied or better on the second CSR

Target: 80%

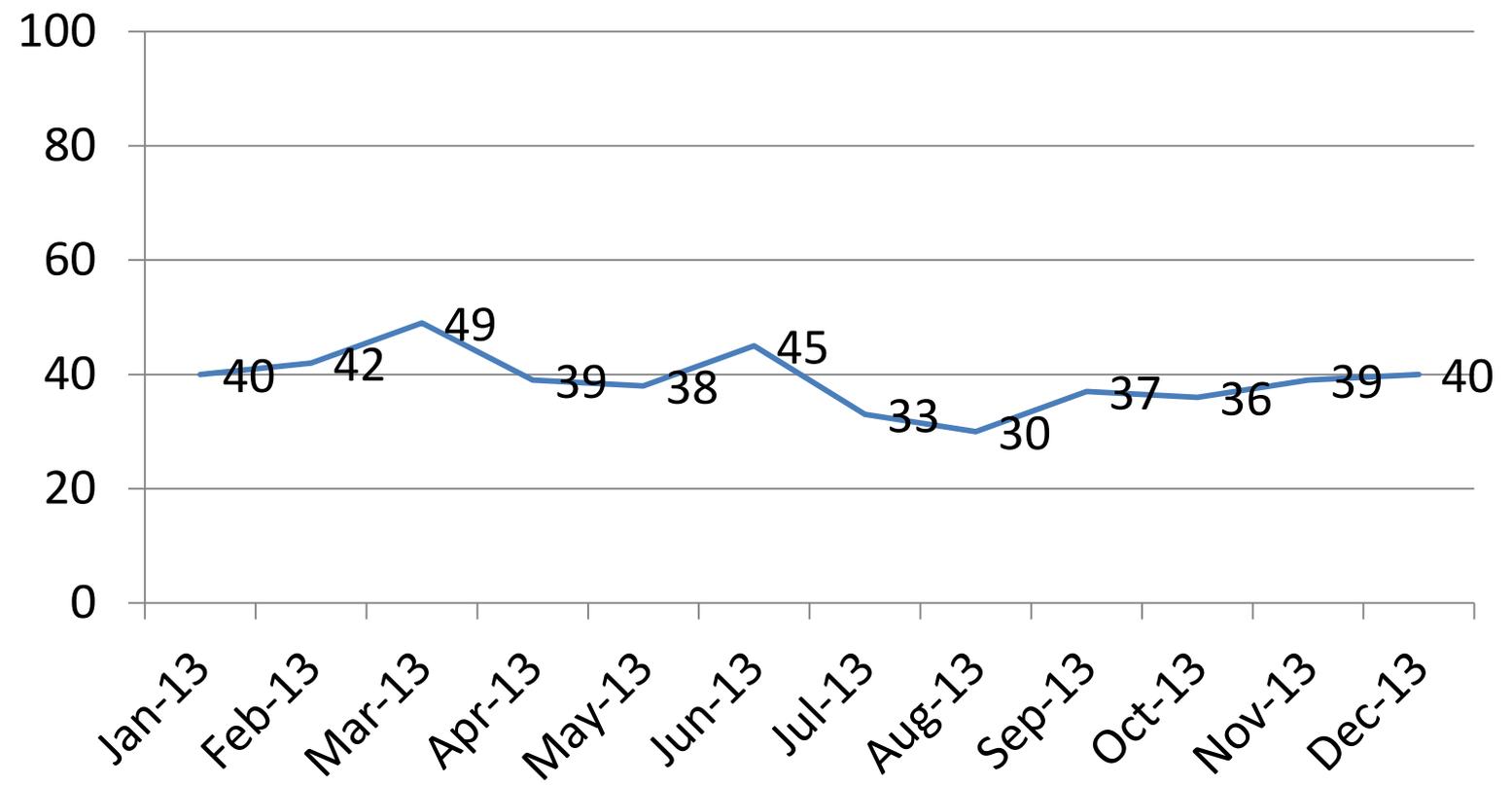


### Efficiency: Percent of active clients who have not been seen for a face-to-face contact for at least 135 days

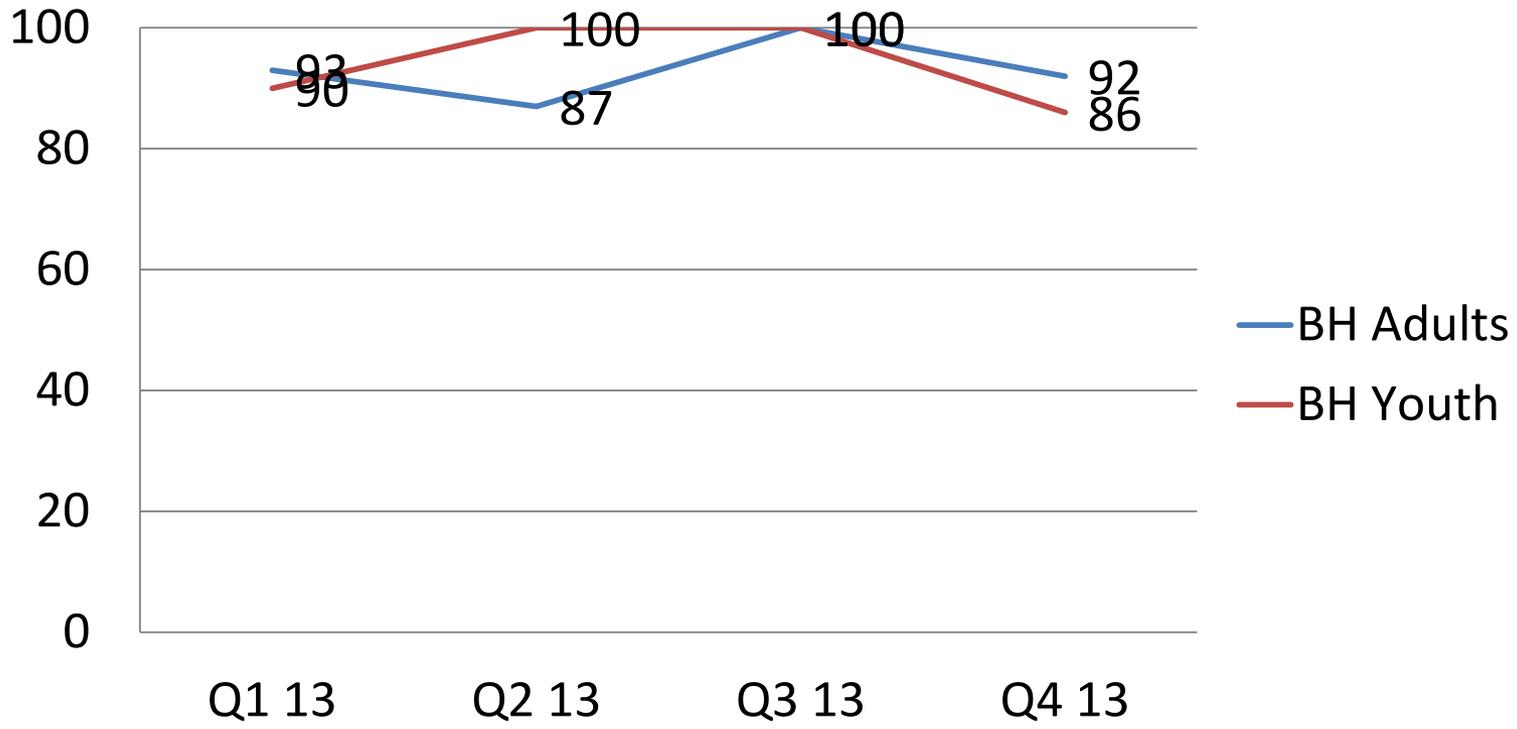
Target: 0



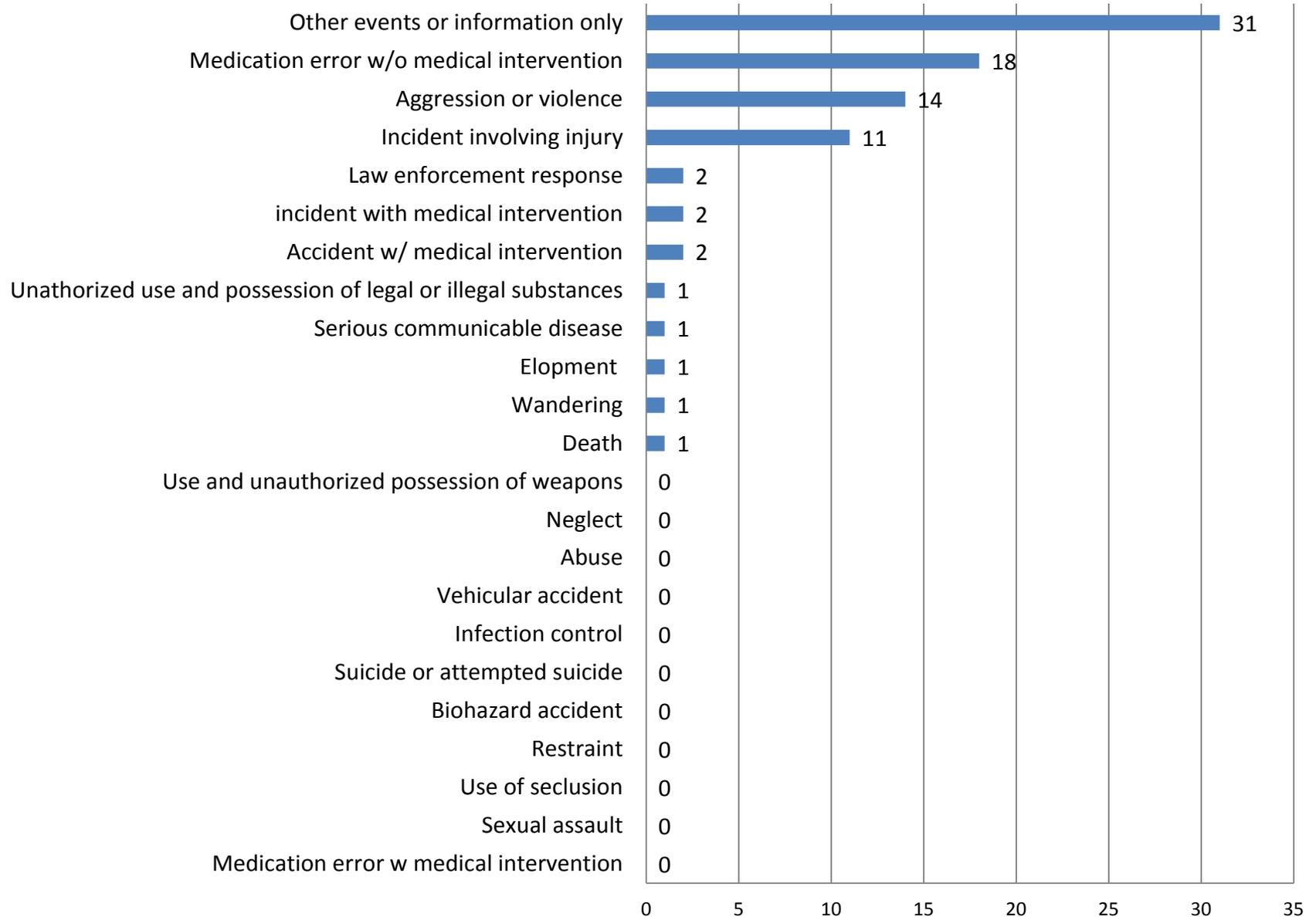
**Access: Average number of calendar days from  
referral to initial non-emergent psychiatric evaluation**  
**Target: 30 Days**



**Stakeholder Input: Percent of clients who report being Satisfied or better regarding getting service and being treated with respect on the second CSR**  
**Target: 85%**



## Number of Critical Incidents by Type



### Percent of PT staff who agree or strongly agree that they are paid fairly for the work they do – Target 75%

