

# Defining Outcomes

South Peninsula  
Behavioral Health Services  
Homer

# Plan your Work; Work your Plan

Many important variables to consider:

Accreditation standards

Organizational culture

Local history of measurement and if/how data  
has been used in the past

Capacity

See our plan at [spbhs.org](http://spbhs.org)

# Performance Improvement Plan

- Describes how we systematically measure, monitor and improve the performance of the organization over time
- Specifies many performance indicators and target goals for the year
- Implemented by the performance improvement team
- Accountability to stakeholders for the quality of care provided and the public funds received

# #1 : Start where you are

- Performance Improvement Team
- Currently obtainable information
- Definitions of possible data
- Run the plan up the Flag Pole
- Board & Leadership Support

## #2: Who is available and interested- Meet Your New PI Team

- Available now
- Willing

We started with PI Team of CEO, 2  
Quality Assurance positions and the  
Performance Improvement Specialist.

## #3: Finding Data Currently Available

- DBH Quarterly Reports
- Payroll and Billing
- Front Office
- HR & Training
- Surveys we already do
- Some people just naturally count things.

## #4 Proposed data become “Performance Indicators”

- Describe the data- will we be measuring days, percents, etc.?
- Define what we thought the data would tell us.
- Set goals as best we could, even if it was a guess.
- Bottom line- As we collected and analyzed the data, these all would probably change.

## #5 Performance Indicators → Draft Performance Plan

- Select pre-made frame work for the plan.
- Enter proposed data as projected performance indicators
- Our first Performance Improvement Plan!

# CARF Framework and Categories

1.M.6. The organization measures:

a. Business function performance indicators.

b. Service delivery performance indicators for each program/service seeking accreditation in each of the following areas:

(1) The effectiveness of services.

(2) The efficiency of services.

(3) Service access.

(4) Satisfaction and other feedback from:

(a) The persons served.

(b) Other stakeholders.

## #6 Invite Board of Directors and Leadership Support

- Be open that Performance Indicators definitions, presentation, etc. will refine as data is collected.
- Shared goal: the data will be valid and meaningful.
- Reports and data to Board and Leadership, open about changes, missing data, etc. and incorporating their suggestions.

# First PI Plan = Refinement Process

- Data details come, go and change
- What makes Sense?
- What makes a Difference?
- Incorporate Input, Input, Input!
- What next? Move to Outcomes and build 2<sup>nd</sup> Year PI Plan!