

Agency Benchmarks and Projected Outcomes

Strategic Plan Benchmarks	Projected Outcomes	Strategies/Tasks	Responsible Staff	Data Collection Source	Dates of Collection	Results
Improve Quality of Care of Consumers	There will be a 25% increase in consumers staying on prescribed medications	<ol style="list-style-type: none"> 1. Care Managers will check in weekly with consumers regarding prescribed medications and discuss any issues. 2. Care Managers will discuss problems or concerns with psychiatrist and/or physician as issue is discovered. 3. Care Managers will document issues and findings in consumers' charts within 24 hours. 	Care Managers	<ol style="list-style-type: none"> 1. Consumer Report 2. Medication Verification 3. Chart Notes 4. Access Database 5. EMR 	Weekly or as noticed	Results to be compiled by QM Manager with a quarterly report to the QM and Clinical Committees. Immediate findings with concerns will be addressed via Human Rights or Clinical Committee.
Decrease Emergent/Crisis Events	Consumers will have at least 1 less crisis per month.	<ol style="list-style-type: none"> 1. Care Managers will ensure a crisis plan is completed for each new consumer. The Crisis plan is part of the PCP. 2. Care Manager will work with the consumer to discuss triggers. 3. Care Managers will strategize with consumers on how to reduce triggers. 4. Care Managers will ensure consumers are aware of and have a copy of their own crisis plans. Ensure that the first person listed in the event of a crisis also has a copy. 5. Crisis plan is readily available in the consumer's chart. 	Care Managers	<ol style="list-style-type: none"> 1. Crisis plans 2. Progress Notes 3. Person-Centered Plans 4. Excel Spreadsheet 	At each visit and at least weekly for high risk	Results to be compiled by QM Manager with a quarterly report to the QM and Clinical Committees. Immediate findings with concerns will be addressed via Human Rights or Clinical Committee.

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<p>All Complaints will be Tracked and Analyzed</p> <p>All Incidents will be Reported, Documented and Analyzed</p>	<p>100% of complaints will be documented with an analysis report provided each month.</p> <p>100% of incidents will be reported in IRIS (as required).</p>					
<p>Consumers' Progress of Goals will be Documented and Appropriate.</p>	<p>At least 85% of PCPs indicate appropriate goals for consumers' progress.</p>					

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