



Annual Performance Improvement Report

2018

JAMHI Health & Wellness Performance Improvement Plan

- JAMHI's written plan that describes how we systematically measure, monitor and improve the performance of the of our organization over time
- Specifies performance indicators and target goals for the year
- Approved by the board of directors annually
- Implemented by the quality improvement team
- Demonstrates our accountability to the community for the quality of care provided through the use of public funds

Domains and Quality of measures

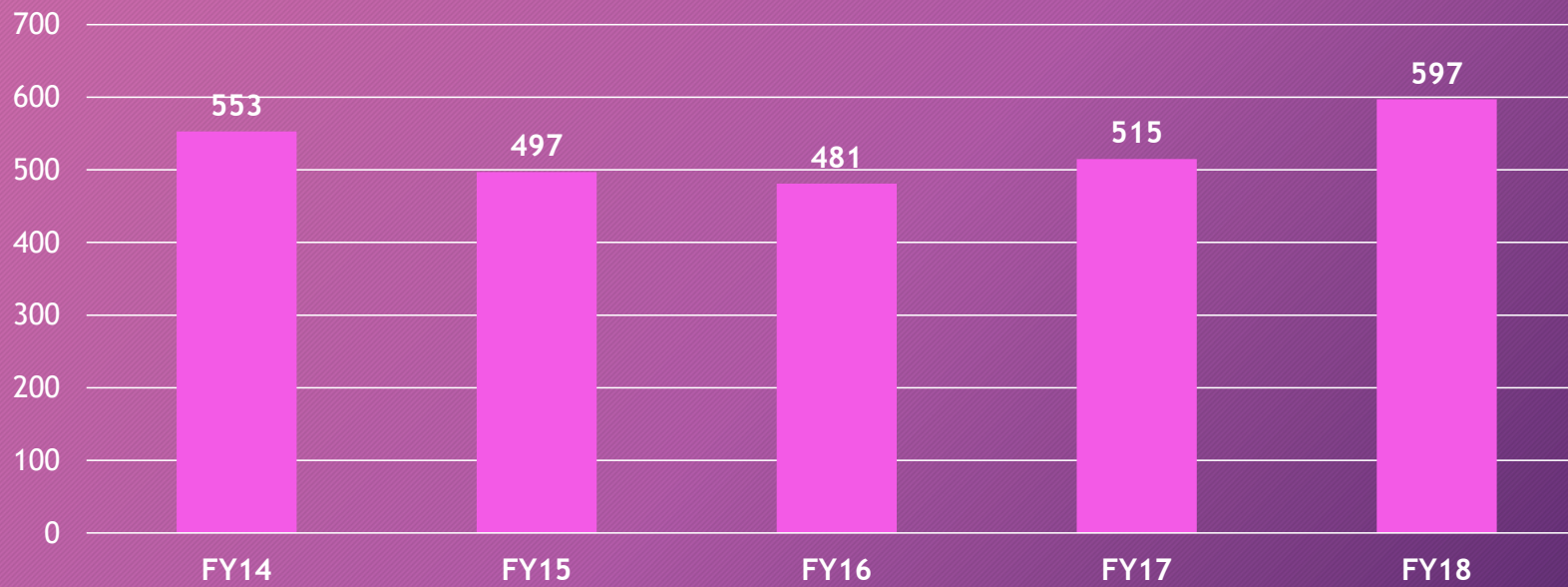
- JAMHI measures quality in four domains:
 - Effectiveness
 - Efficiency
 - Access
 - Stakeholder input
- The reliability, validity, accuracy and completeness of the data reported here is generally improves every year. Footnotes throughout the report indicate when special caution in interpretation should be exercised.
- While the Client Status Review (CSR) generally links the care people get to the outcomes they report, specific CSR reliability and validity measures for persons with severe mental illness or cognitive disabilities are not available and may influence the quality of information.

Preventing sentinel events

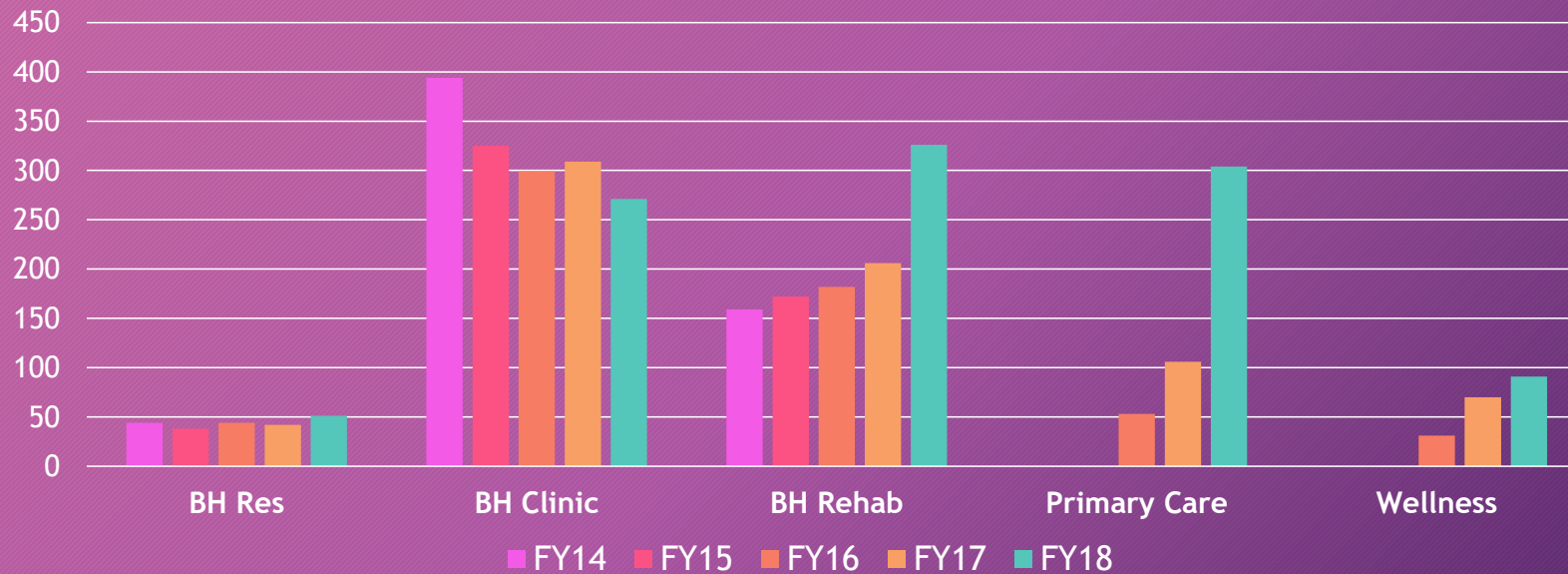
- 0 sentinel events, for the second consecutive year

A sentinel event is defined as unexpected death or serious physical or psychological injury resulting in loss of function or risk thereof.

Total Number of People Served in JAMHI behavioral health Services

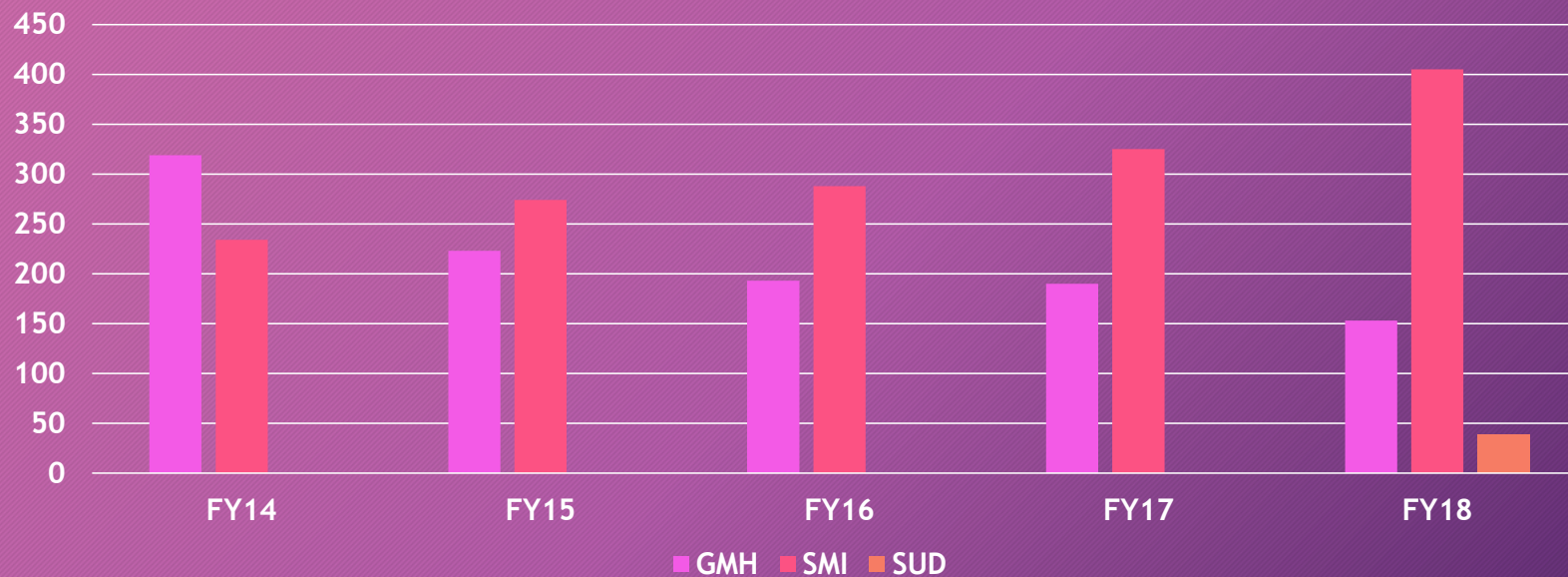


Number of People Served by JAMHI Service Line



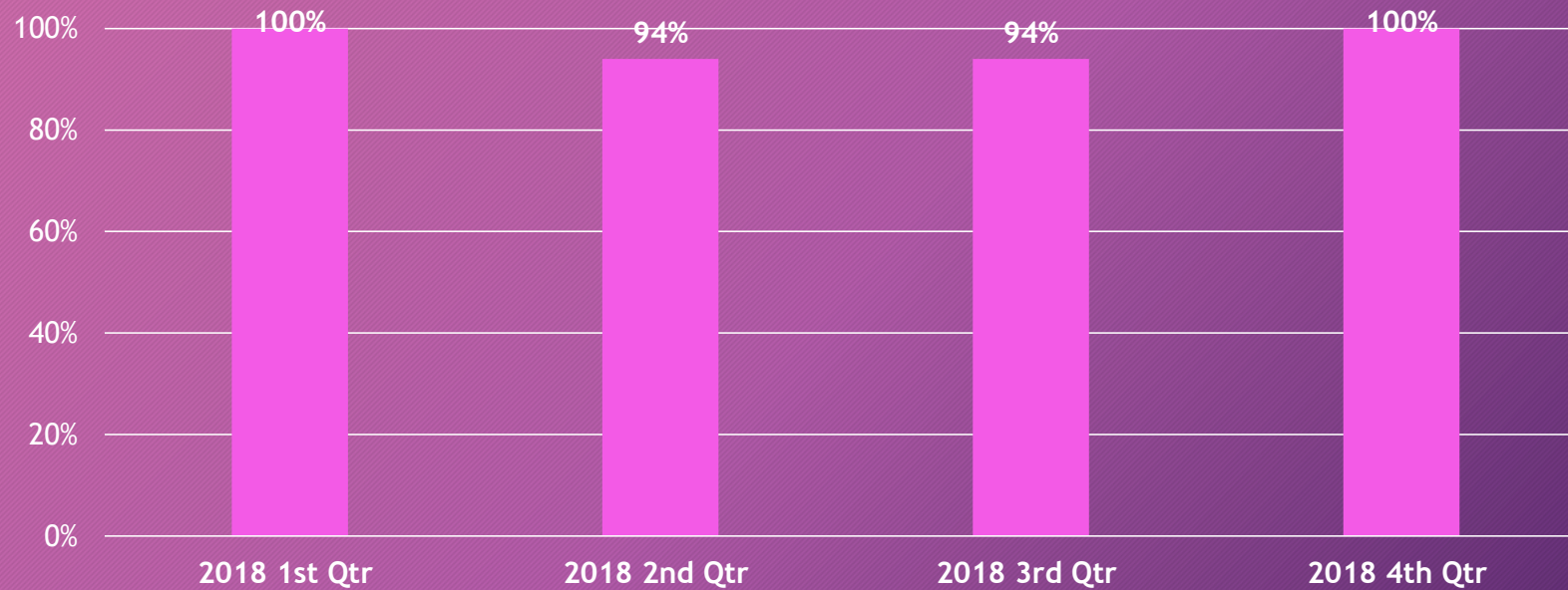
- BH rehab and clinic are not duplicated; others may include duplicated counts

Number of People Served by Population

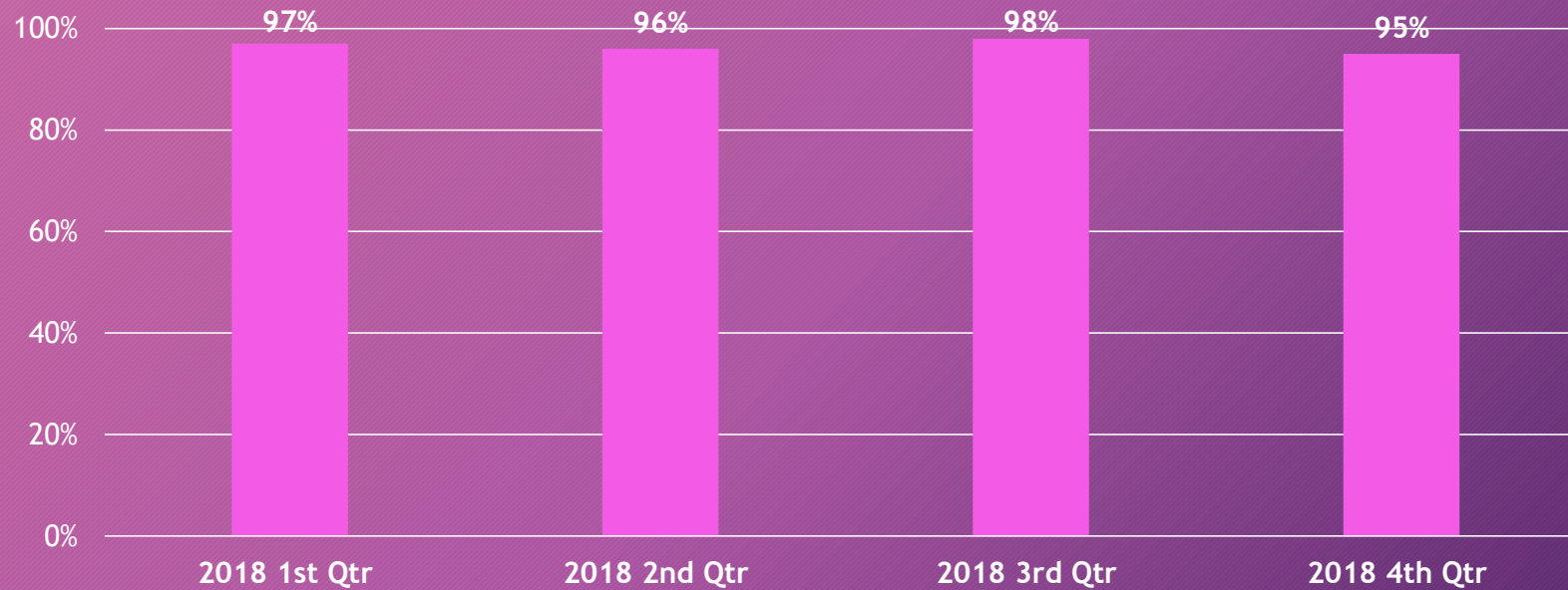


- The SUD column represents people with SUD only
- In 2015 there were adjustments made to SMI criteria based on guidance from DBH

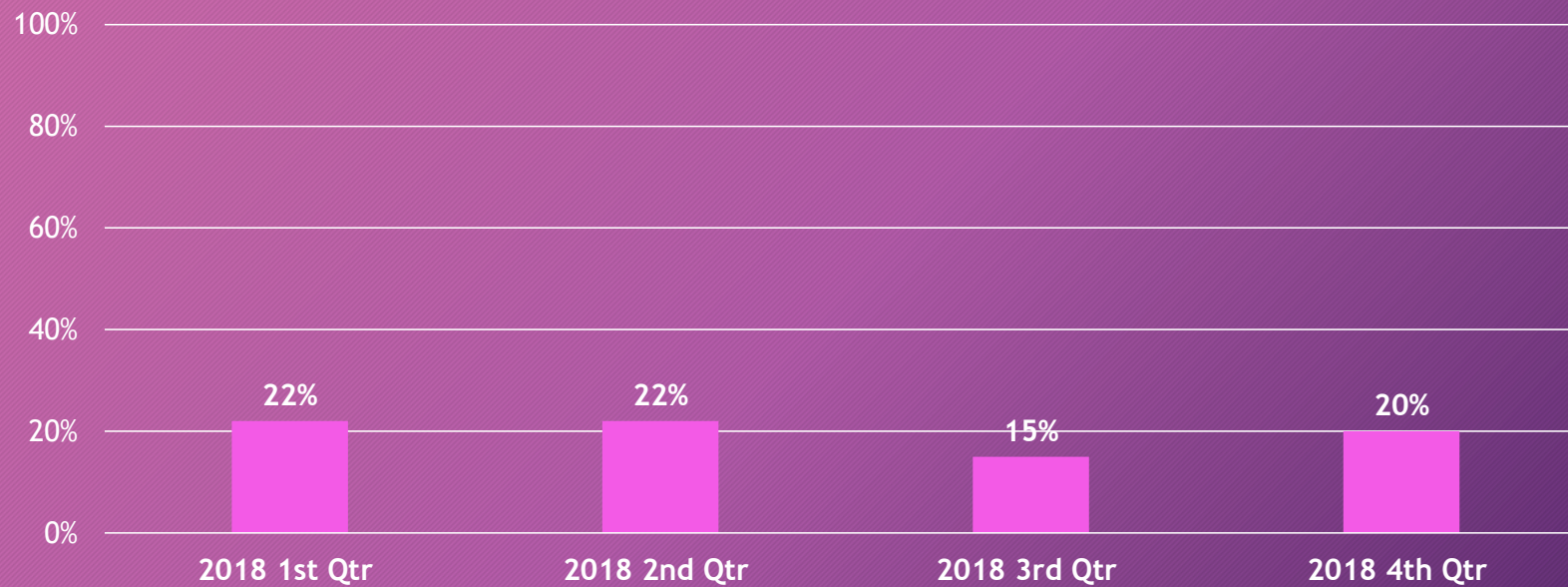
The percent of people in community housing who are not readmitted to an inpatient psychiatric hospital over the previous 3 months



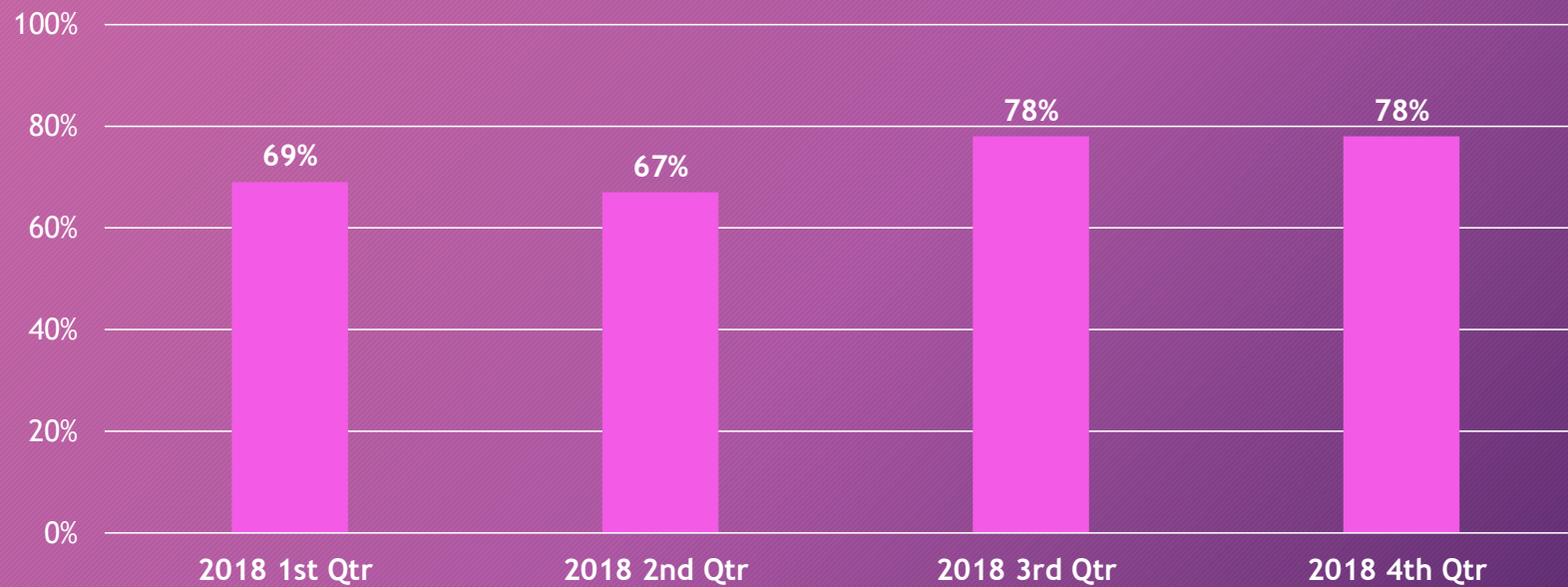
The percent of all people served by JAMHI who report thoughts of suicide or hurting themselves 15 days or less of the last 30



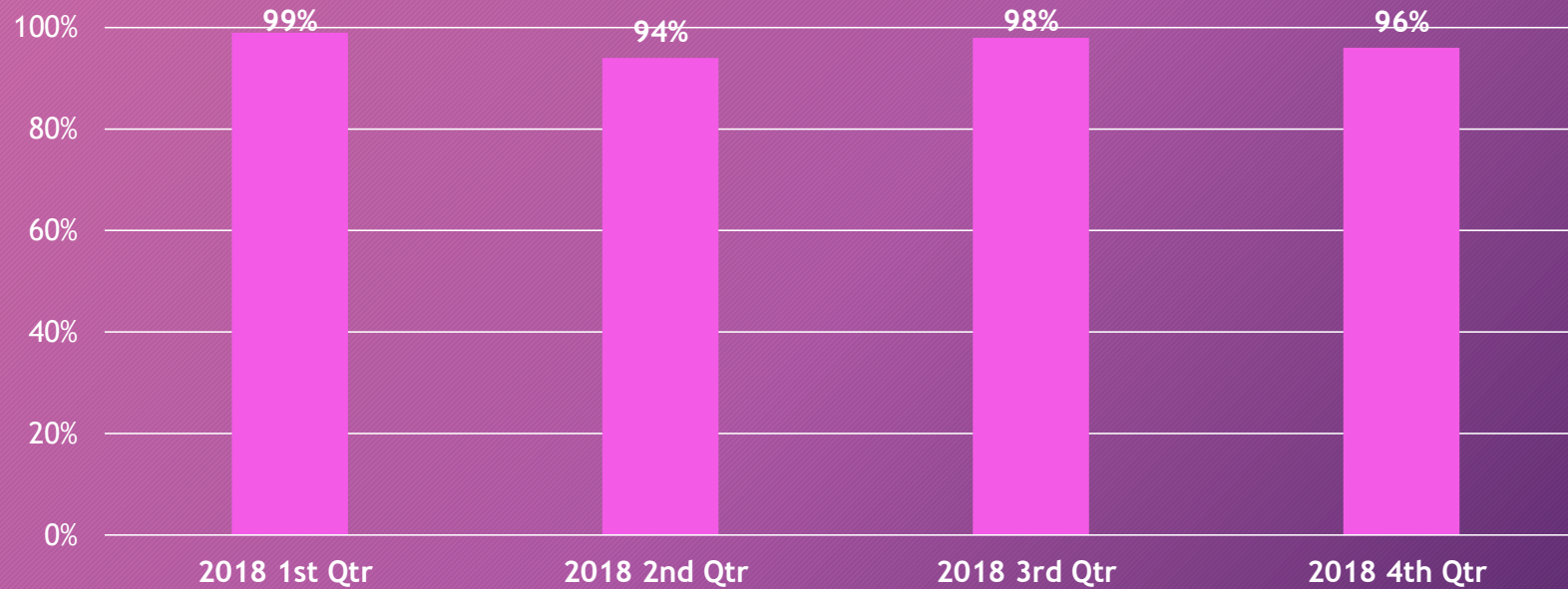
The percent of people receiving case management services who report being employed part or full-time



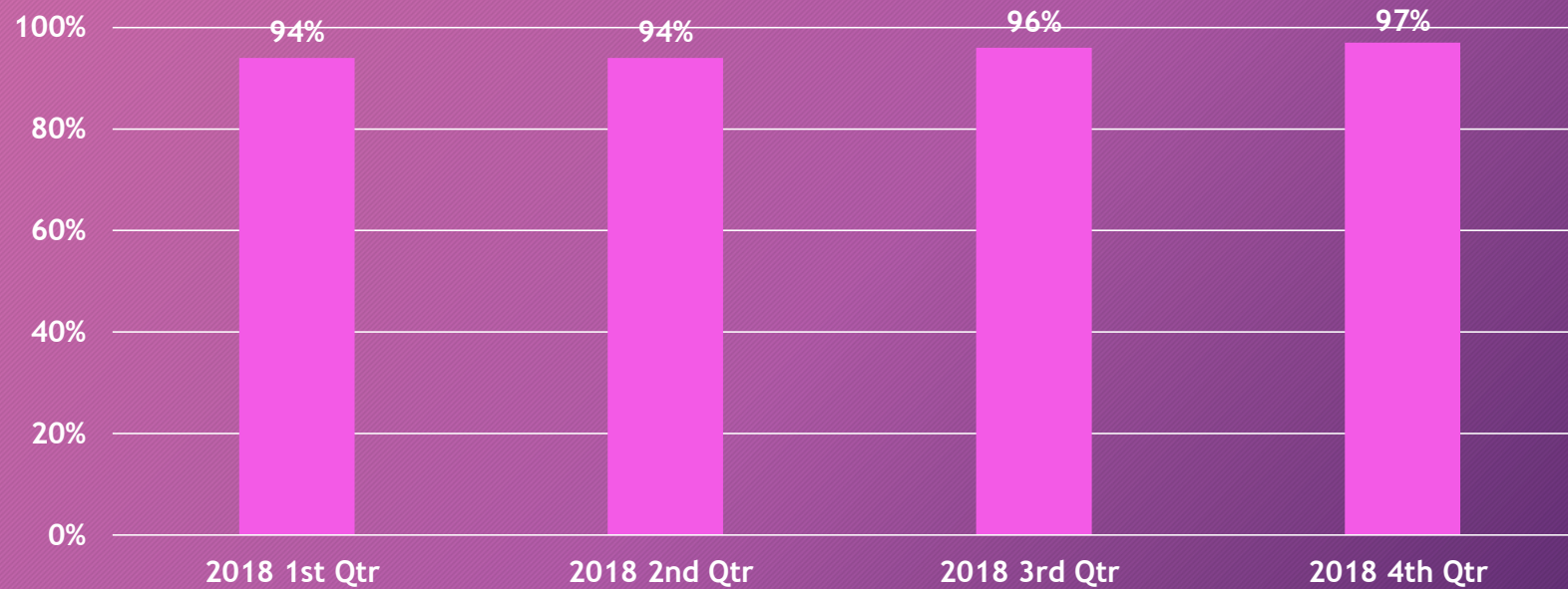
The percent of people receiving outpatient therapy services who report being engaged in productive activities 21 or more hours per week on average over the past 30 days



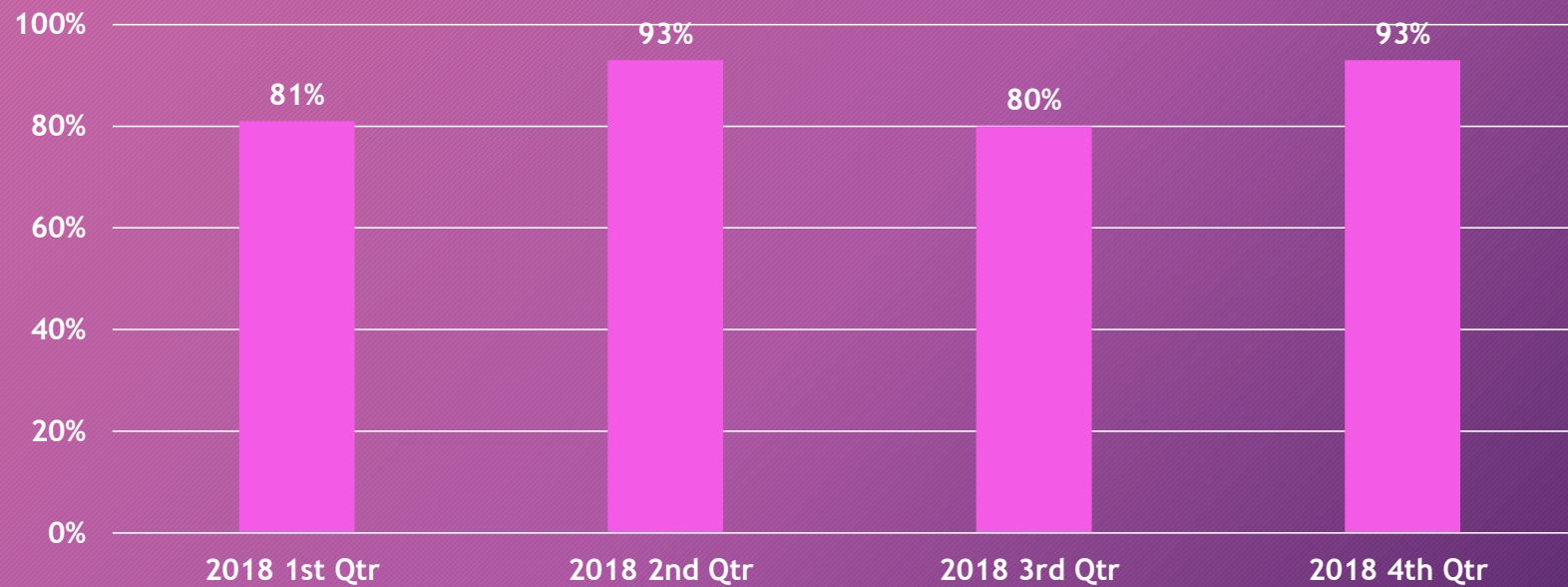
The percent of people receiving case management services who report no arrests over the past 30 days



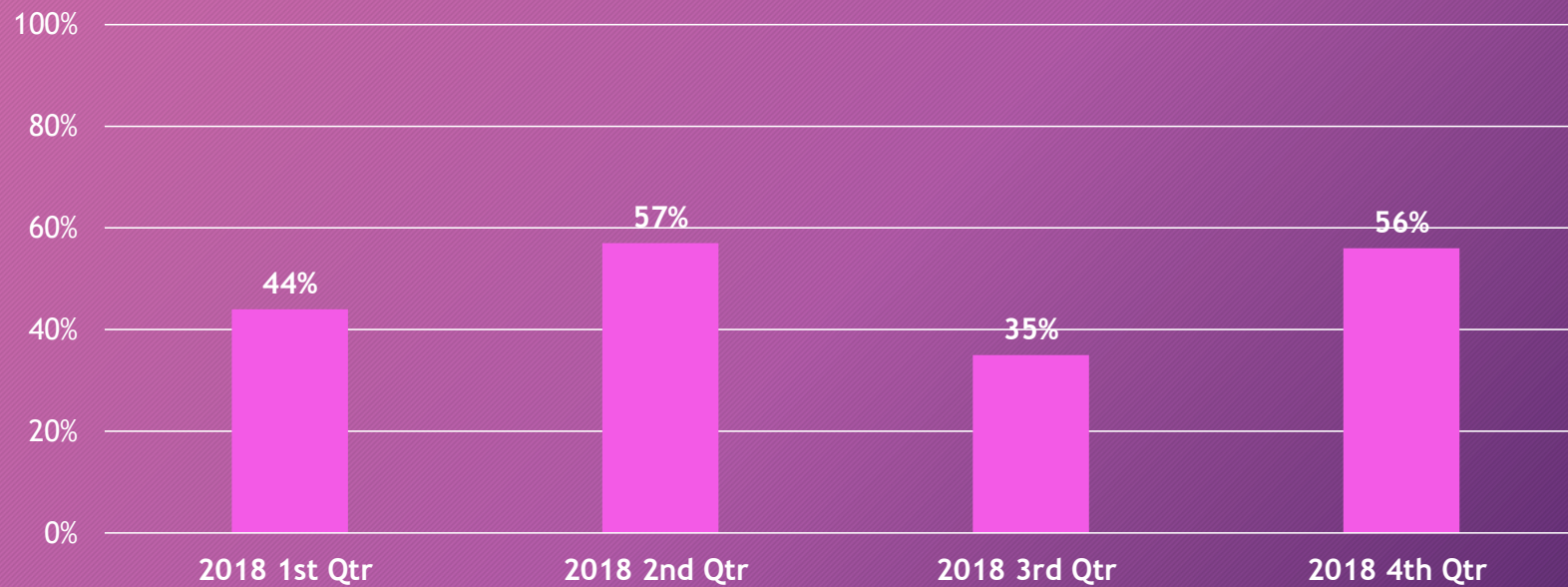
The percent of people receiving case management services who are not admitted to an inpatient psychiatric hospital



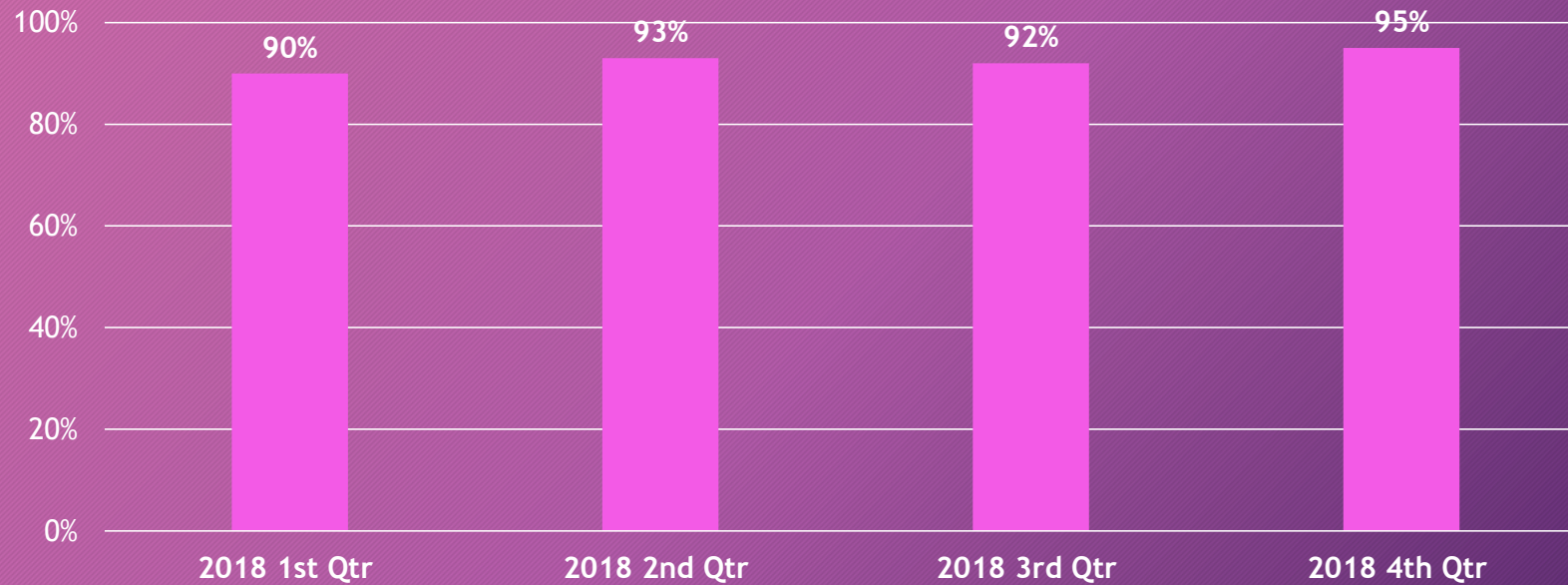
The percent of people living in community housing who report having 15 or fewer days when physical or mental health kept them from doing usual activities



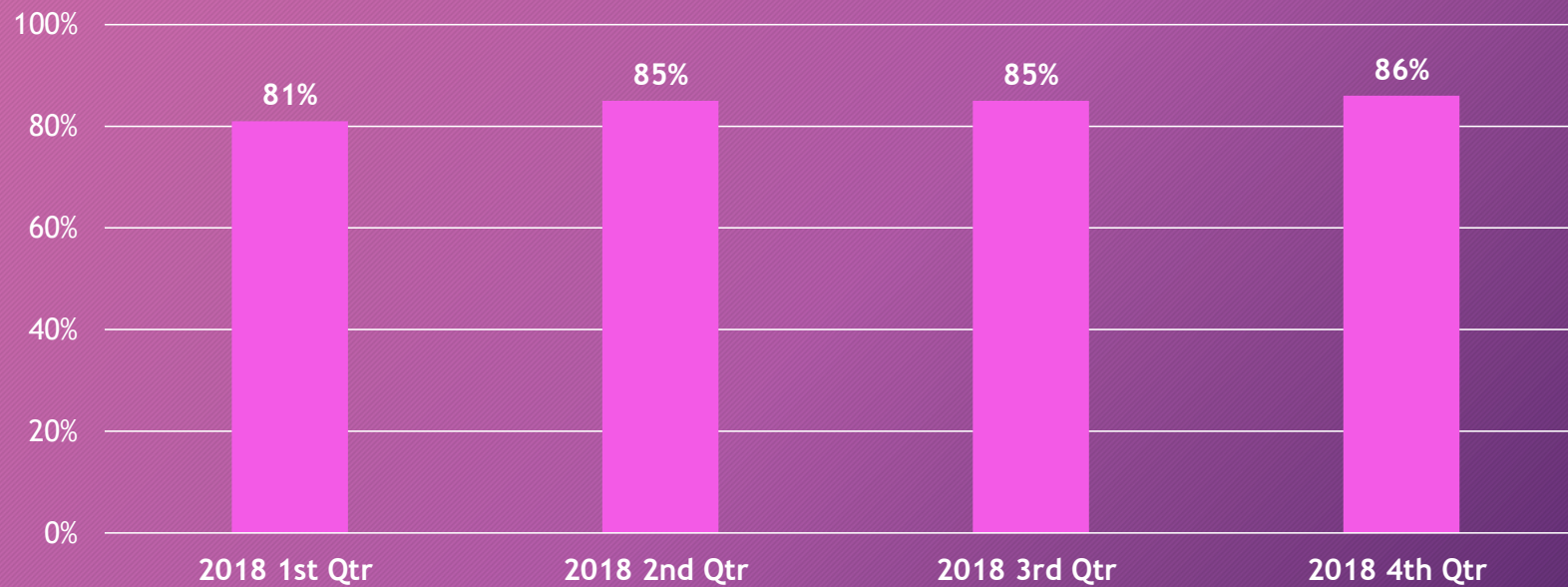
The percent of people living in community housing who report engaging in productive activities 21 or more hours per week over the past 30 days



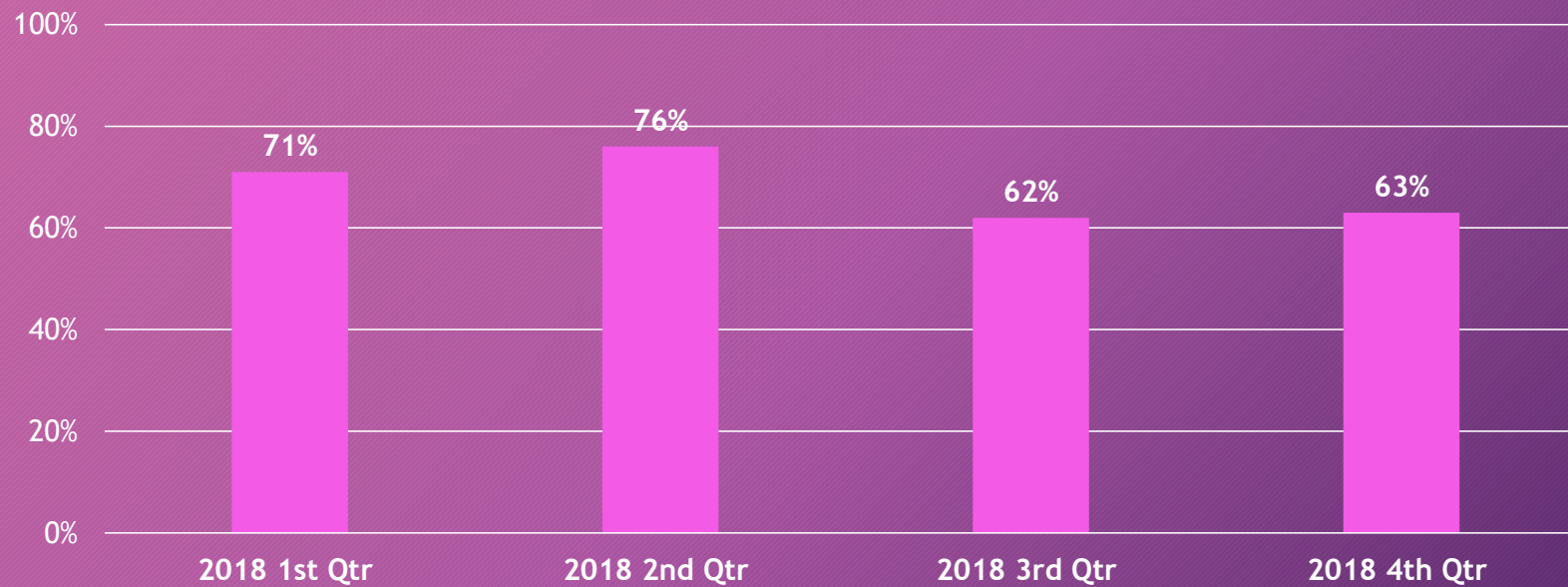
The percent of people served who report having a primary care provider at time of treatment plan review



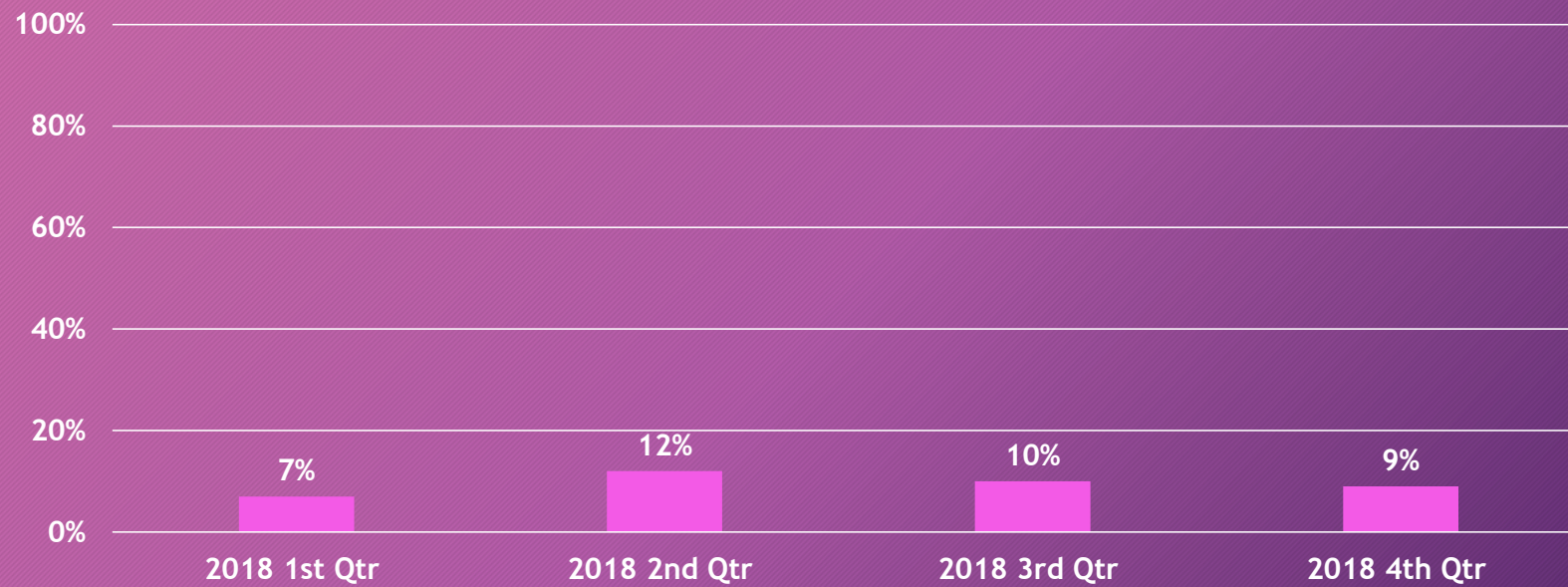
The percent of people receiving outpatient therapy who report having seen their primary care provider in the past 12 months



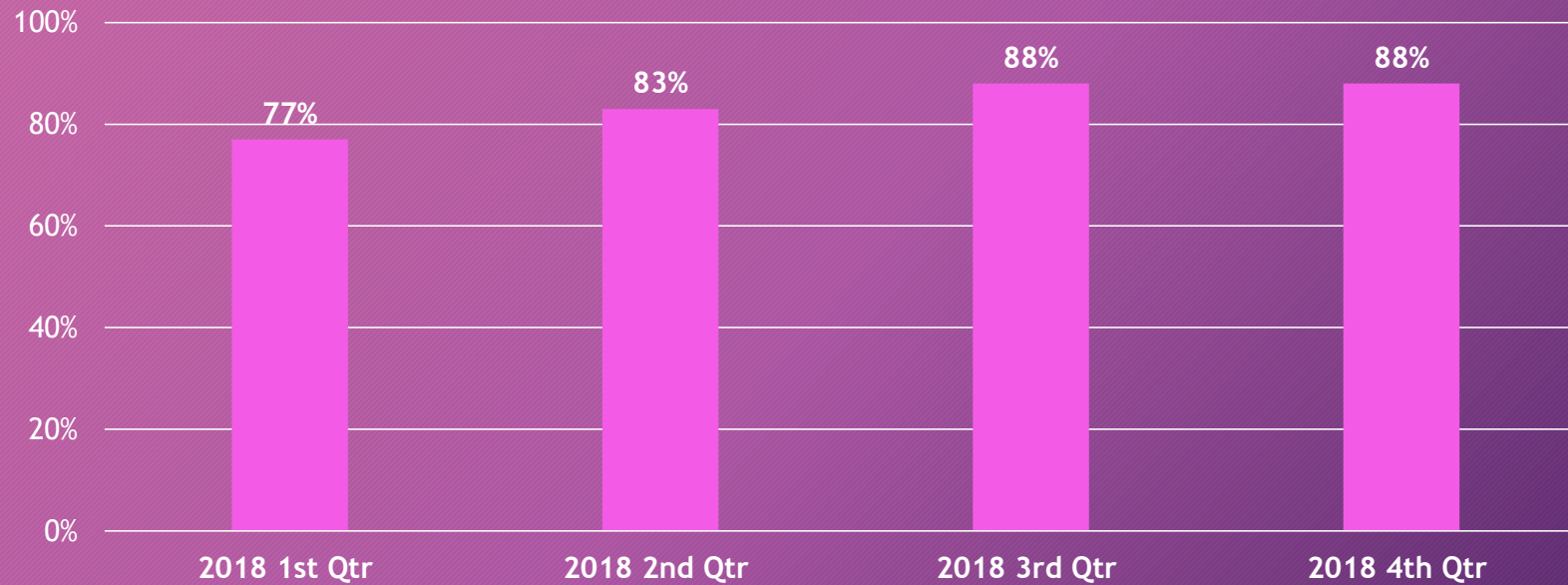
The percent of people who are offered access to ongoing services within 7 business days of completed intake



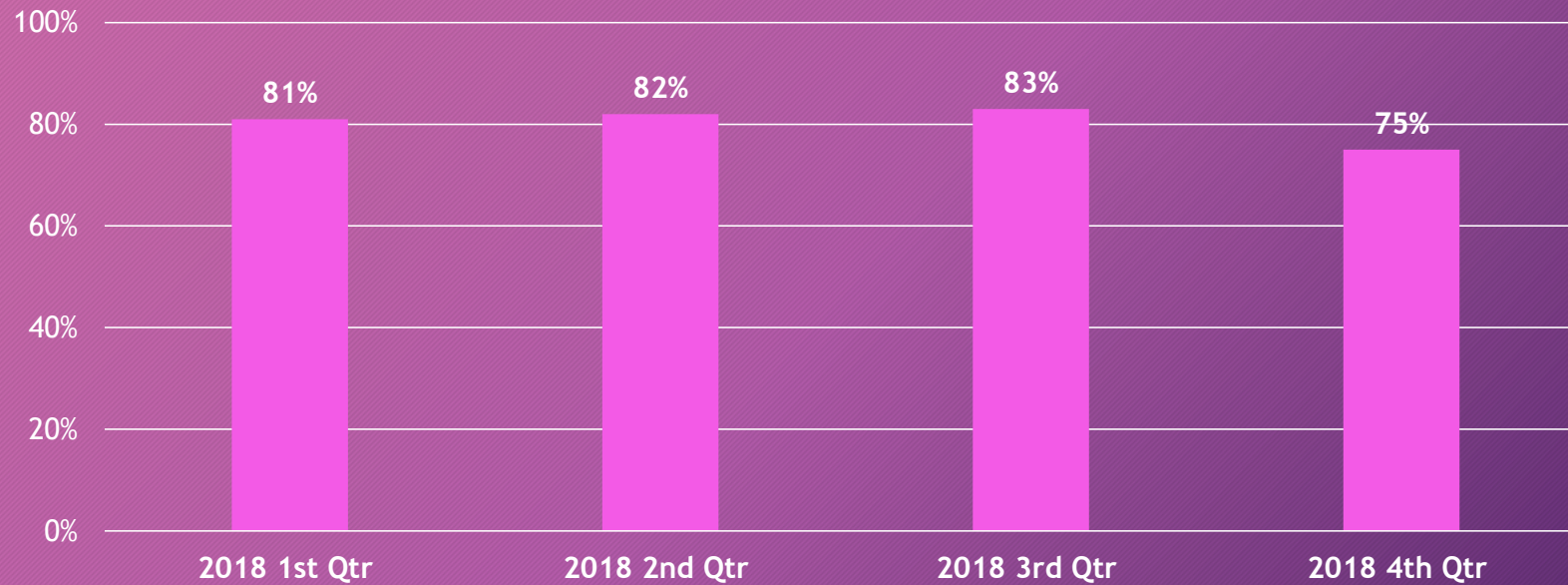
The percent of people who have received a wellness service



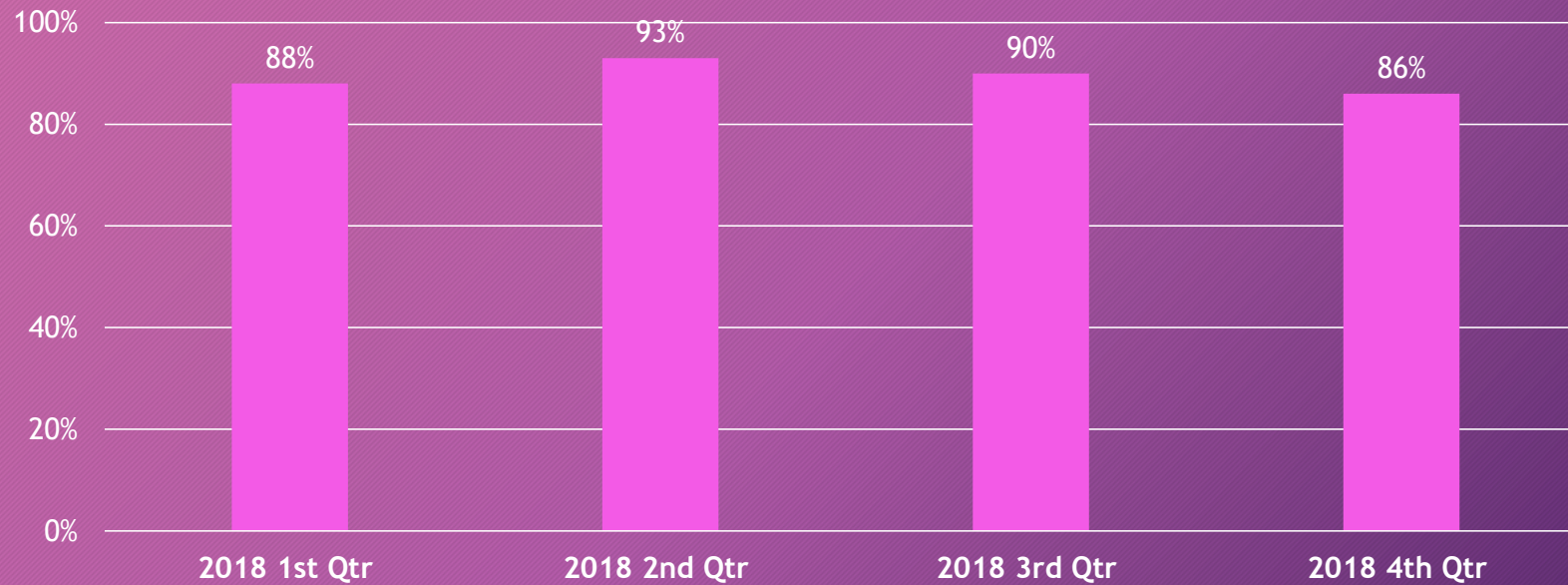
The percent of people receiving outpatient therapy services who report being "satisfied" to "delighted" that they were able to get all the services they needed



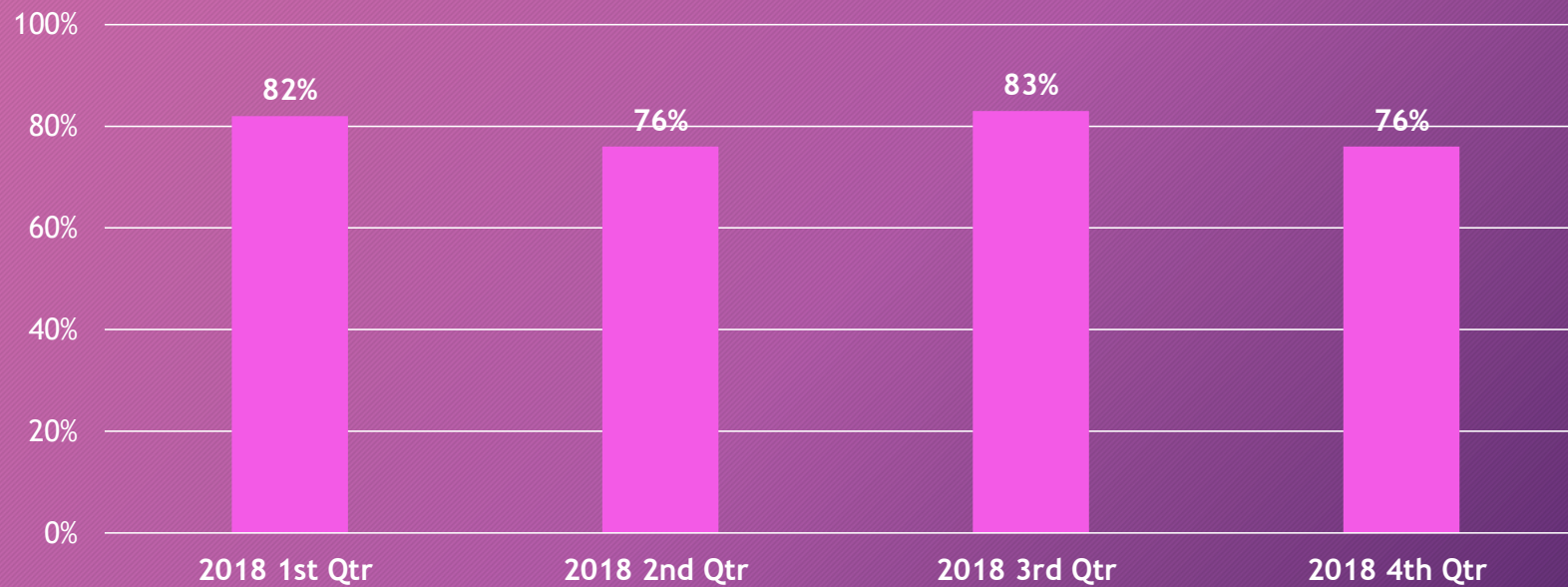
The percent of people receiving case management services who report being "satisfied" to "delighted" that they were able to get all the services they needed



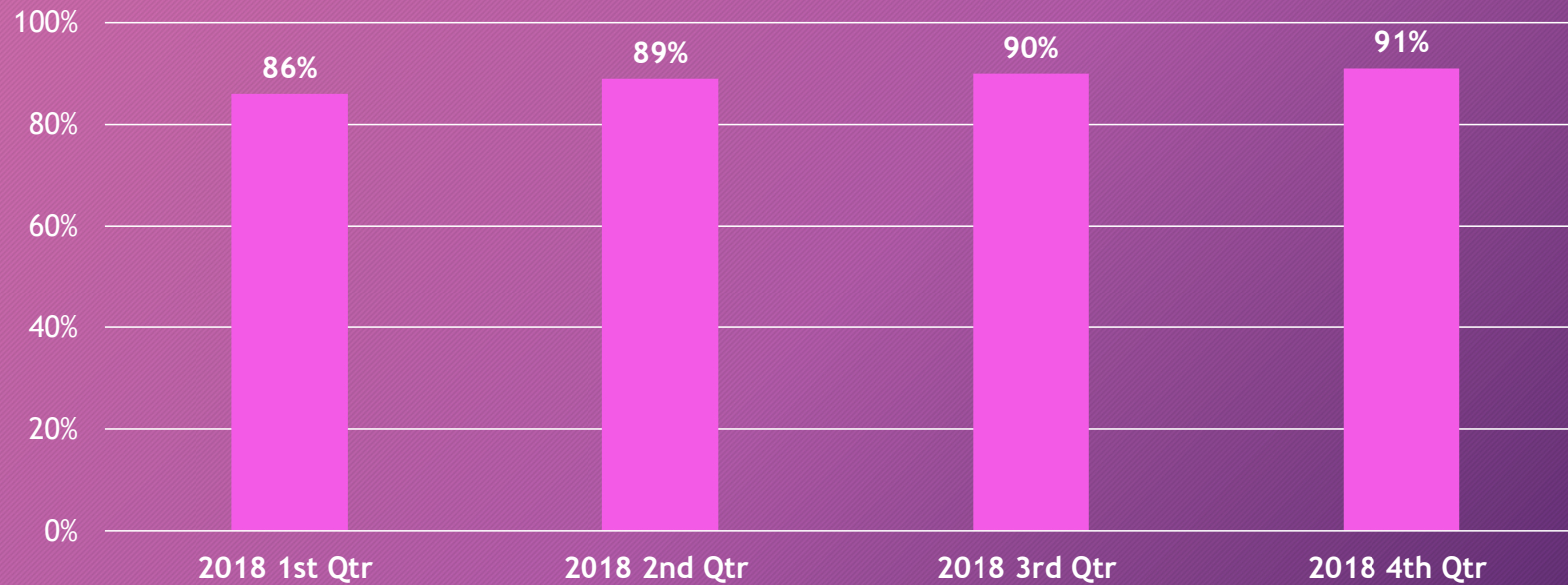
The percent of people in community housing who report being "satisfied" to "delighted" that they were able to get all the services they needed



The percent of people receiving primary care services who attend their scheduled appointments or provide timely notice of cancellation



The percent of people receiving wellness services who attend their scheduled appointments or provide timely notice of cancellation



Thank You!

Thank you to all the JAMHI personnel, community partners, stakeholders and funders that support JAMHI's continuous improvement of JAMHI's performance.

We especially thank the people we serve.

We simply could not do it without you all!