



# Annual Performance Improvement Report **2019**

## The JAMHI Health & Wellness Performance Improvement Plan

- ▶ JAMHI's written performance improvement plan describes how we systematically measure, monitor and improve the performance of our organization over time
- ▶ Performance indicators and target goals are established for each fiscal year
- ▶ Approved by the board of directors annually
- ▶ Implemented by the quality improvement team with quarterly monitoring reports that inform decision-making and resource allocation
- ▶ Demonstrates our accountability to the community for the quality of care provided through the use of public funds and private donations

## Domains and Quality of measures

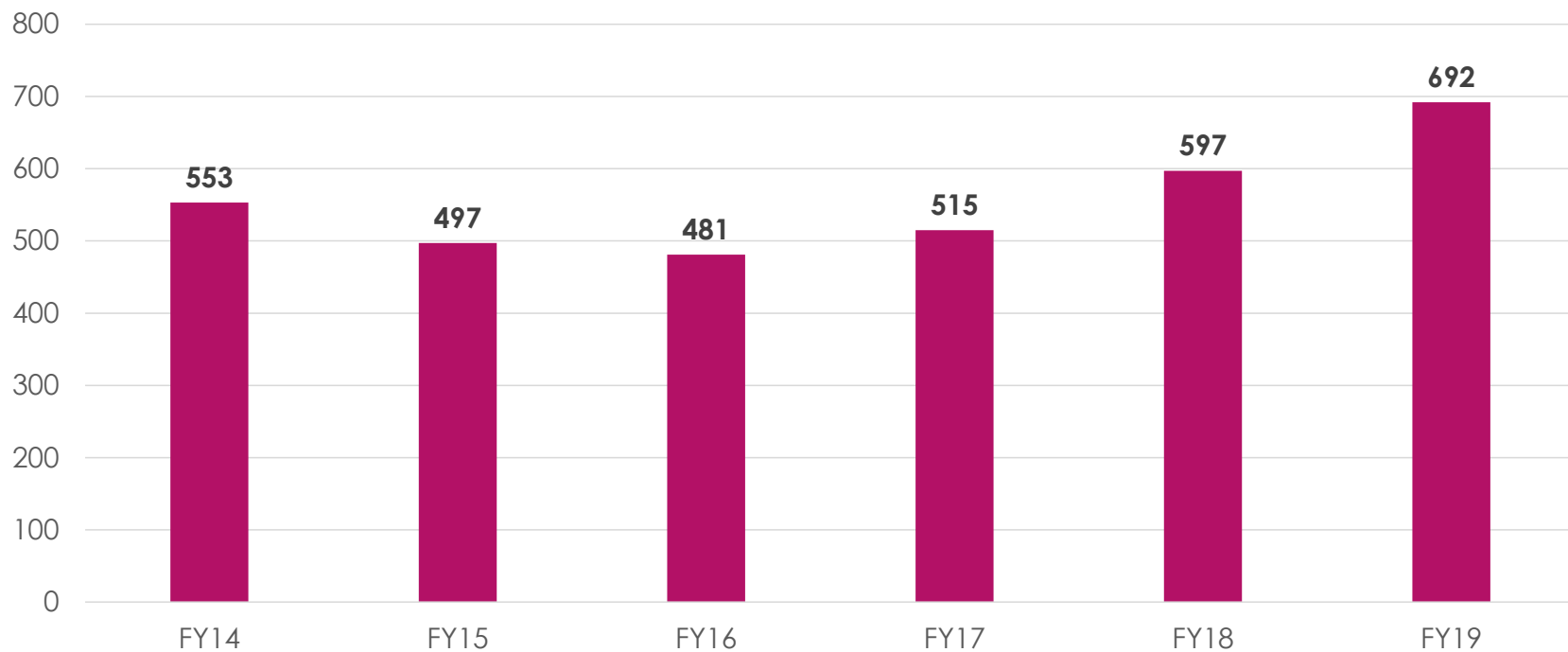
- ▶ JAMHI measures quality in four domains:
  - ▶ Effectiveness
  - ▶ Efficiency
  - ▶ Access
  - ▶ Stakeholder input
- ▶ The reliability, validity, accuracy and completeness of the data reported here generally improves every year. Footnotes throughout the report indicate when special caution in interpretation is encouraged.
- ▶ For example, while the Client Status Review (CSR) which is used to collect a portion of these indicators, 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 that may influence the quality of information.

## Prioritizing safety

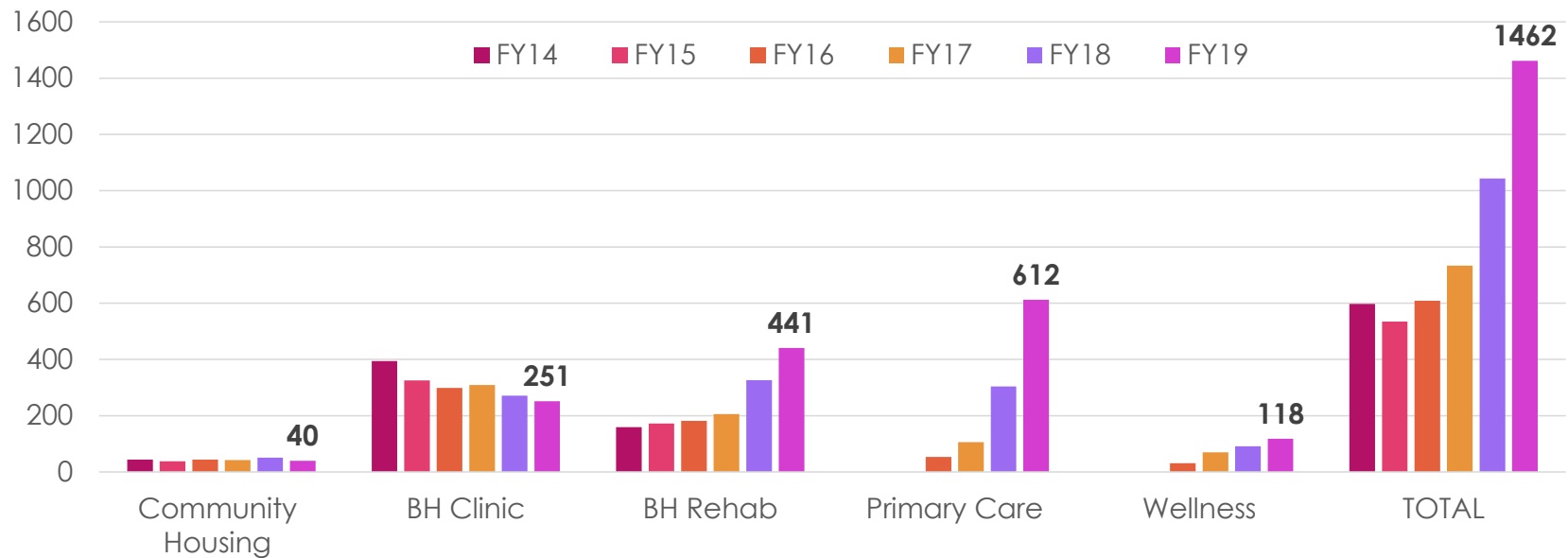
- ▶ 0 sentinel events, for the third consecutive year

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



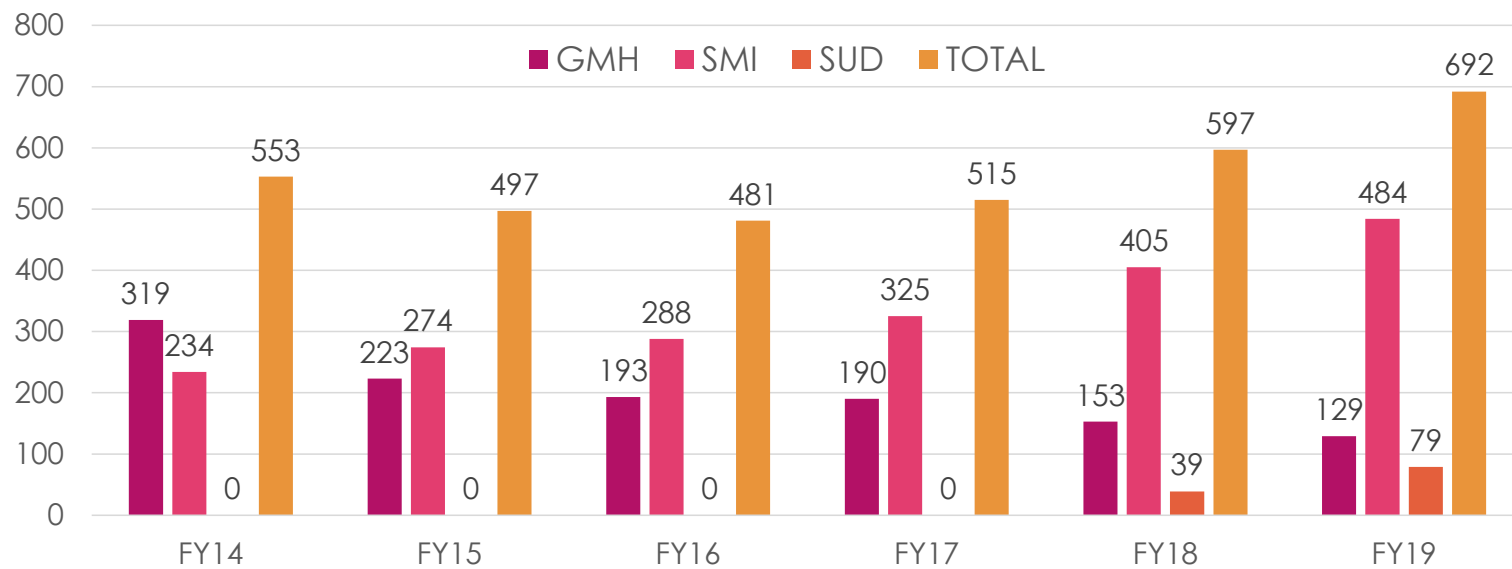
# Number of People Served by Service Line



- BH rehab and clinic are not duplicated; others may include duplicated counts as people can be enrolled in multiple service lines

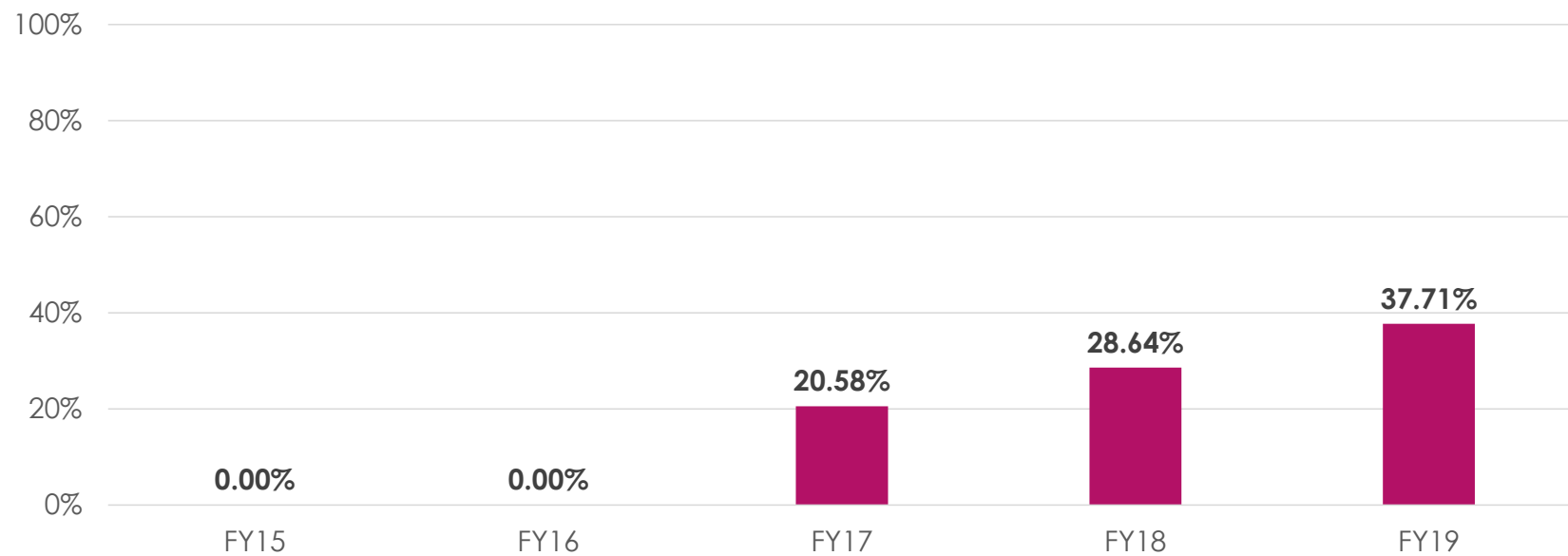
# Number of People Served by Population

General Mental Health (GMH) Severe Mental Illness (SMI) Substance Use Disorder (SUD)



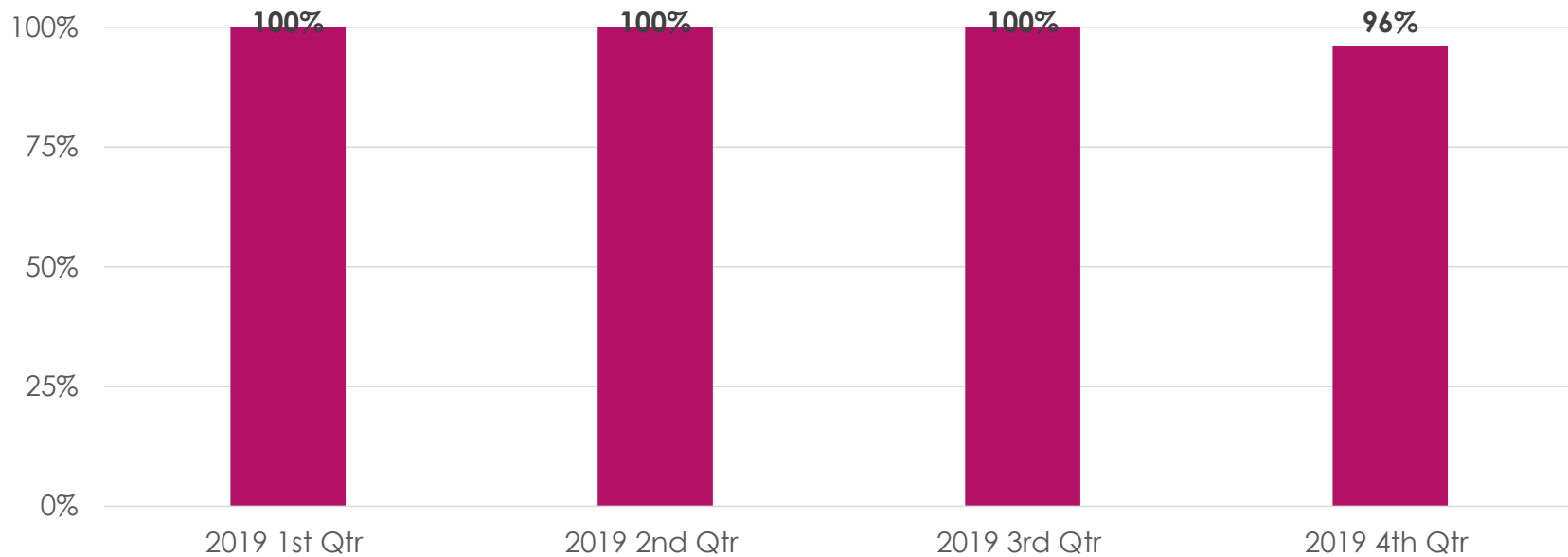
- The SUD column represents people with SUD only
- In 2015 there were adjustments made to SMI criteria based on guidance from DBH

## Percent of People Served in behavioral health services, who are also receiving primary care services

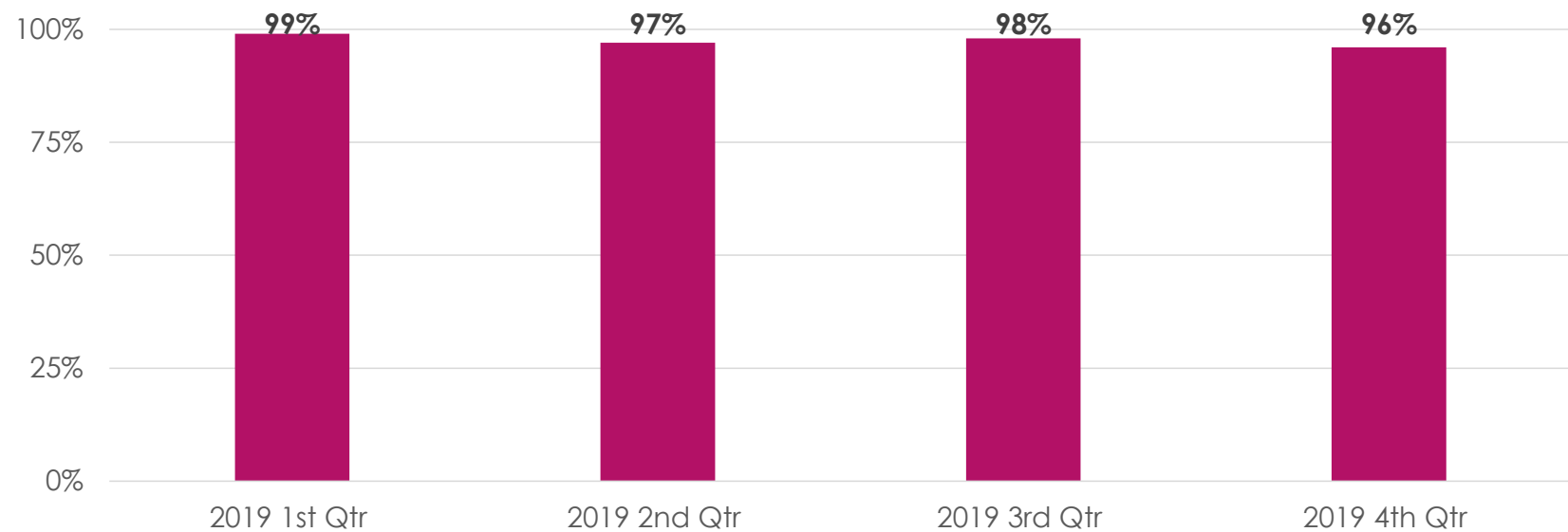




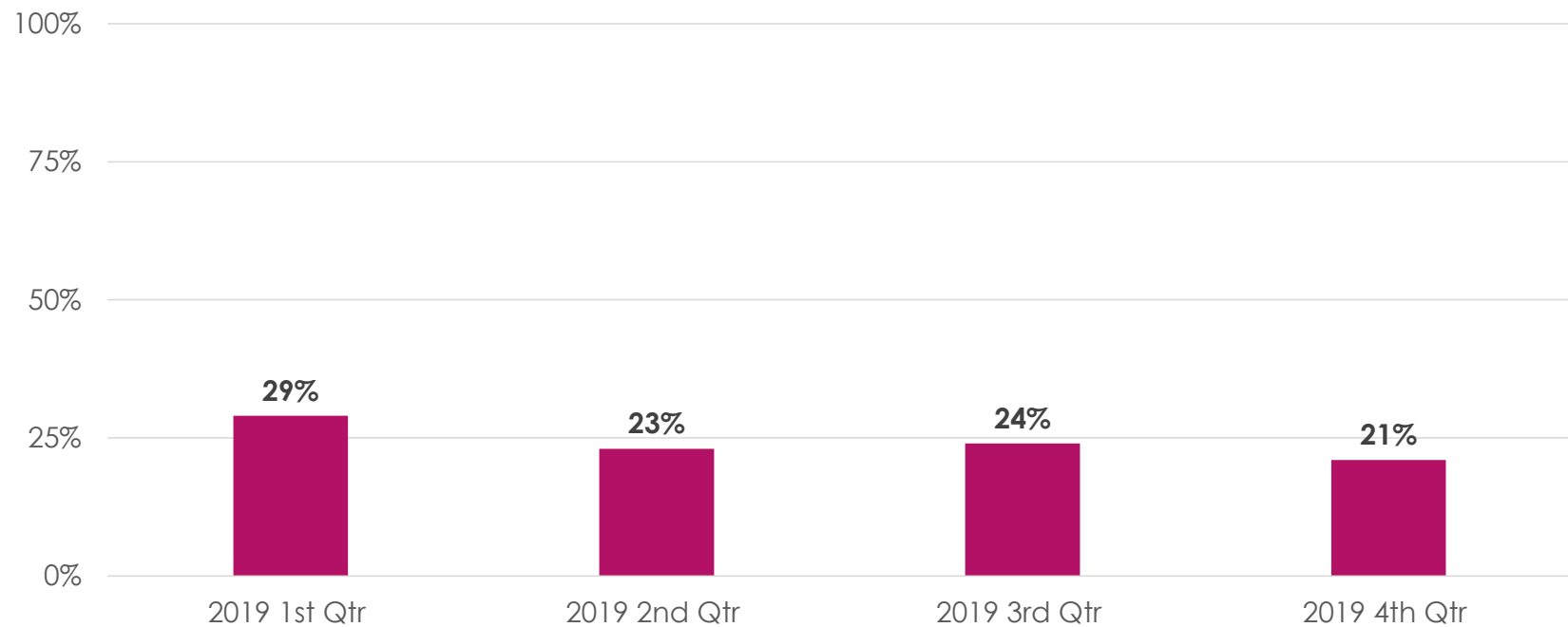
# The percent of people in community housing who are not readmitted to an inpatient psychiatric hospital over the previous 3 months



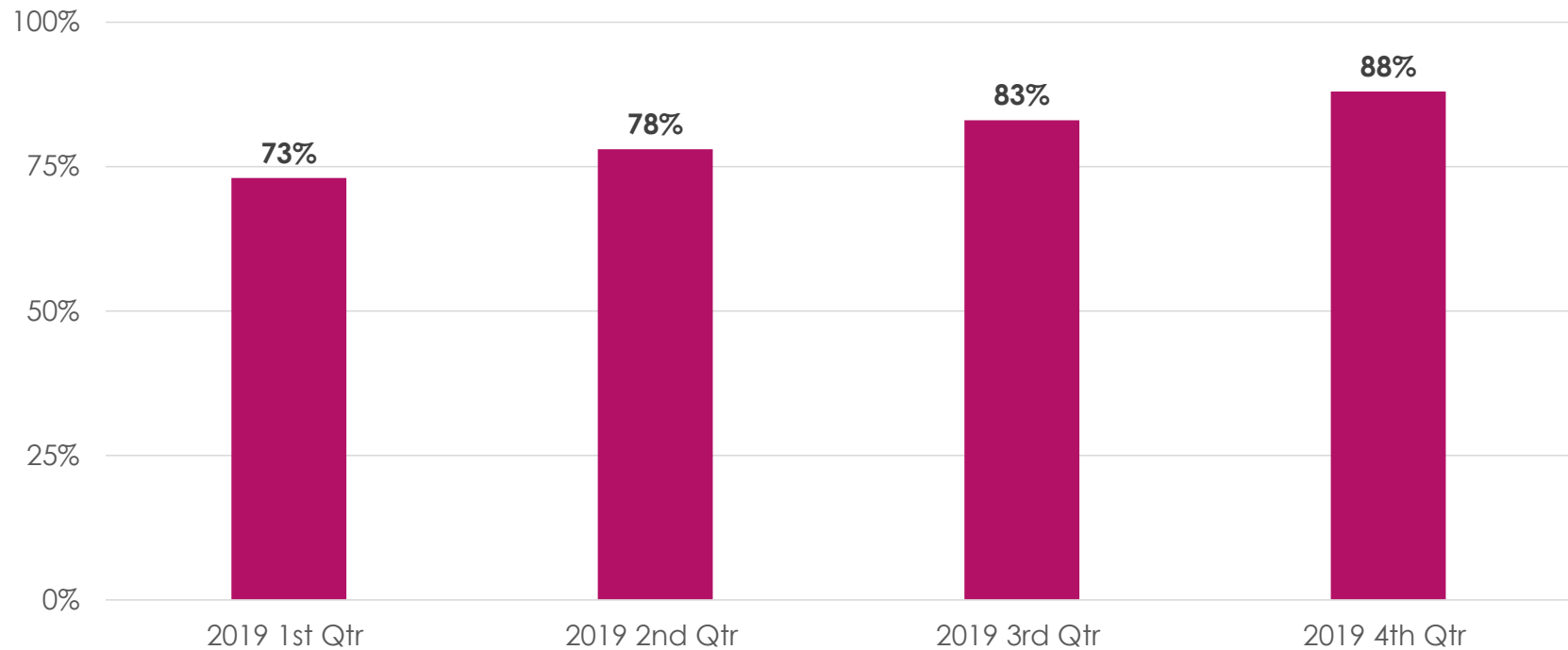
# The percent of all people served by JAMHI who report thoughts of suicide or hurting themselves 15 days or less of the last 30



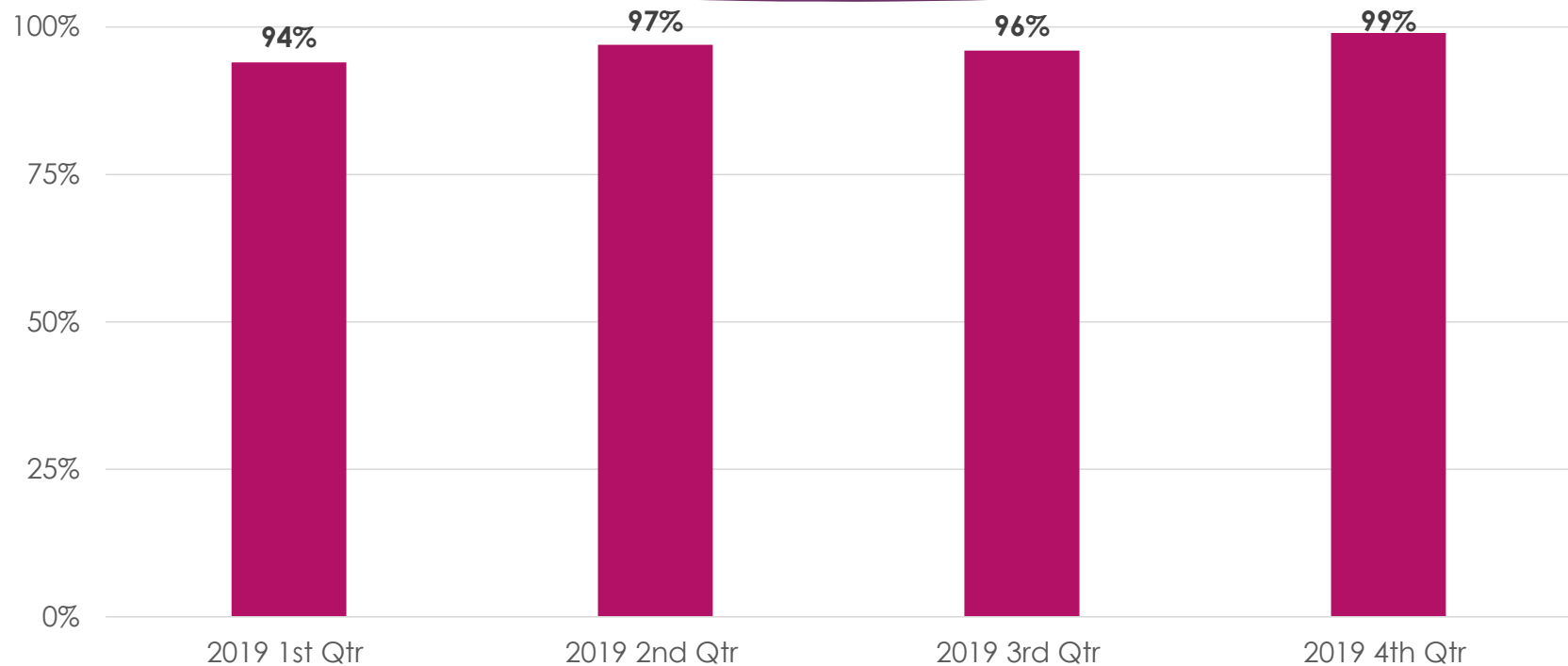
## The percent of people receiving case management services who report being employed part or full-time



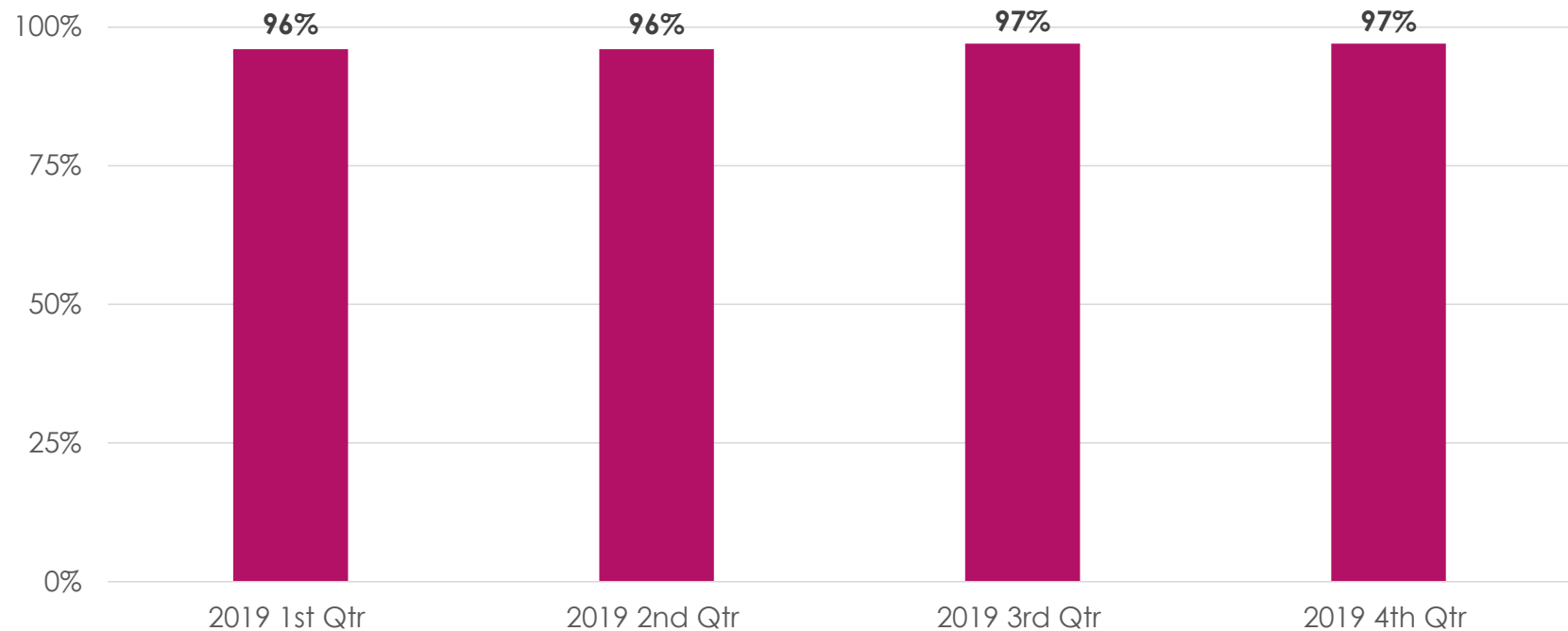
# The percent of people receiving outpatient therapy who report being engaged in productive activities 21 or more hours per week on average over the past 30 days



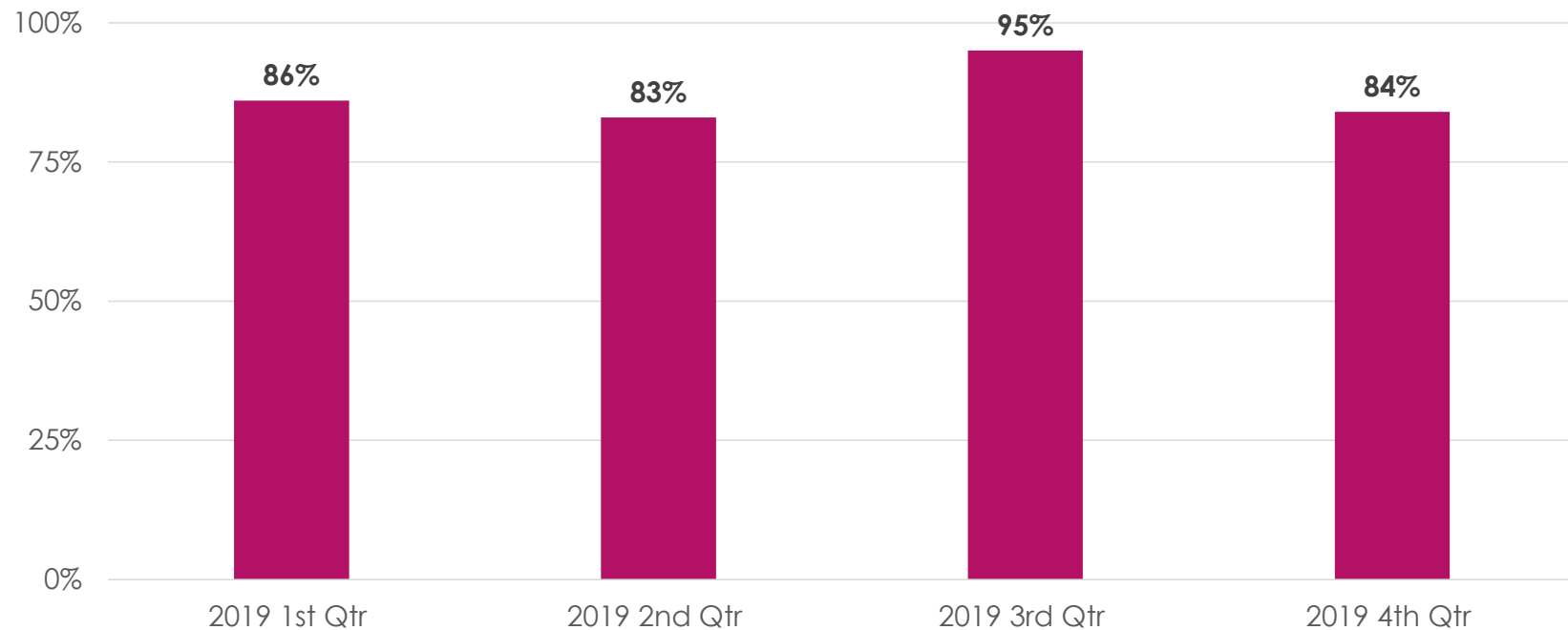
## The percent of people receiving case management services who report no arrests over the past 30 days



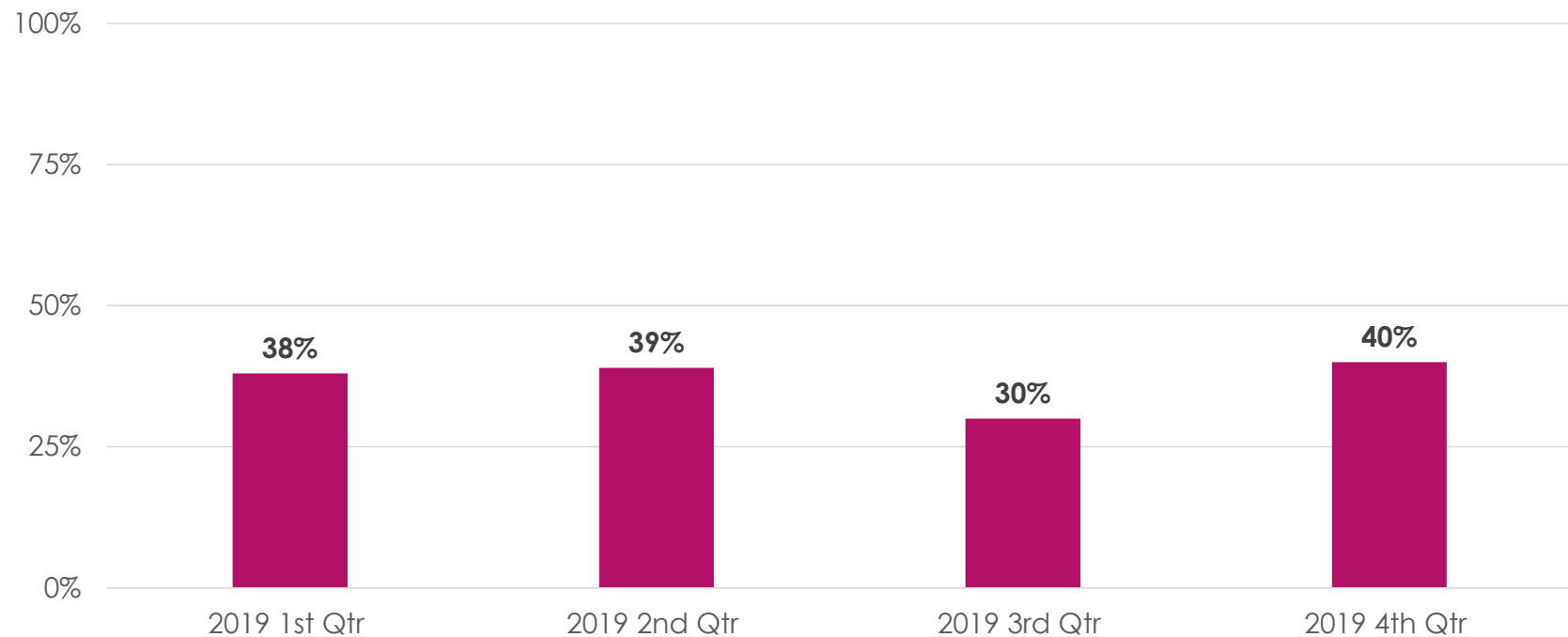
## The percent of people receiving case management services who are not admitted to an inpatient psychiatric hospital



# 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

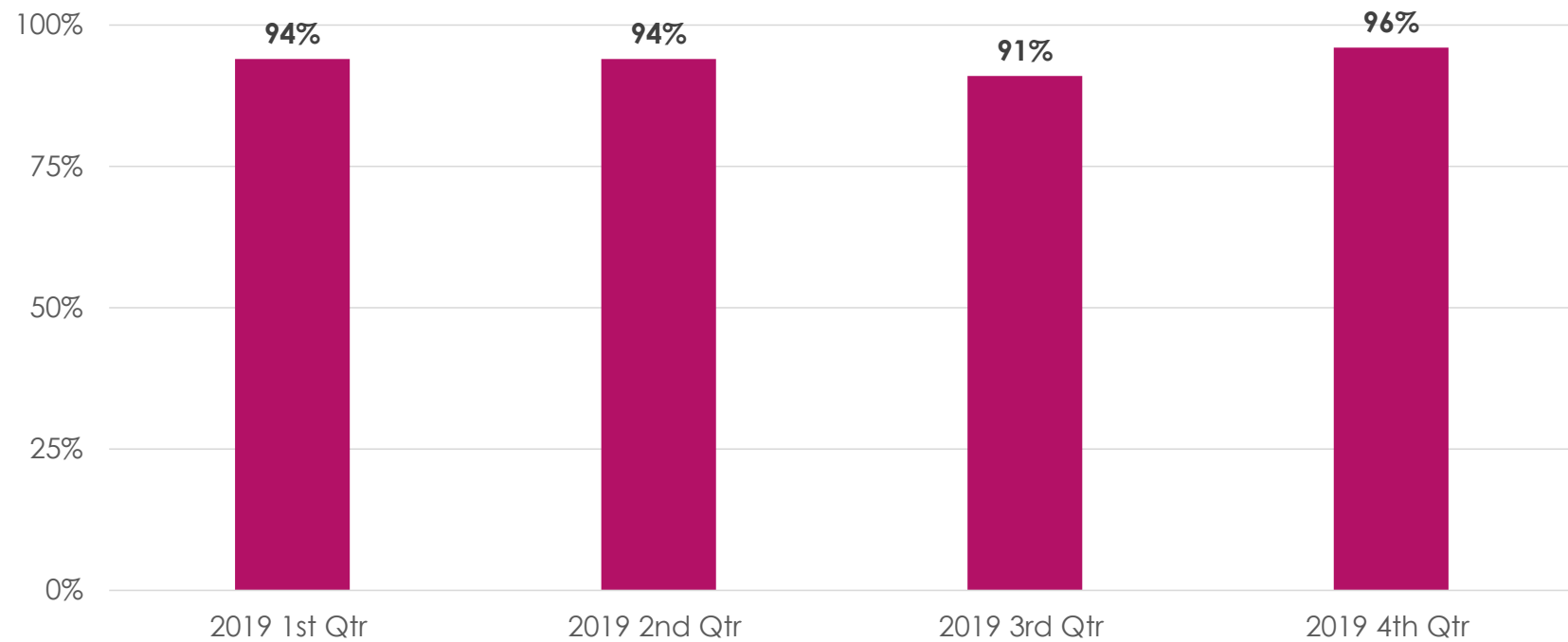


## The percent of people living in community housing who report engaging in productive activities 21 or more hours per week over the past 30 days

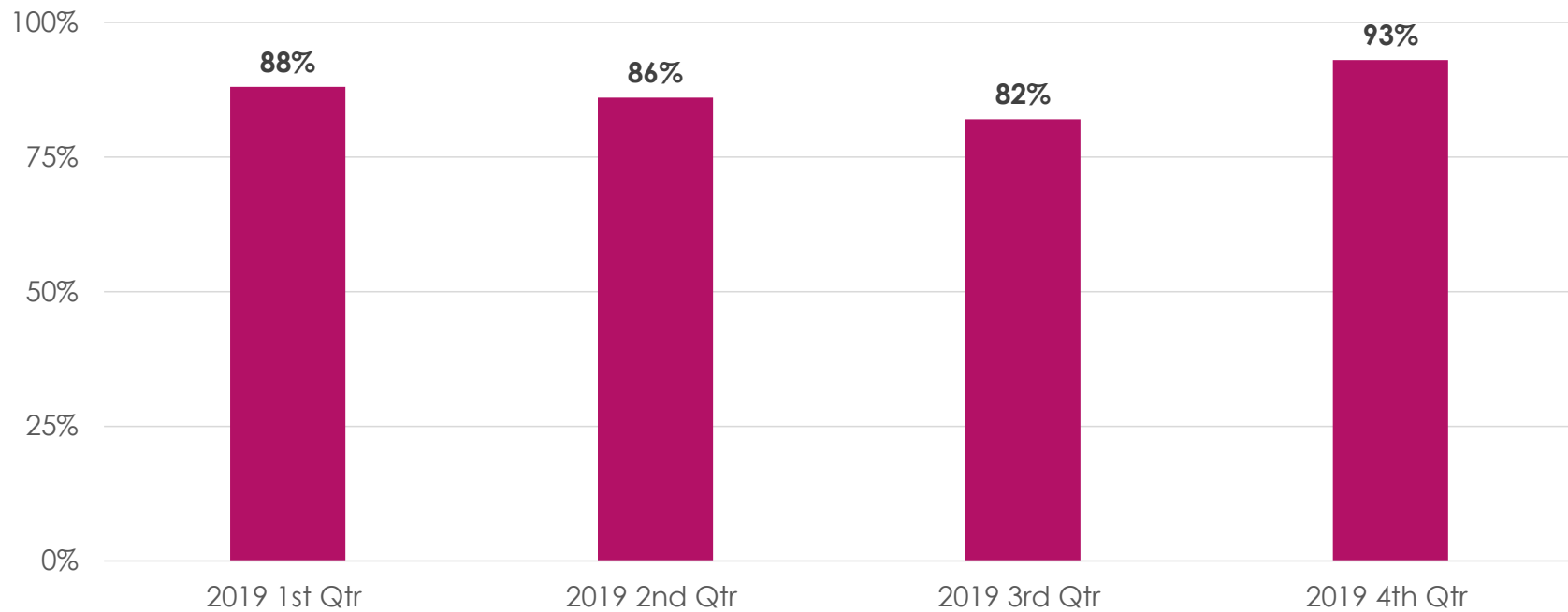




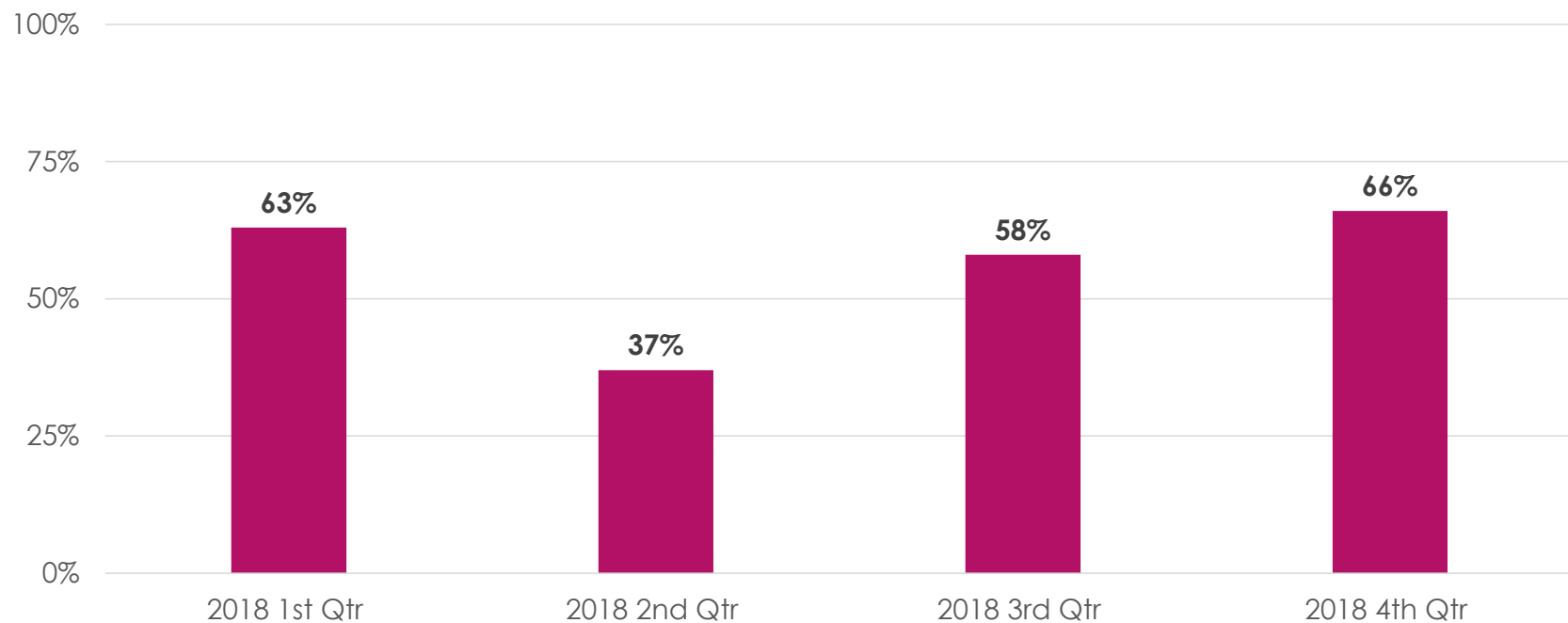
## The percent of people served who report having a primary care provider at time of treatment plan review



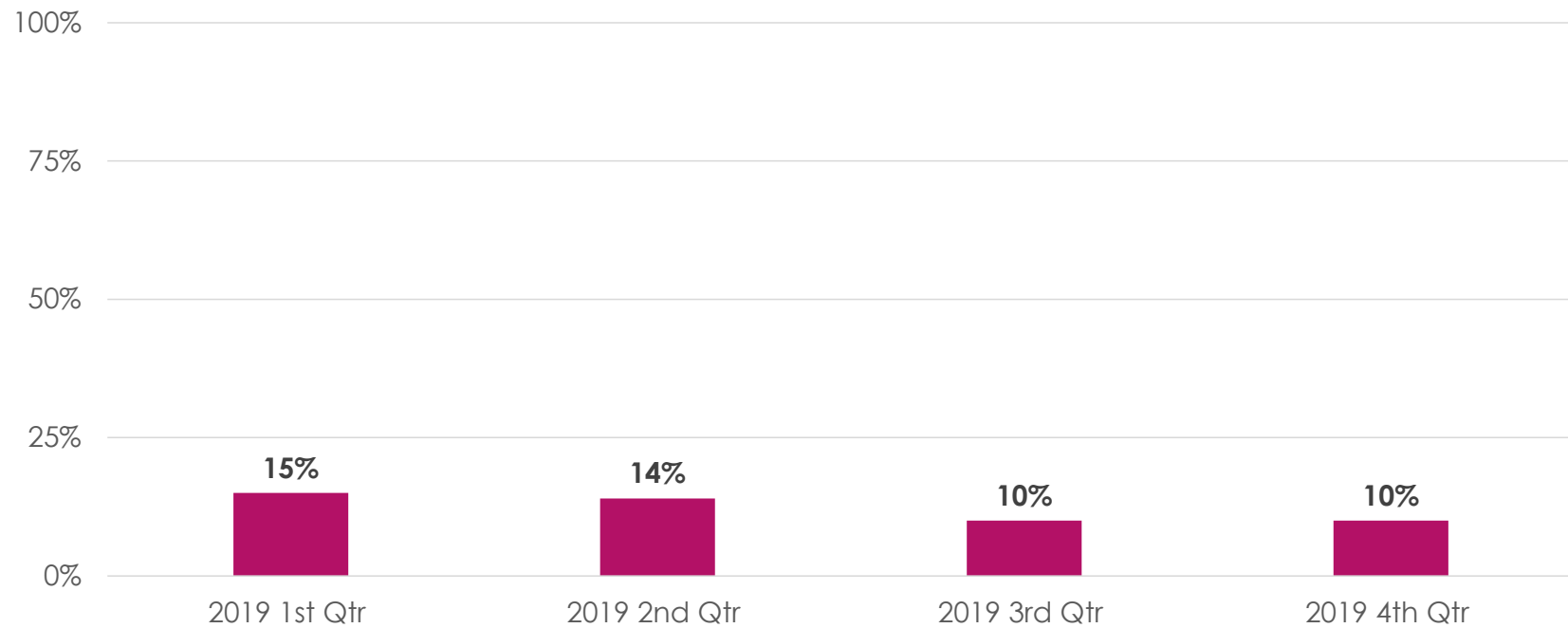
## The percent of people receiving outpatient therapy who report having seen their primary care provider in the past 12 months



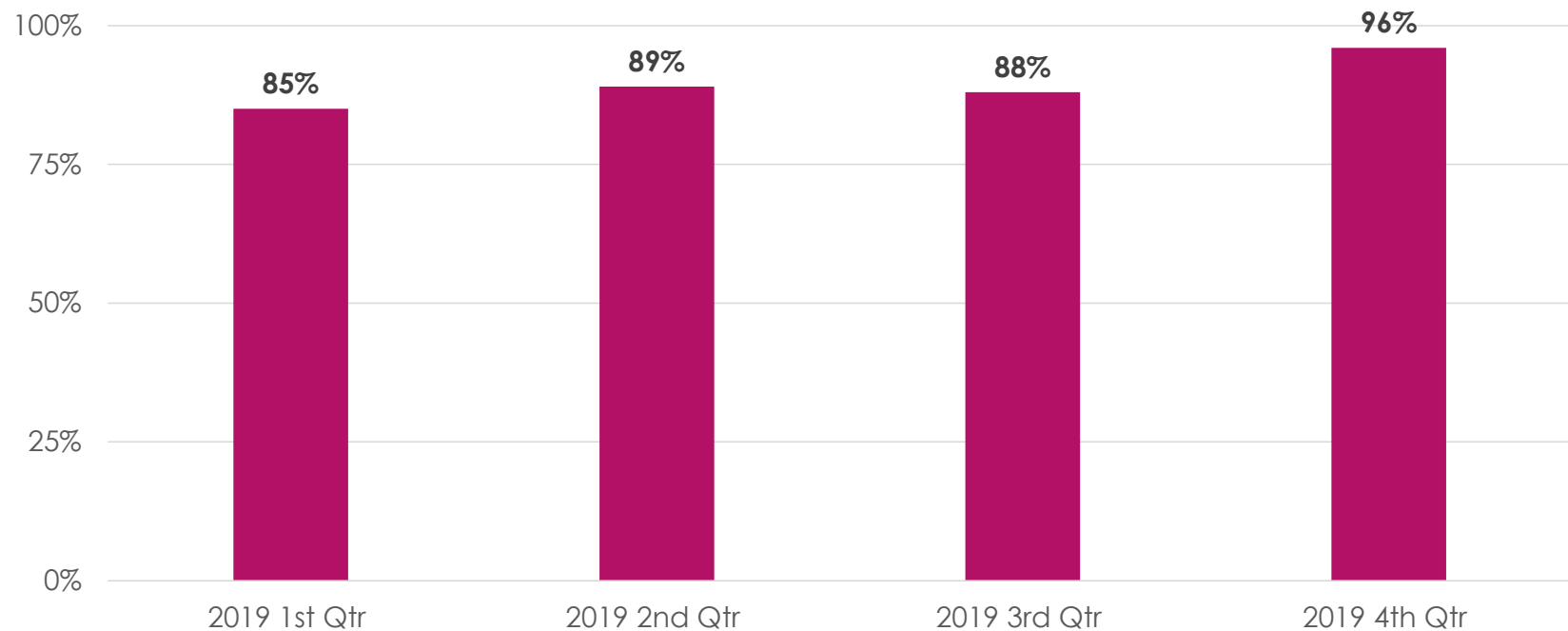
# The percent of people who are offered access to ongoing services within 7 business days of completed intake



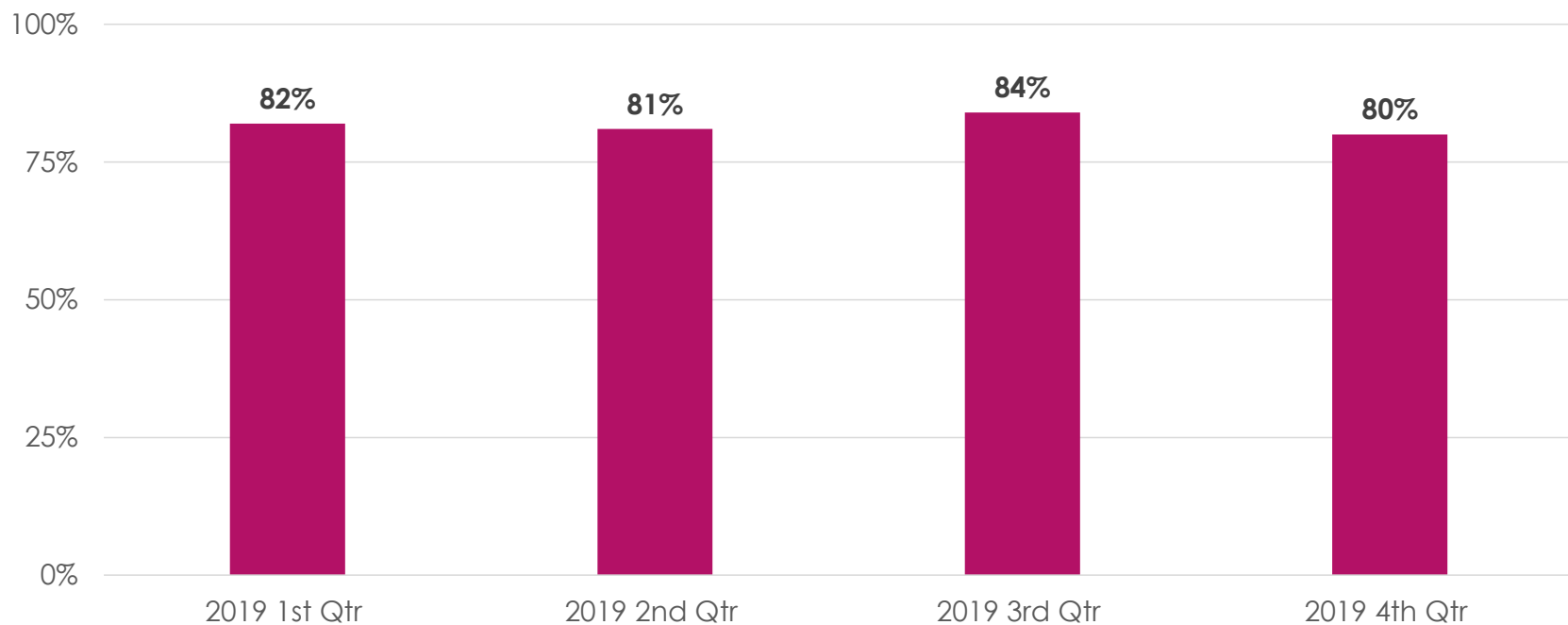
## The percent of people who have received a wellness service



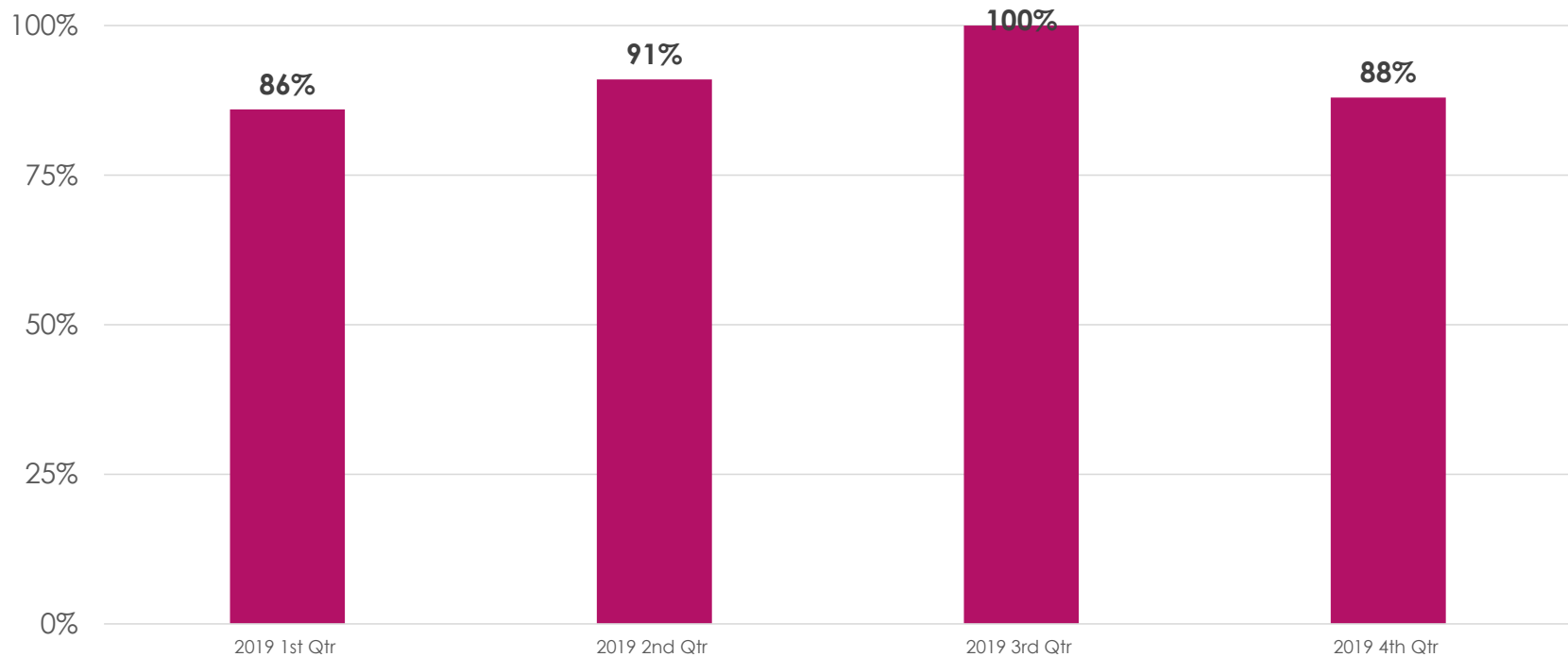
The percent of people receiving outpatient therapy services who report being "satisfied" to "delighted" that they were able to get all the services they needed



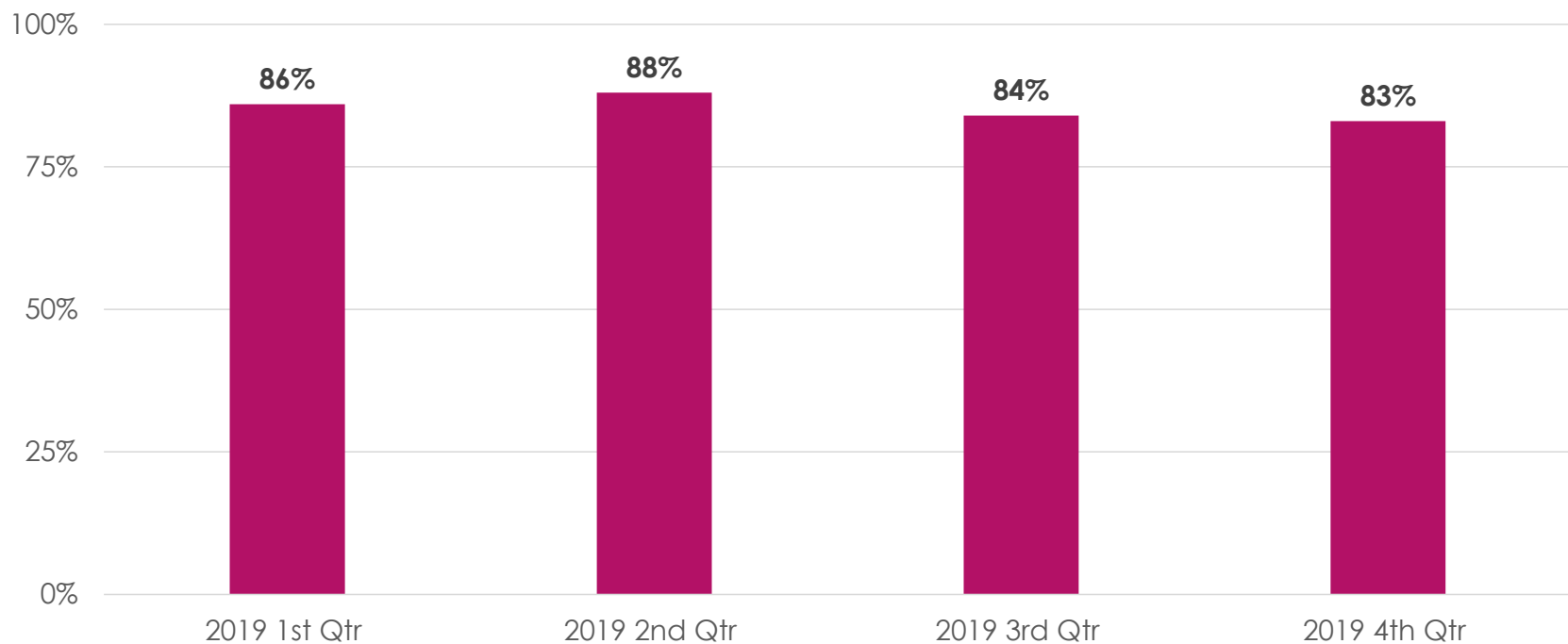
The percent of people receiving case management services who report being "satisfied" to "delighted" that they were able to get all the services they needed



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

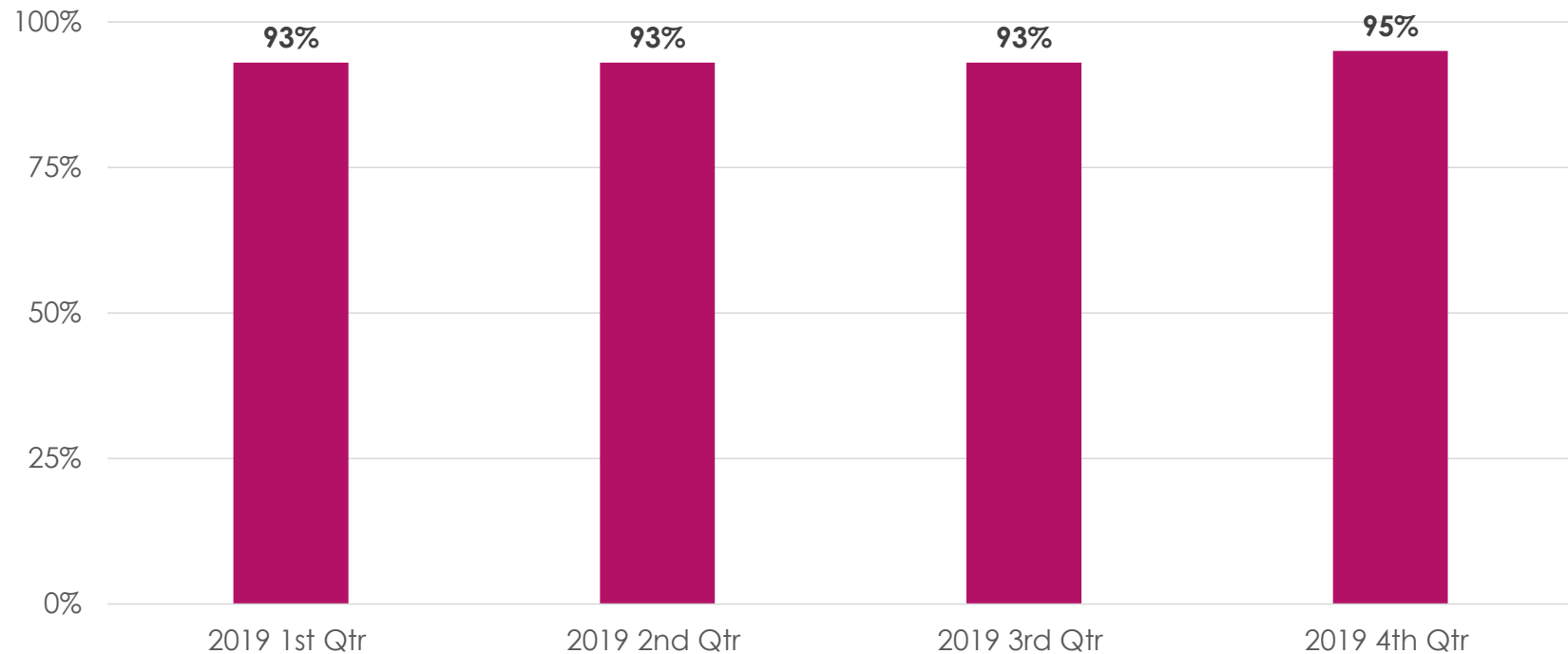


# The percent of people receiving primary care services who attend their scheduled appointments or provide timely notice of cancellation

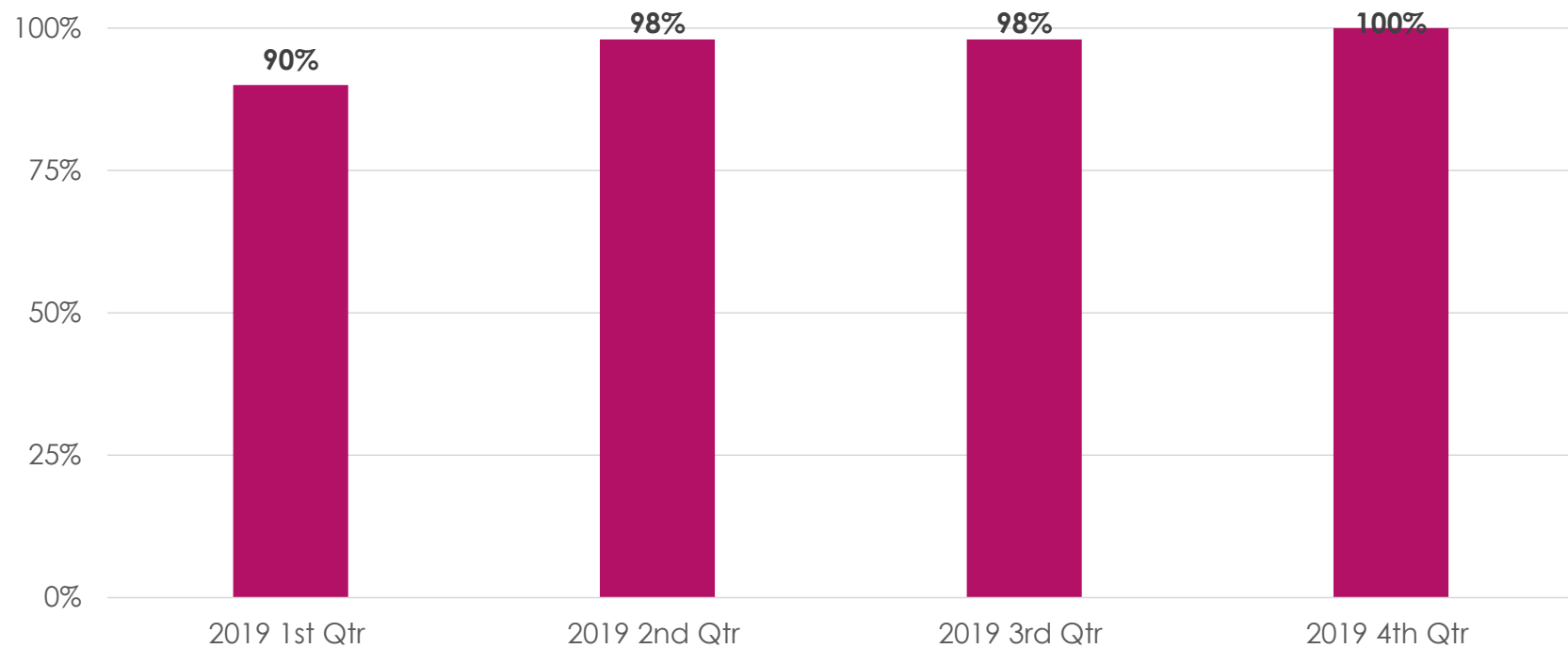




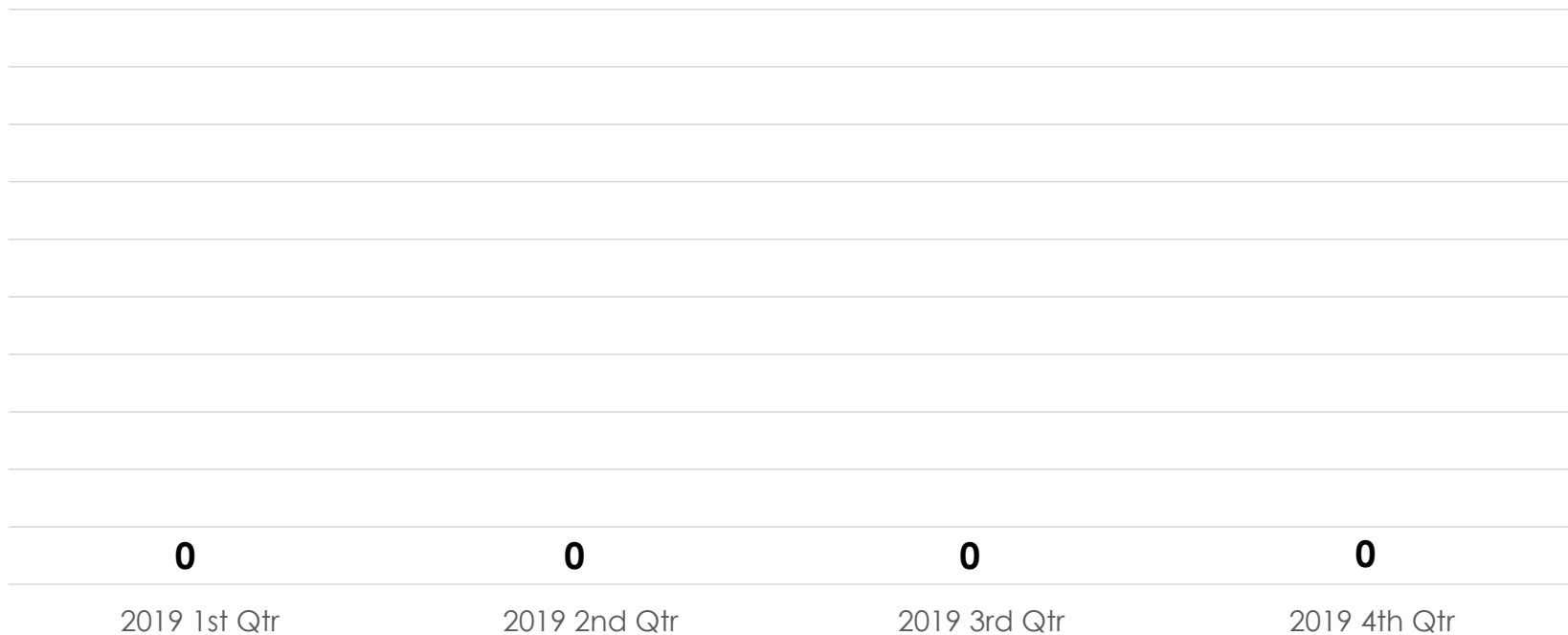
## The percent of people receiving wellness services who attend their scheduled appointments or provide timely notice of cancellation



## The percent of initial behavioral health assessments completed and signed within 72 hours



# Number of complaints received from stakeholders regarding their experience with emergency services



**Thank You!**

**Thank You to Everyone Who Contributes to  
Continuously Improving the Performance of  
JAMHI Health & Wellness!**