



# Annual Performance Improvement Report FY 2023

JAMHI Health & Wellness, Inc.  
Quality Improvement Team

## **JAMHI Health & Wellness Performance Improvement**

- JAMHI's written Quality Improvement Plan describes how we systematically measure, monitor and improve the performance over time
- Performance indicators and target goals are established each year
- Plan is 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 of Measures

JAMHI measures quality in four domains:

- Effectiveness
- Access
- Stakeholder input, and
- Efficiency

## **FY23**

- Continued COVID-19 pandemic and post-pandemic response
- Maintaining Certified Community Behavioral Health Clinic (CCBHC) capacity post SAMHSA expansion grant funding
- Continued HRSA Look-Alike designation
- Challenging workforce environment
- Assertive Community Treatment (ACT) performance indicators implementation

# Persons Served by Prevalence and Population

		Prevalence source: AK BH System Assessment Regional Report			
Juneau, Alaska	Population	Mild/Moderate MI Prevalence	SMI/SED Prevalence	SU Prevalence	COD Prevalence
Population ages 18+ years <small>(source 2020 US Census)</small>	25,352	5,172	811	2,510	3,889
Number 18+ served by JAMHI 2023		122	513	70	438
Prevalence ages <18 years <small>(source 2020 US Census)</small>	6,903	269	213	601	217
Number <18 Served by JAMHI 2023		12	68	1	4

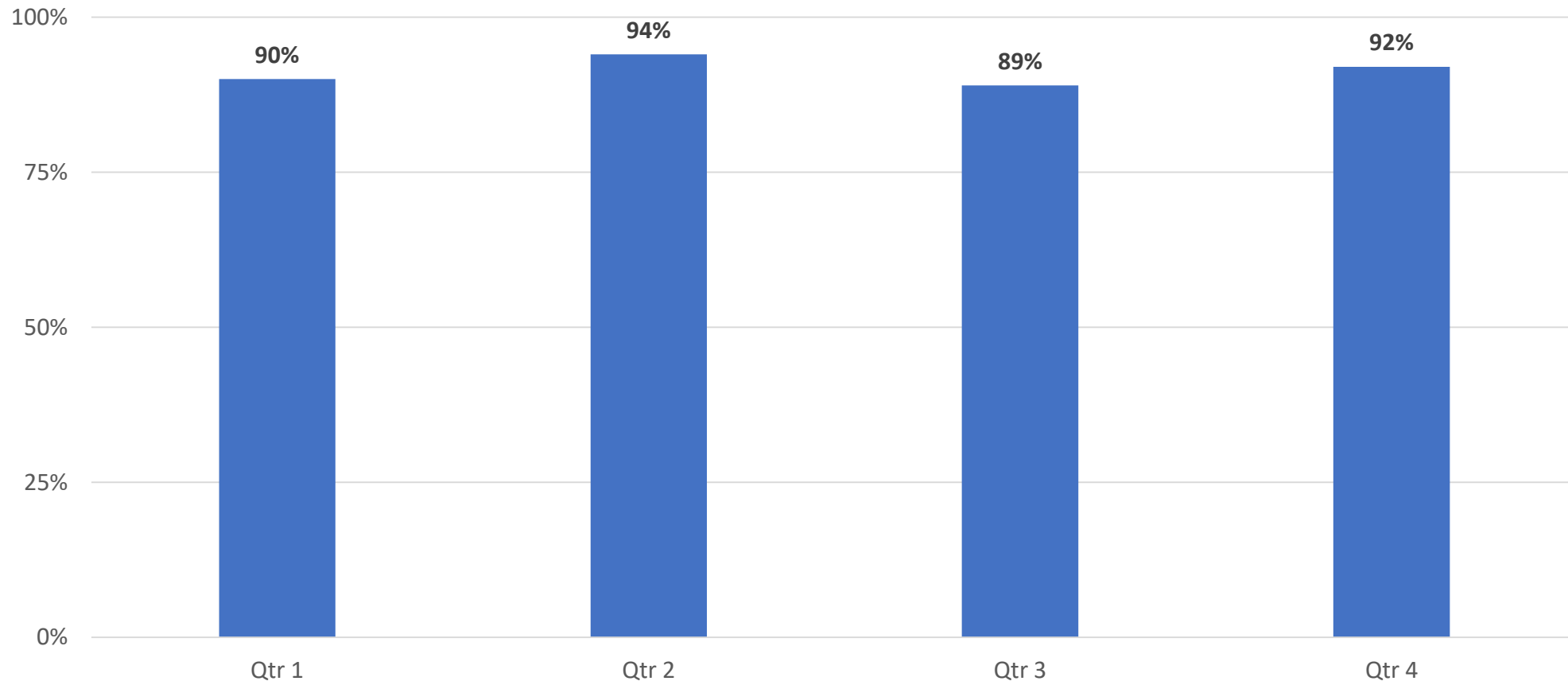
MI – Mild/Moderate Mental Illness

SMI/SED – Severe Mental Illness (adults) / Severe Emotional Disturbance (youth)

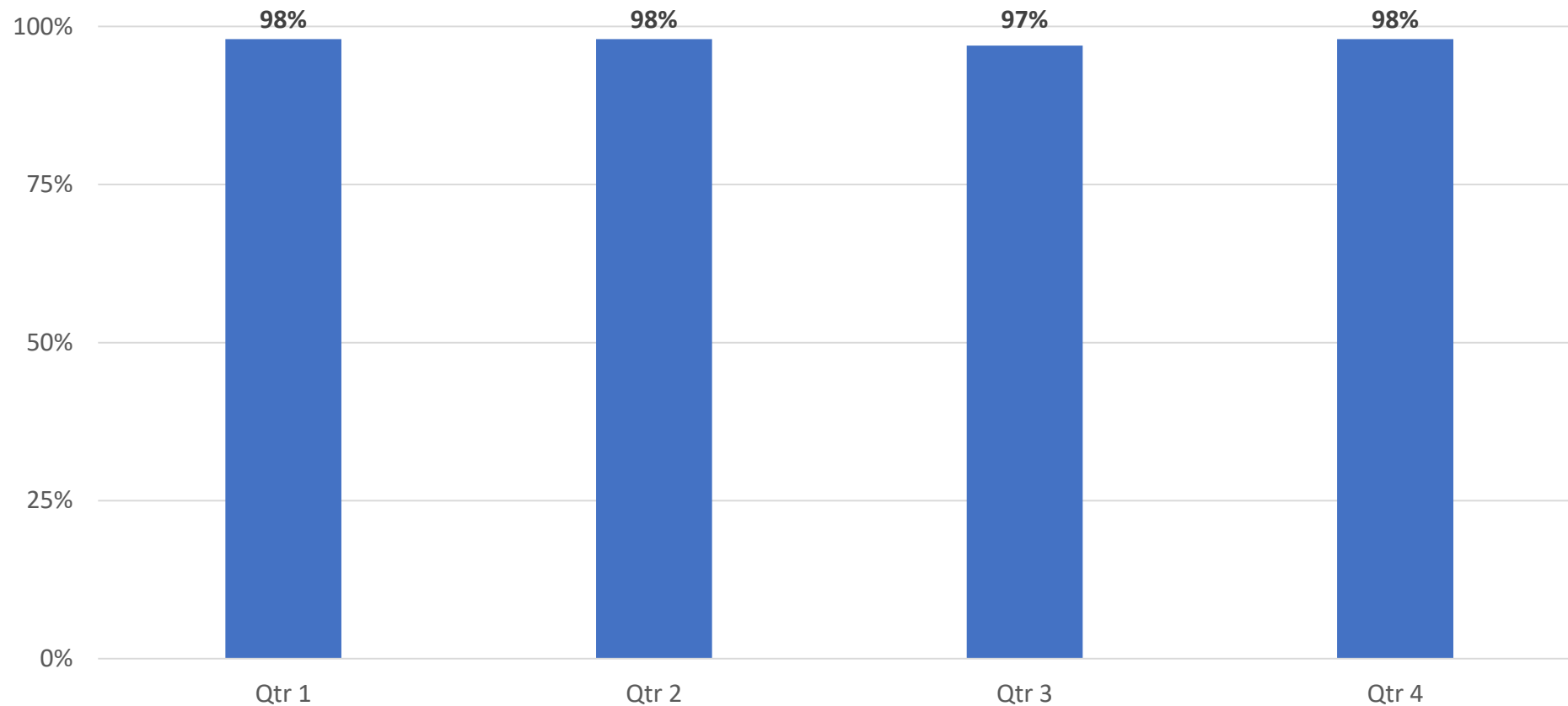
SU – Substance Use

COD – Co-occurring (mental illness and substance use)

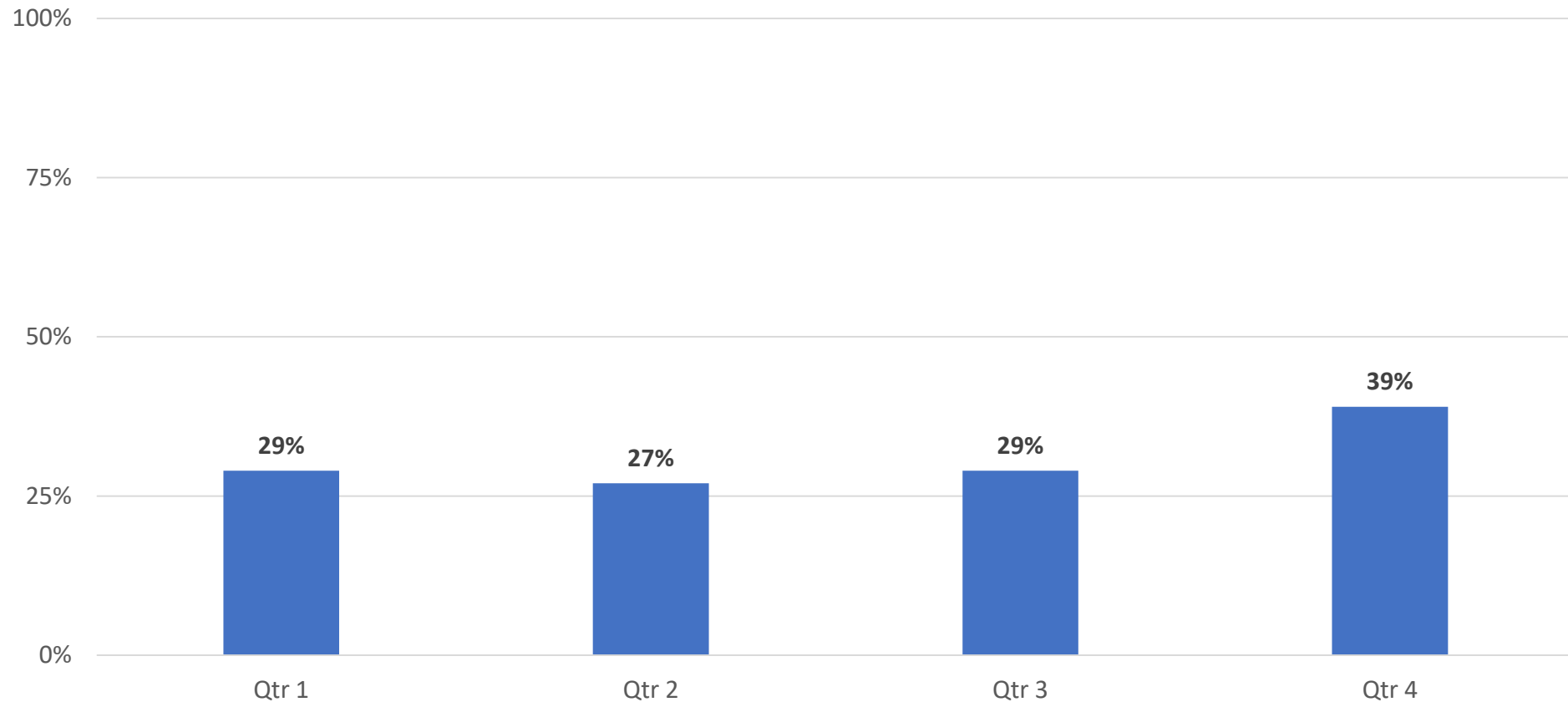
**Effectiveness: The percent of persons served receiving psychiatric emergency services who are diverted from inpatient psychiatric hospitalization**  
Target Goal: 65%



**Effectiveness: The percent of all people served who report thoughts of suicide or hurting themselves 15 days or less of the last 30**  
Target Goal: 90%



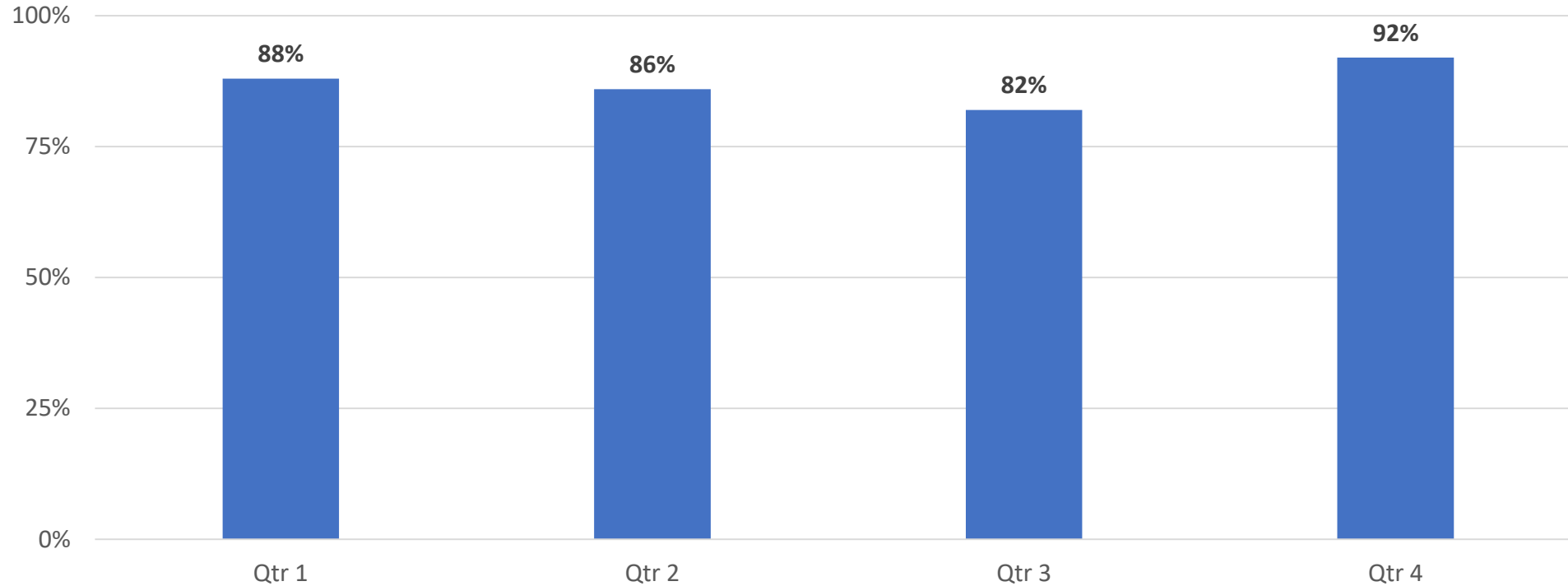
**Effectiveness: The percent of people receiving case management services who report being employed part or full-time**  
Target Goal: 25%



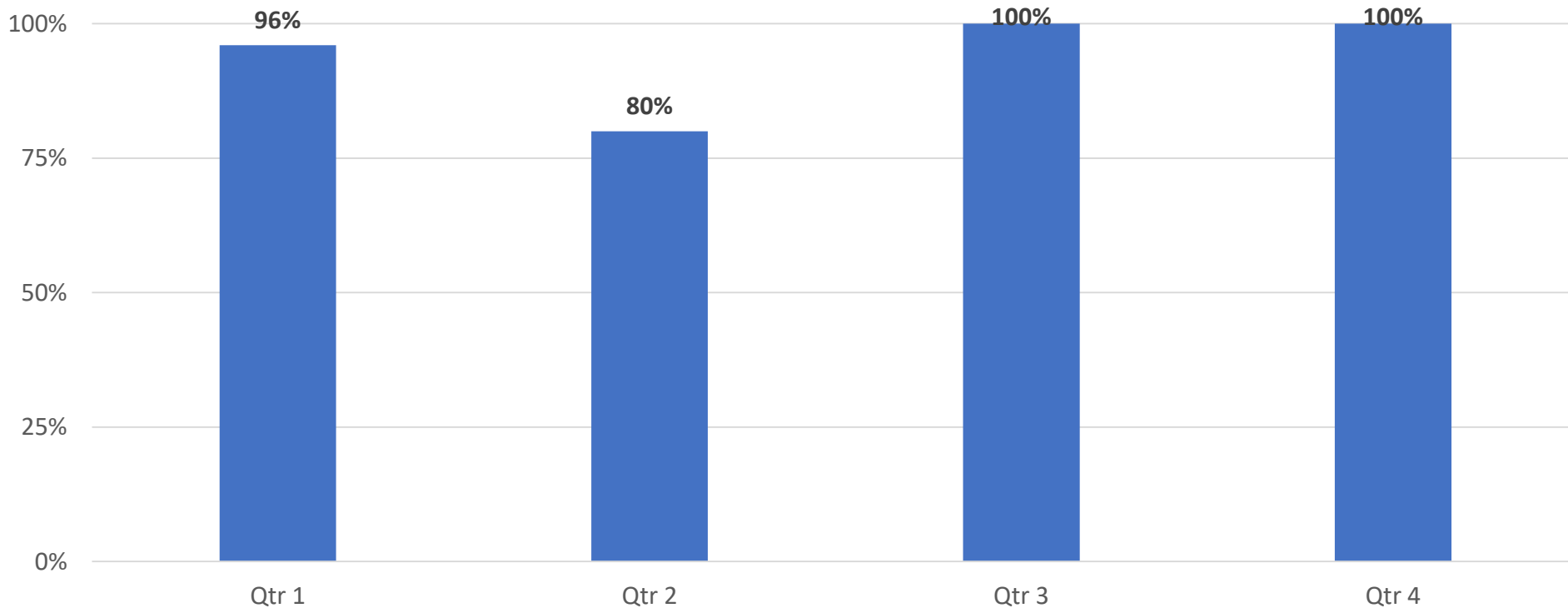


**Effectiveness: The percent of people receiving outpatient therapy services who had 10 days or less that poor physical and mental health kept them from doing their usual activities such as taking care of themselves, working or recreating**

Target Goal: 60%

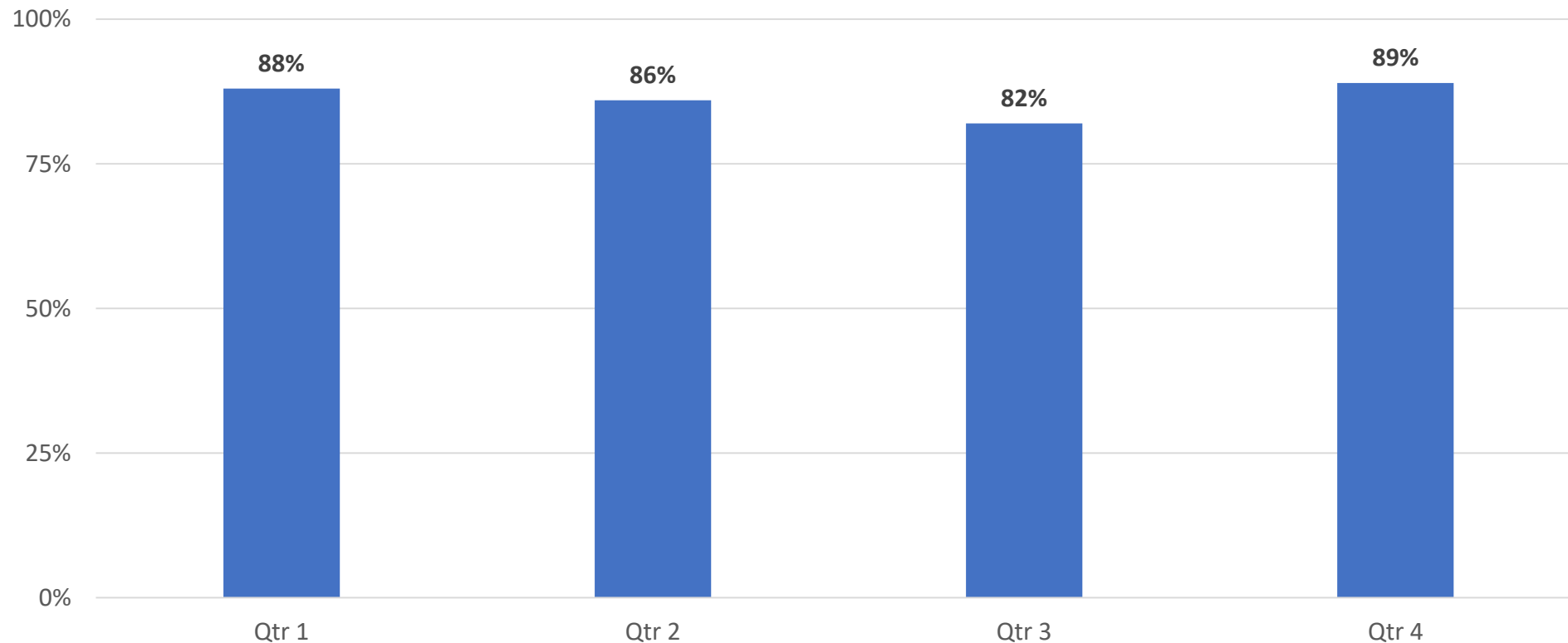


**Effectiveness: The percent of people living in community housing who had 10 days or less that poor physical and mental health kept them from doing their usual activities such as taking care of themselves, working or recreating**  
Target Goal: 50%



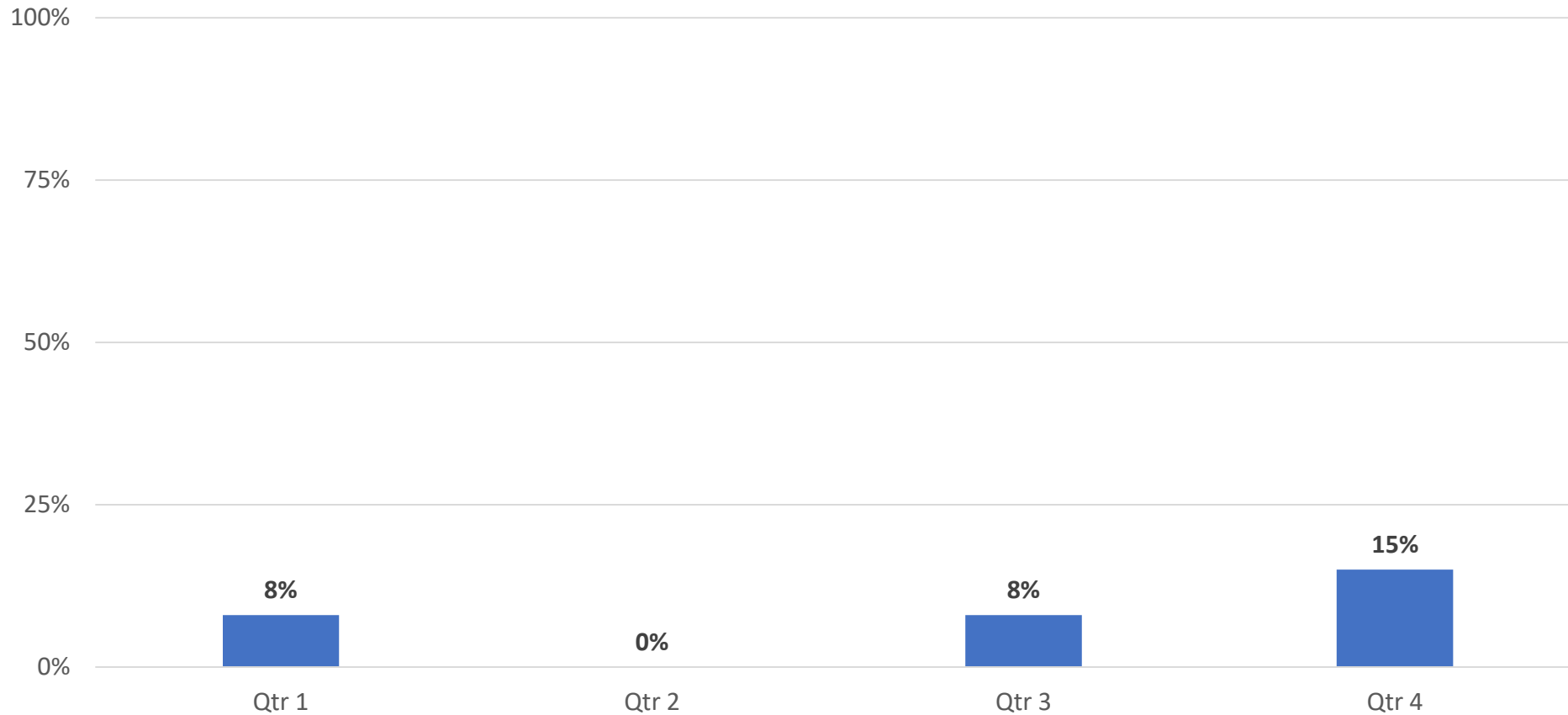
**Effectiveness: The percent of people receiving wellness services who had 10 days or less that poor physical and mental health kept them from doing their usual activities such as taking care of themselves, working or recreating**

Target Goal: 75%

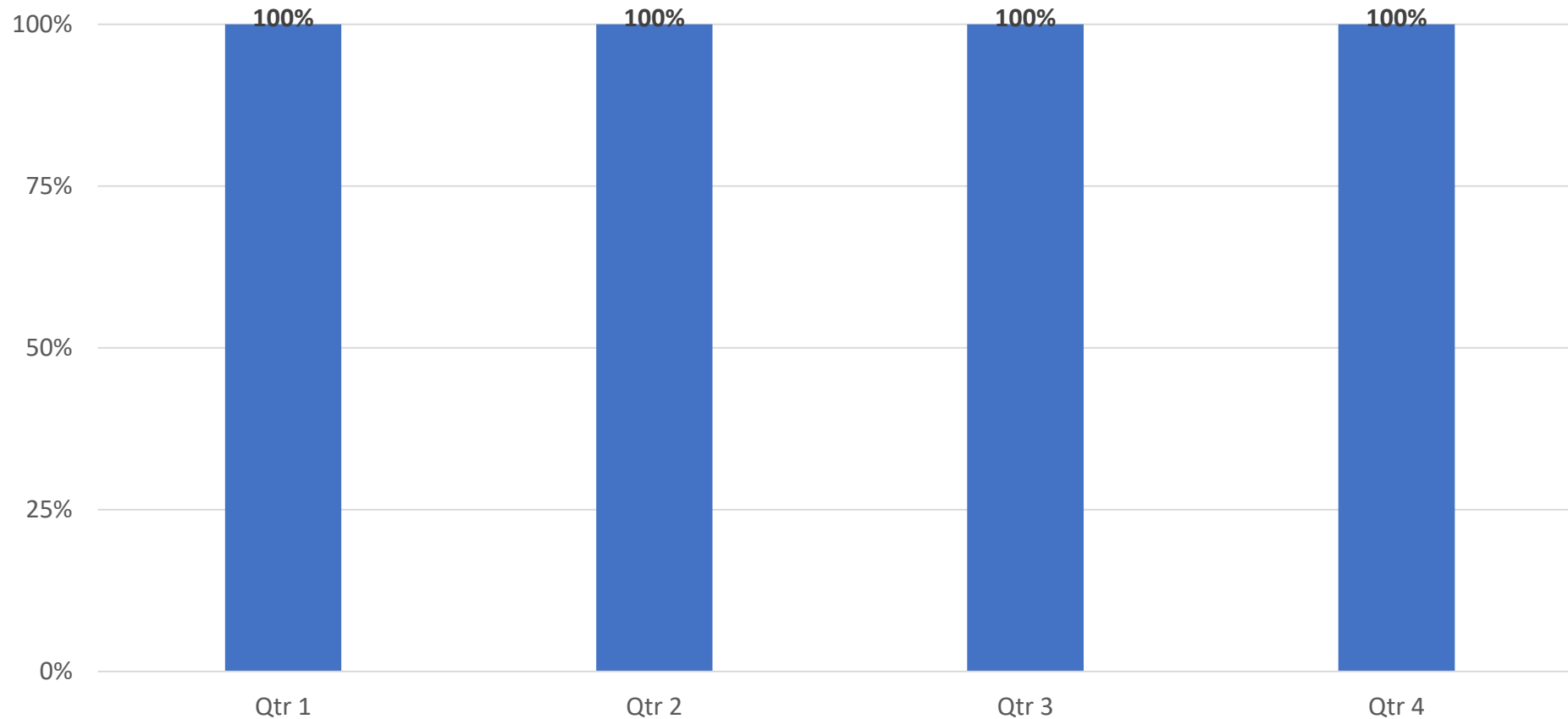


# Effectiveness: The percent of people receiving ACT services who report being homeless

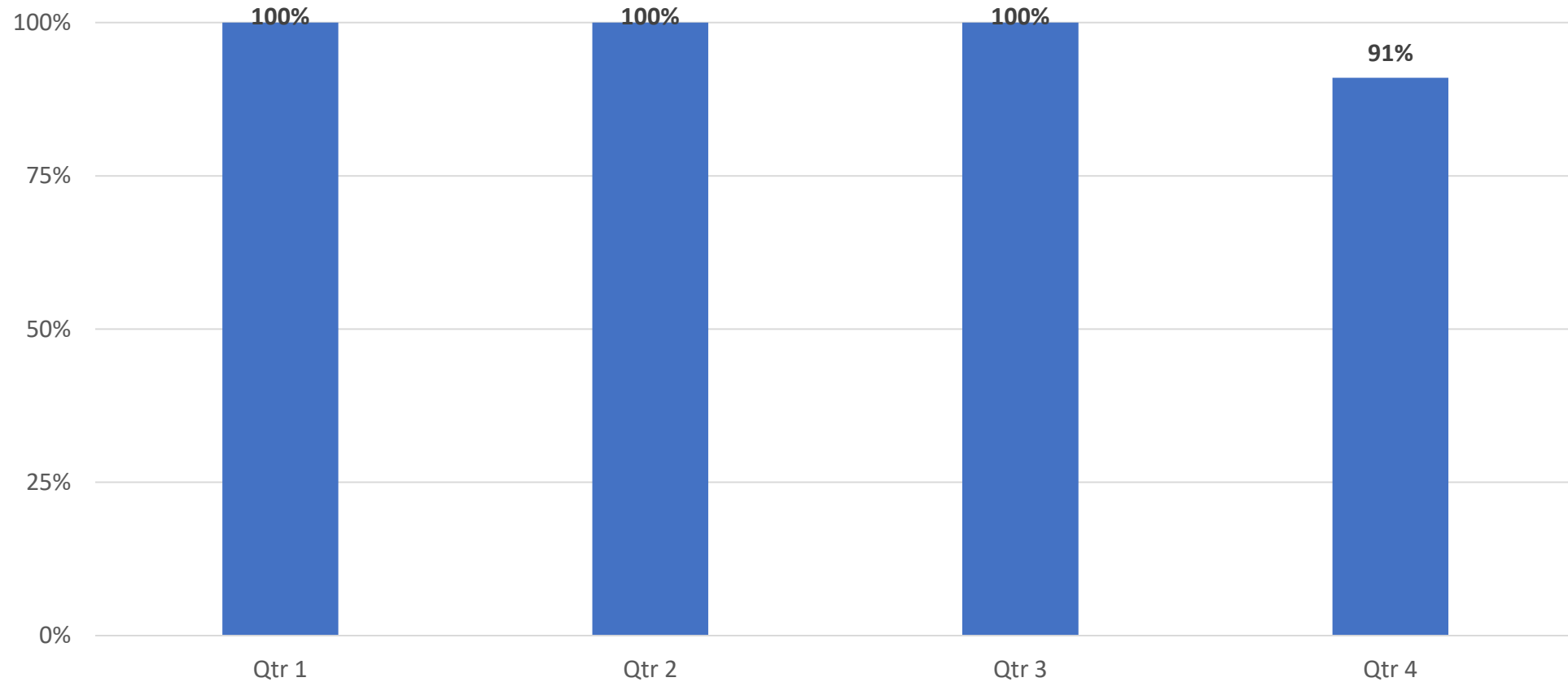
Target Goal: 0%



**Effectiveness: The percent of people receiving ACT services who report thoughts of suicide or hurting themselves 15 days or less of the last 30**  
Target Goal: 100%

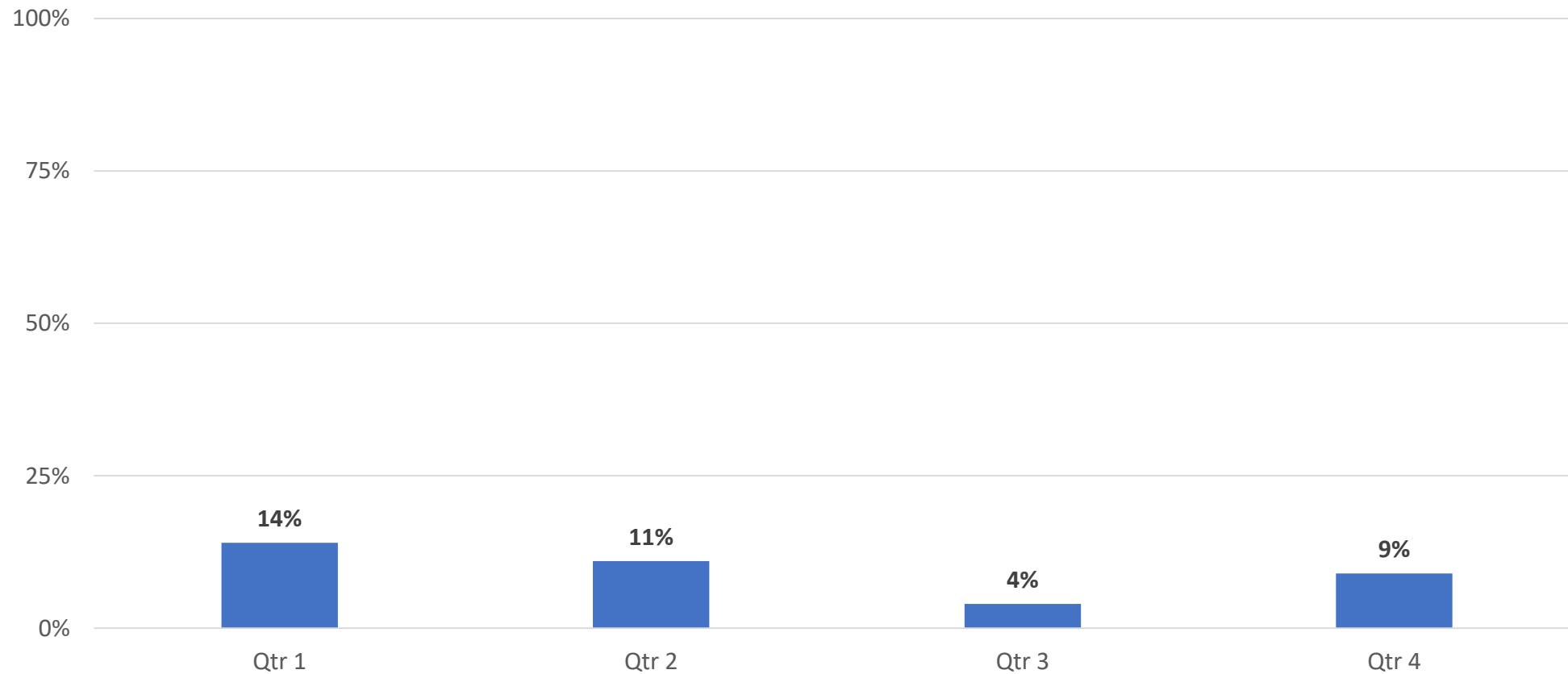


**Effectiveness: The percent of people receiving ACT services  
who report no arrests over the past 30 days**  
Target Goal: 85%

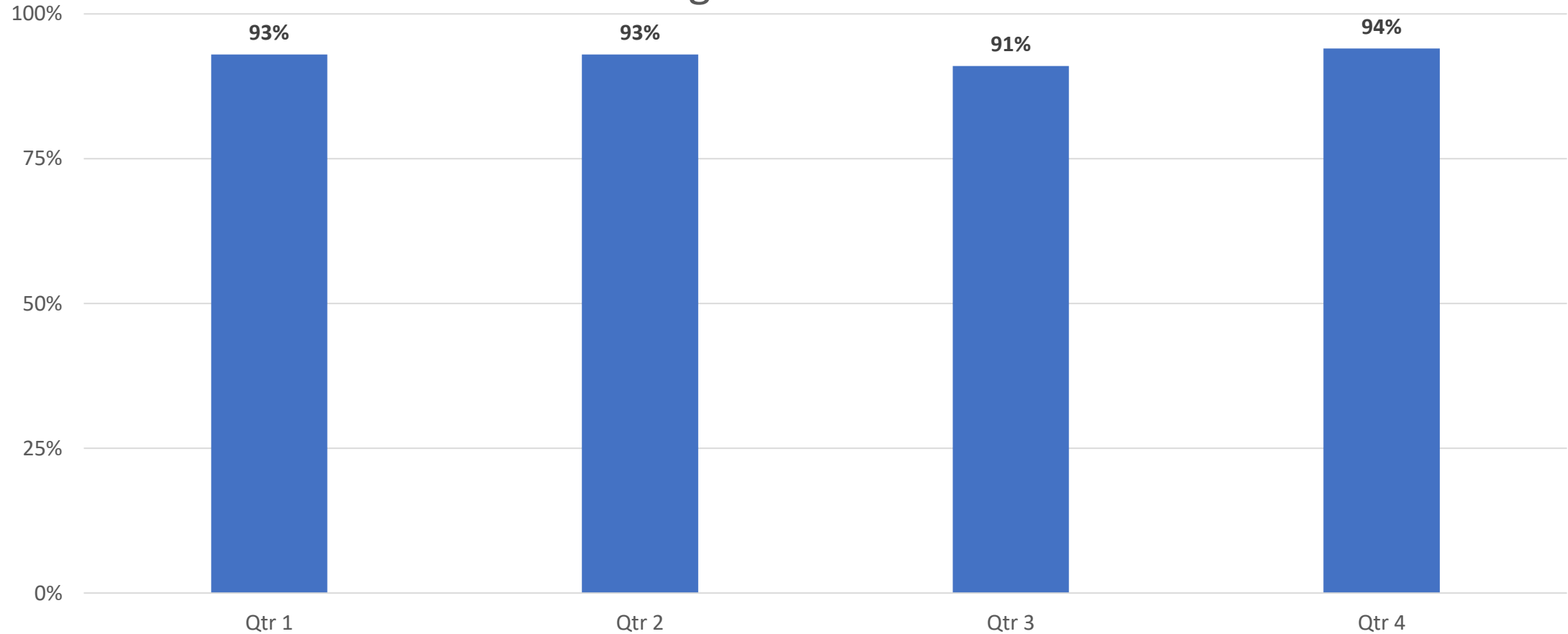


# Effectiveness: The percent of people receiving ACT services who report being employed part or full-time over the last 30 days

Target Goal: 25%

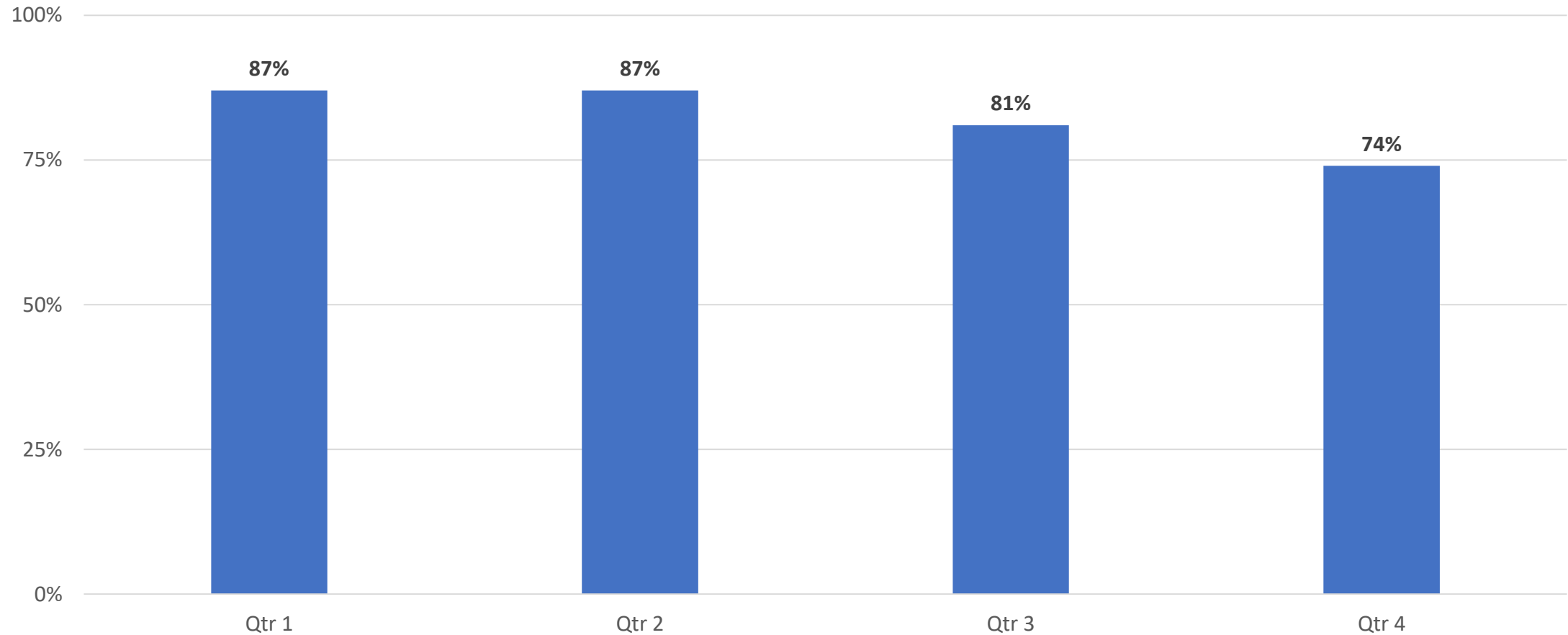


**Access: The percent of all people served who report having a primary care provider at time of treatment plan review**  
Target Goal: 90%

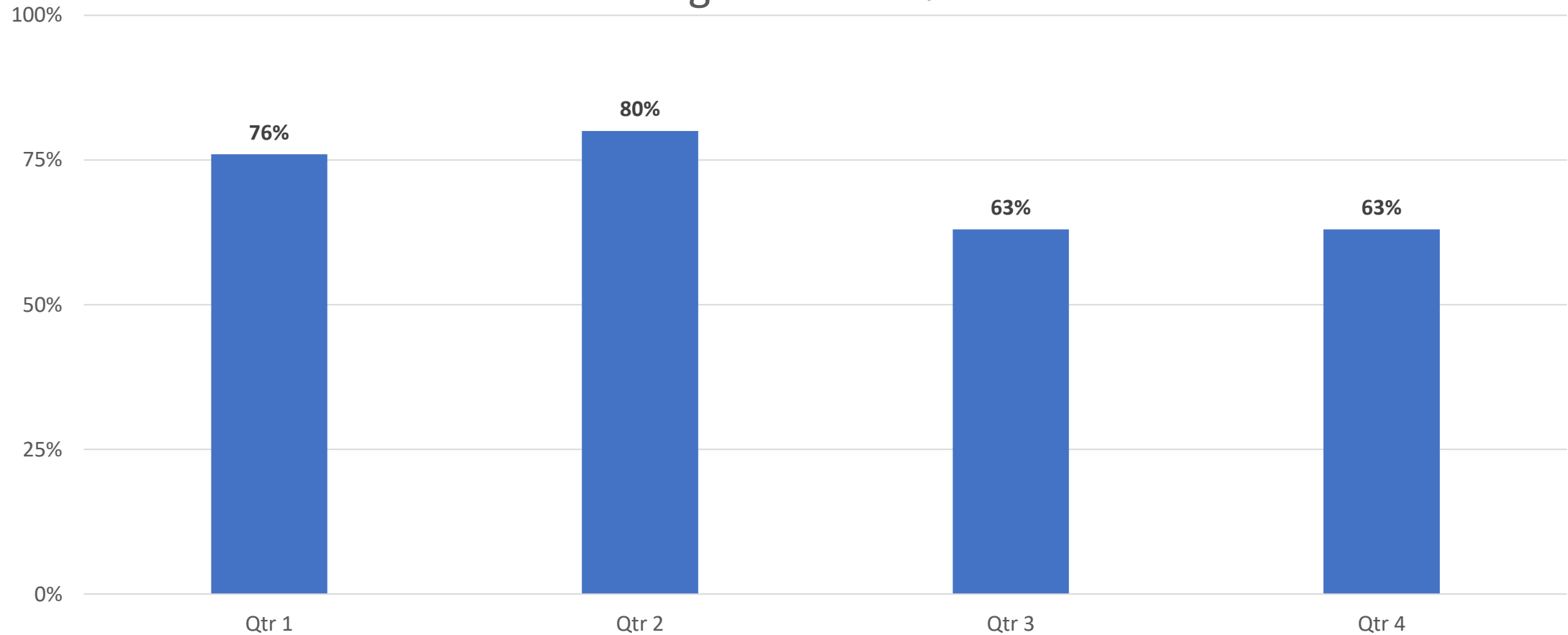




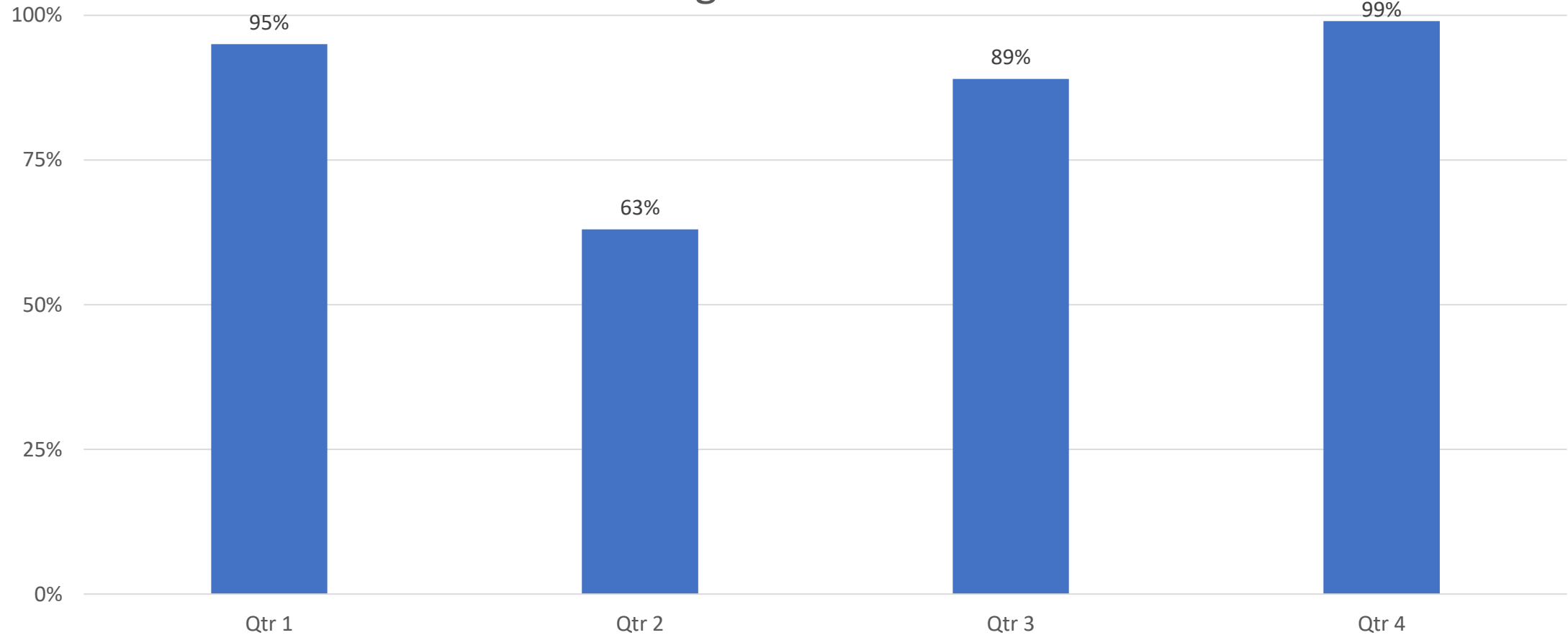
**Access: The percent of people receiving outpatient therapy who report having seen their primary care provider in the past 12 months**  
Target Goal: 85%



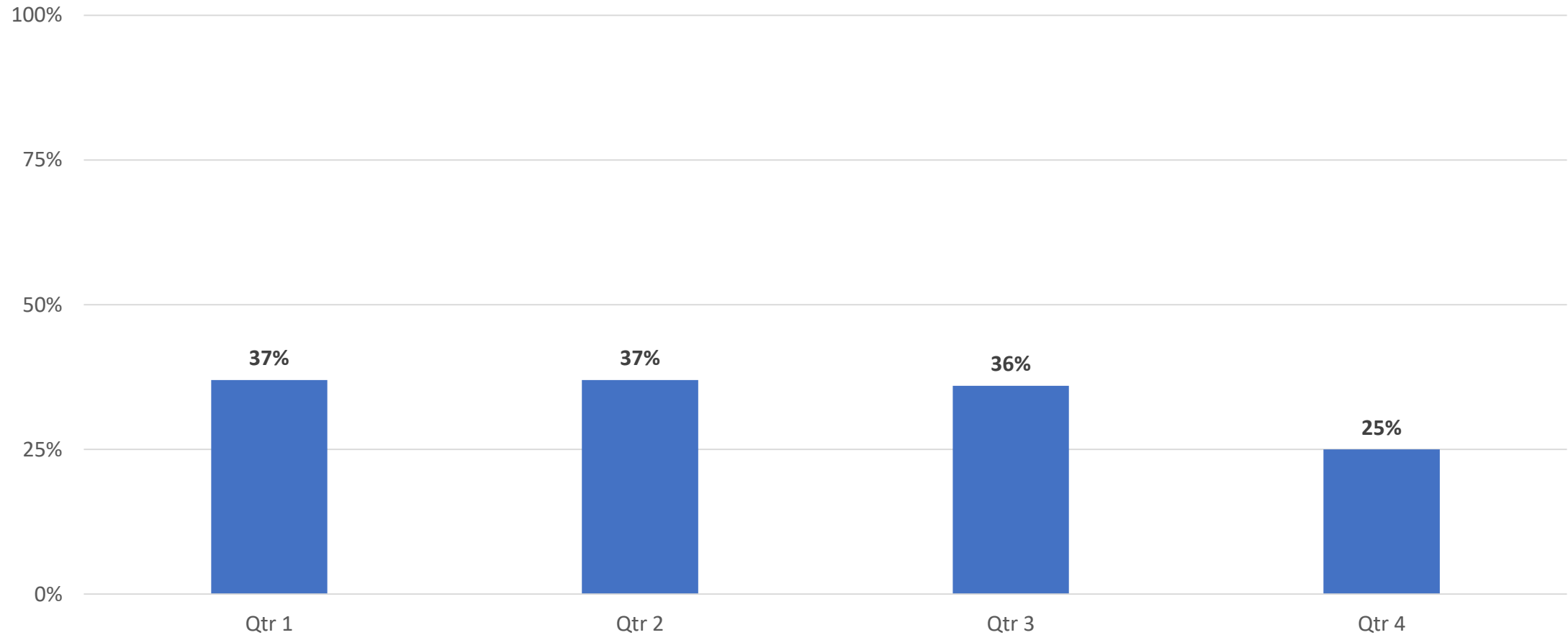
**Access: The percent of people who are offered access to ongoing services  
within 7 business days of completed intake**  
Target Goal: 80%



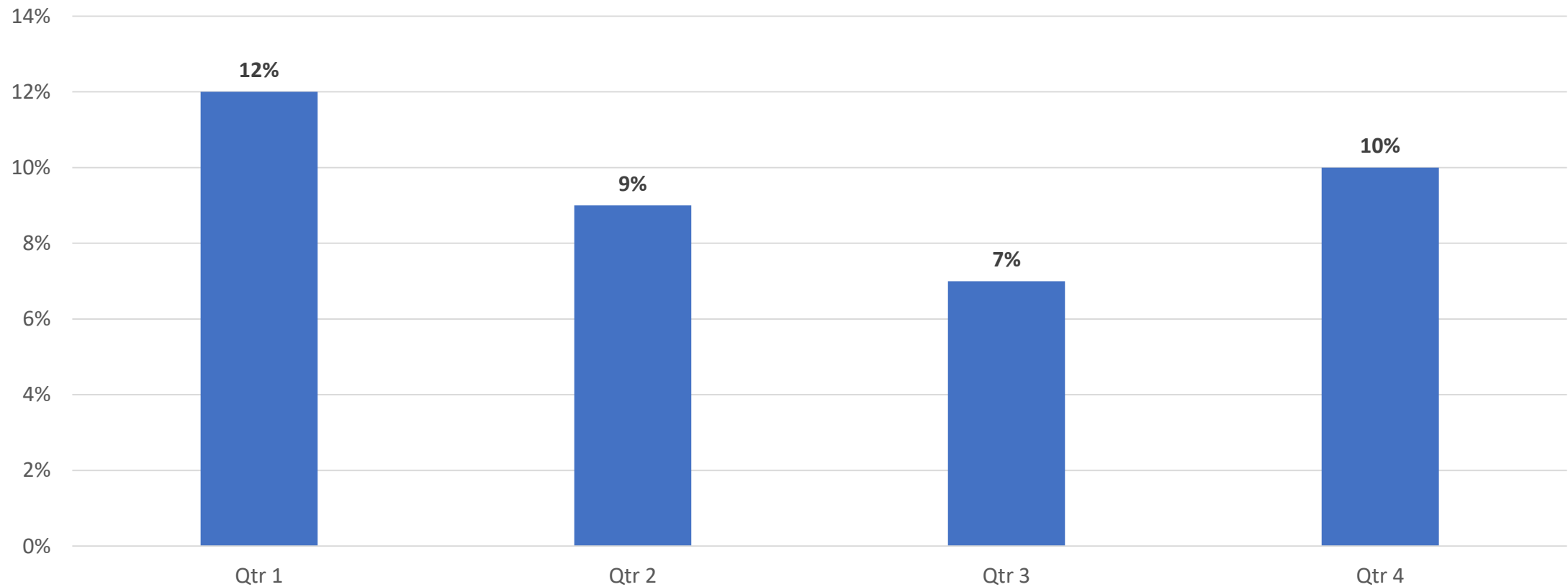
**Access: The percent of emergency service contacts responded to within 15 minutes of the emergency services clinician receiving notification**  
Target Goal 98%



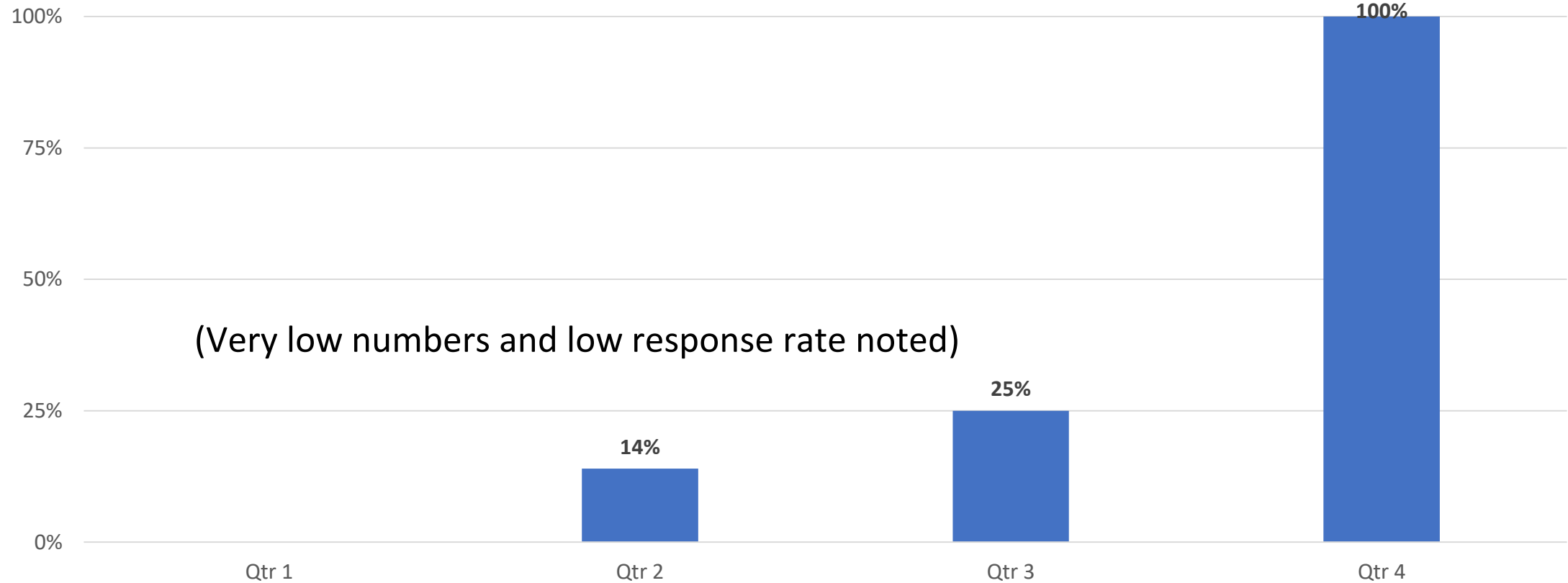
**Access: The percent of people who received JAMHI BH services who also received JAMHI primary care services in the past year**  
Target Goal: 50%



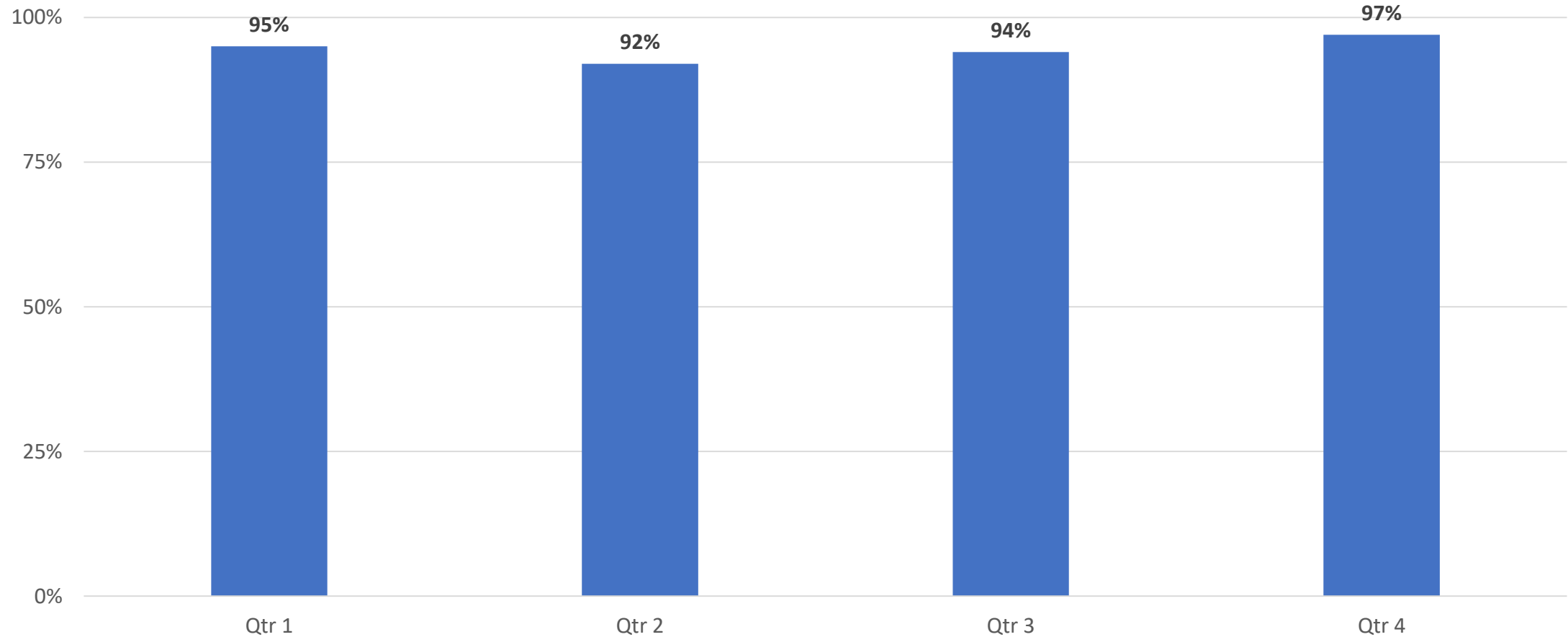
**Access: The percent of people who have received a wellness service during the quarter**  
Target Goal: 12%



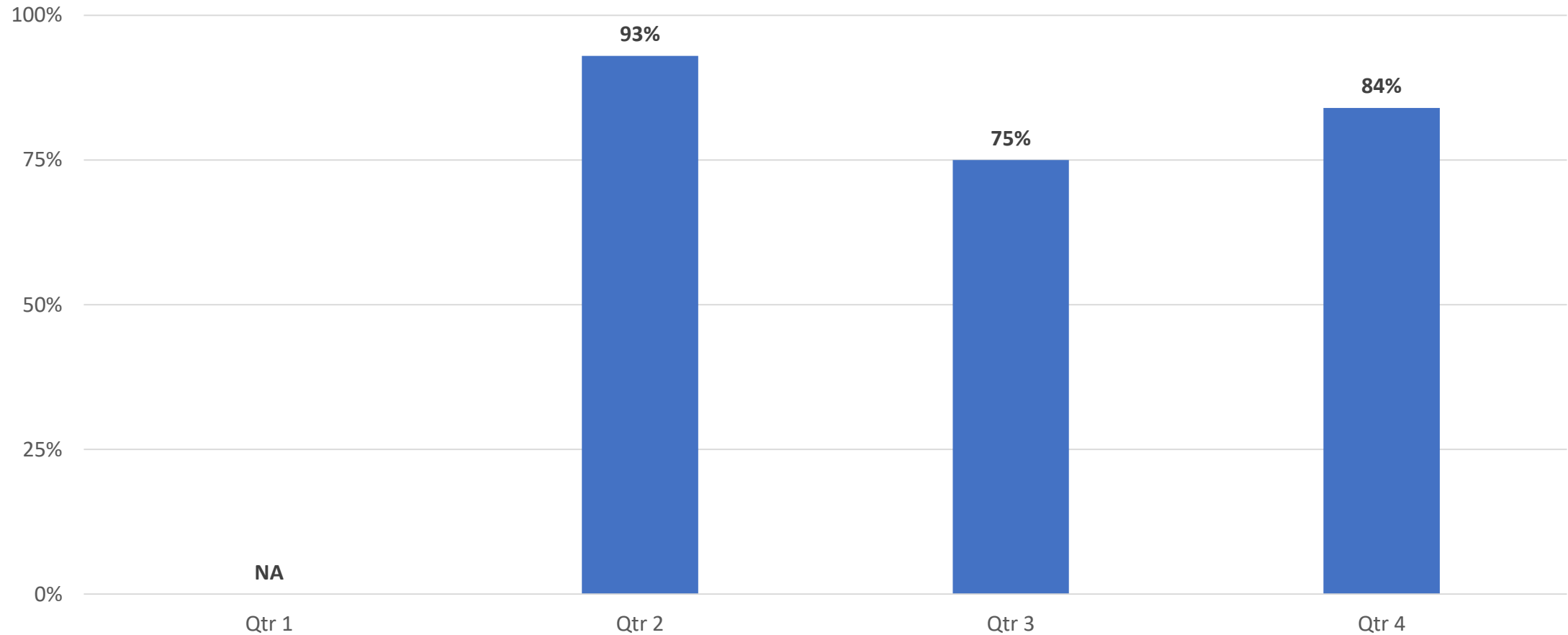
**Input: The percent of people who contacted an  
emergency services clinician who found it helpful**  
Target Goal: 80%



**Input: The percent of people receiving case management services who felt they were treated with respect**  
Target Goal: 80%

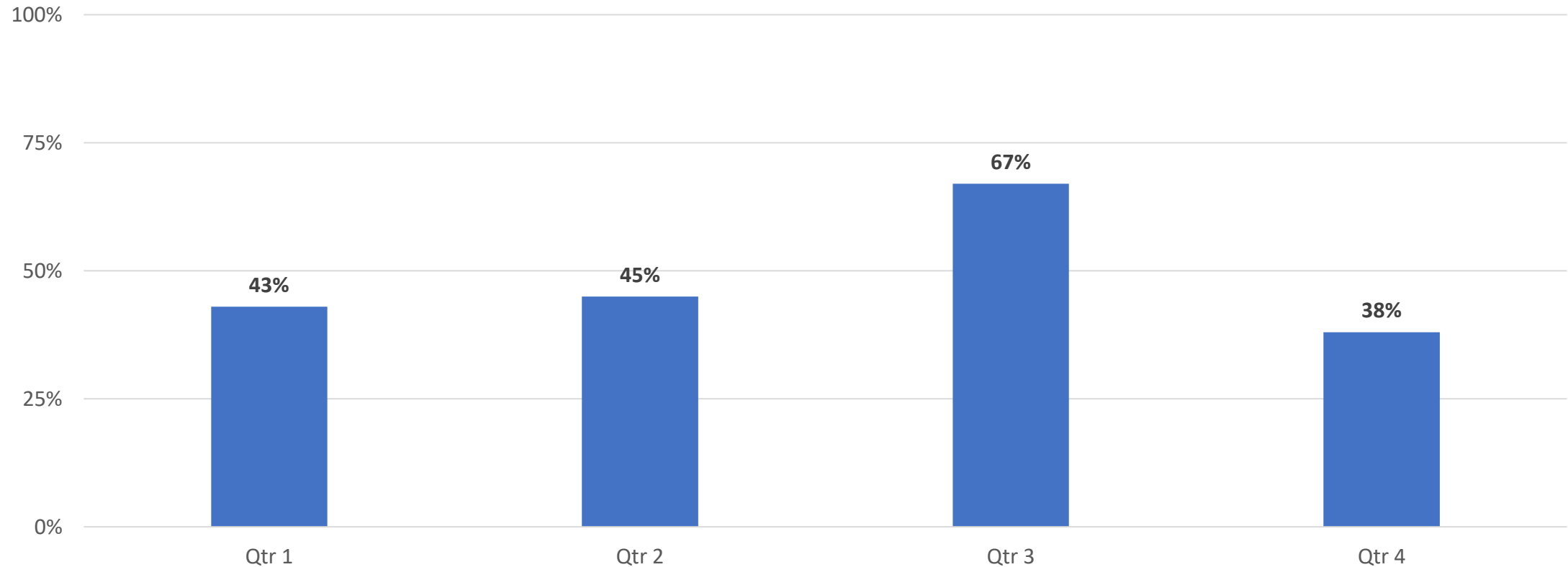


**Input: The percent of people in community housing  
who feel they belong in their community**  
Target Goal: 80%

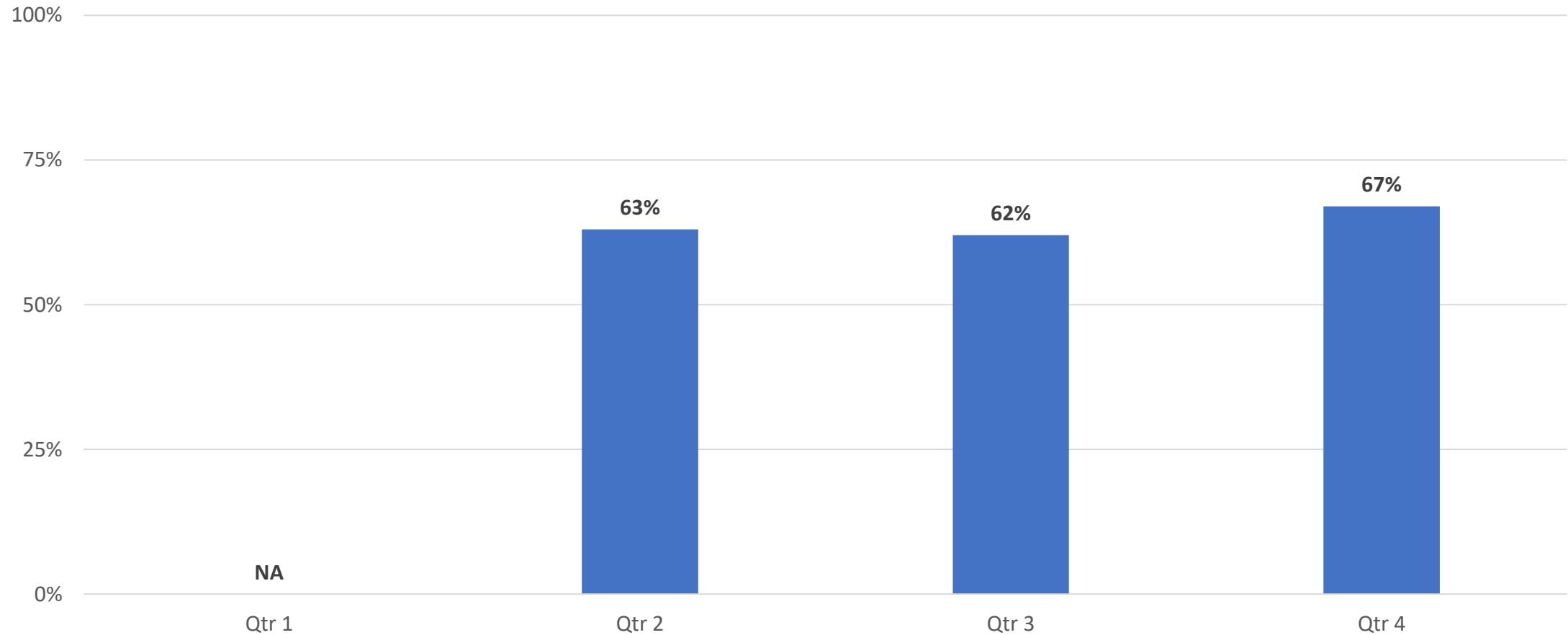




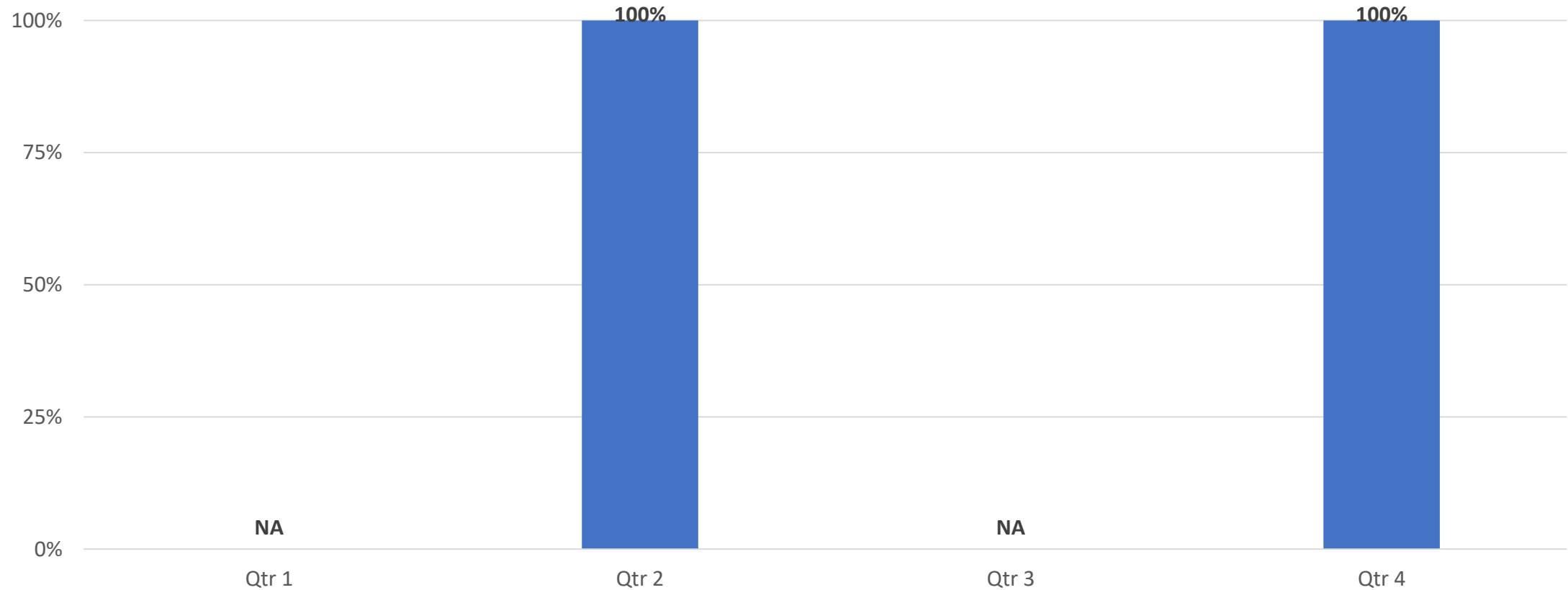
**Input: The percent of people receiving ACT services report being Satisfied to Very Satisfied over the past 90 days to the question "You feel like you belong in your community"  
Target Goal: 60%**



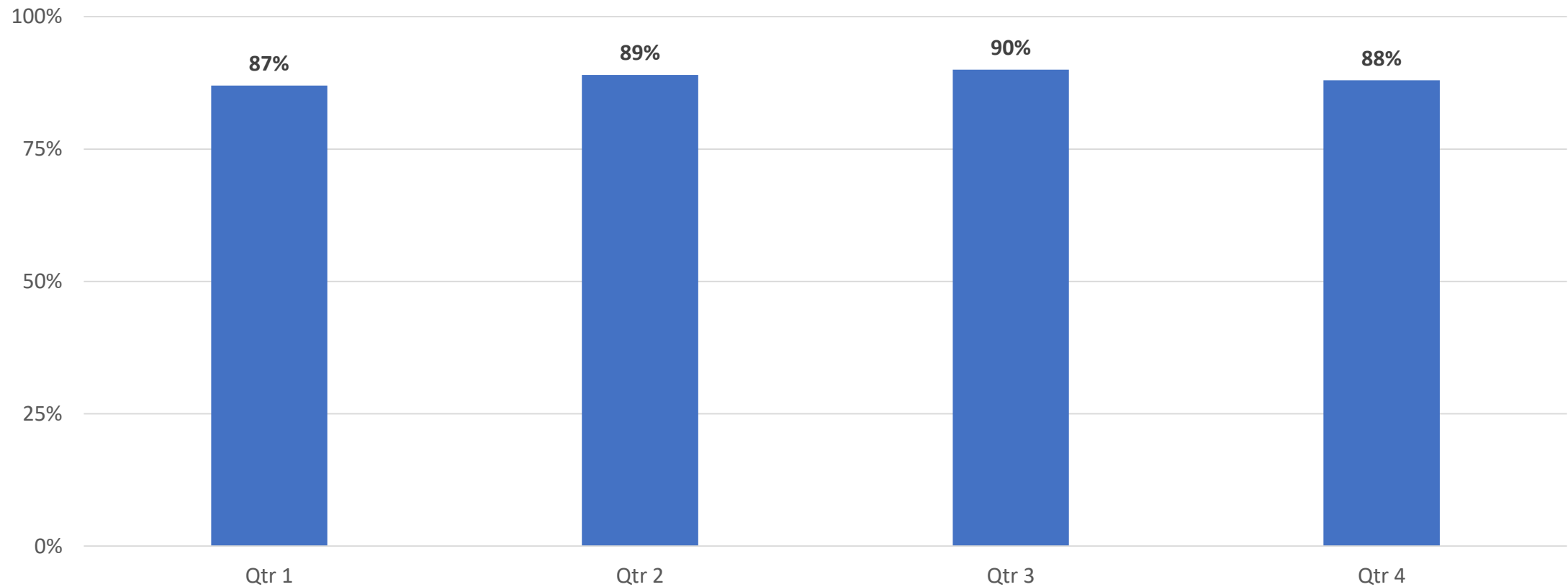
**Input: The percent of people receiving outpatient therapy services who report they feel they belong in their community**  
**Target Goal: 80%**



**Input: The percent of people receiving primary care services who report overall satisfaction with services and facility as "very good" or "excellent"**  
**Target Goal: 100%**

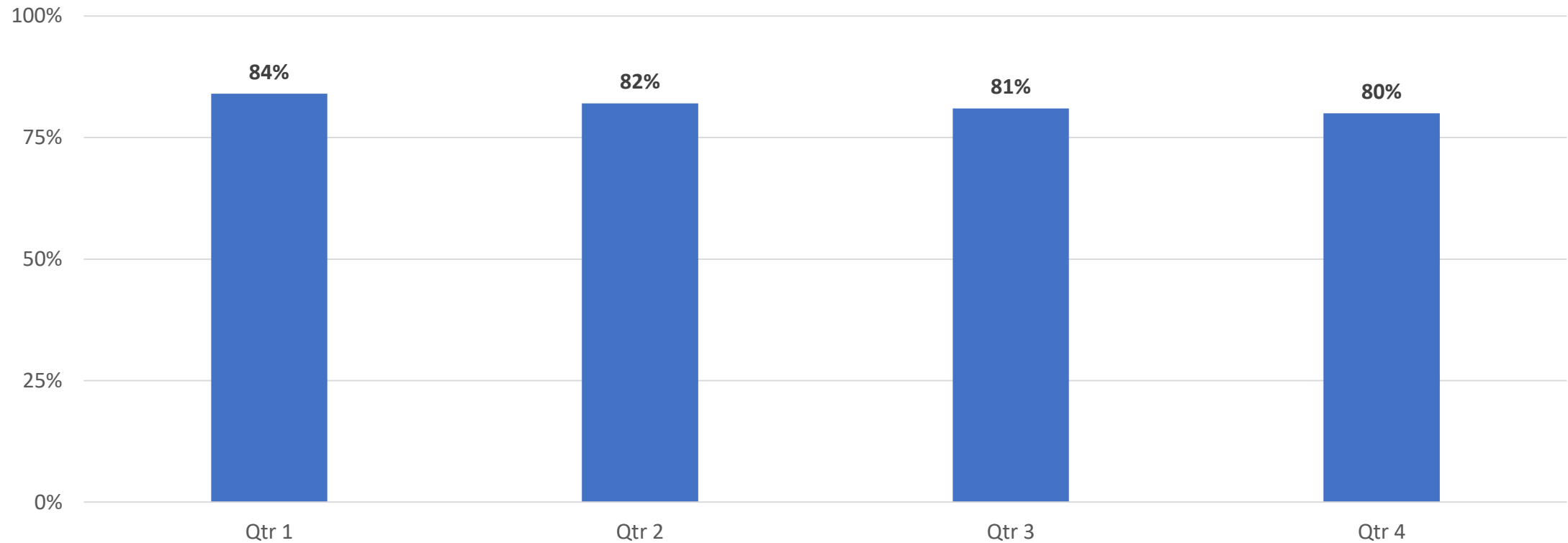


**Efficiency: The percent of people receiving outpatient therapy services who attend their scheduled appointments or provided timely notice of cancellation**  
Target Goal: 90%

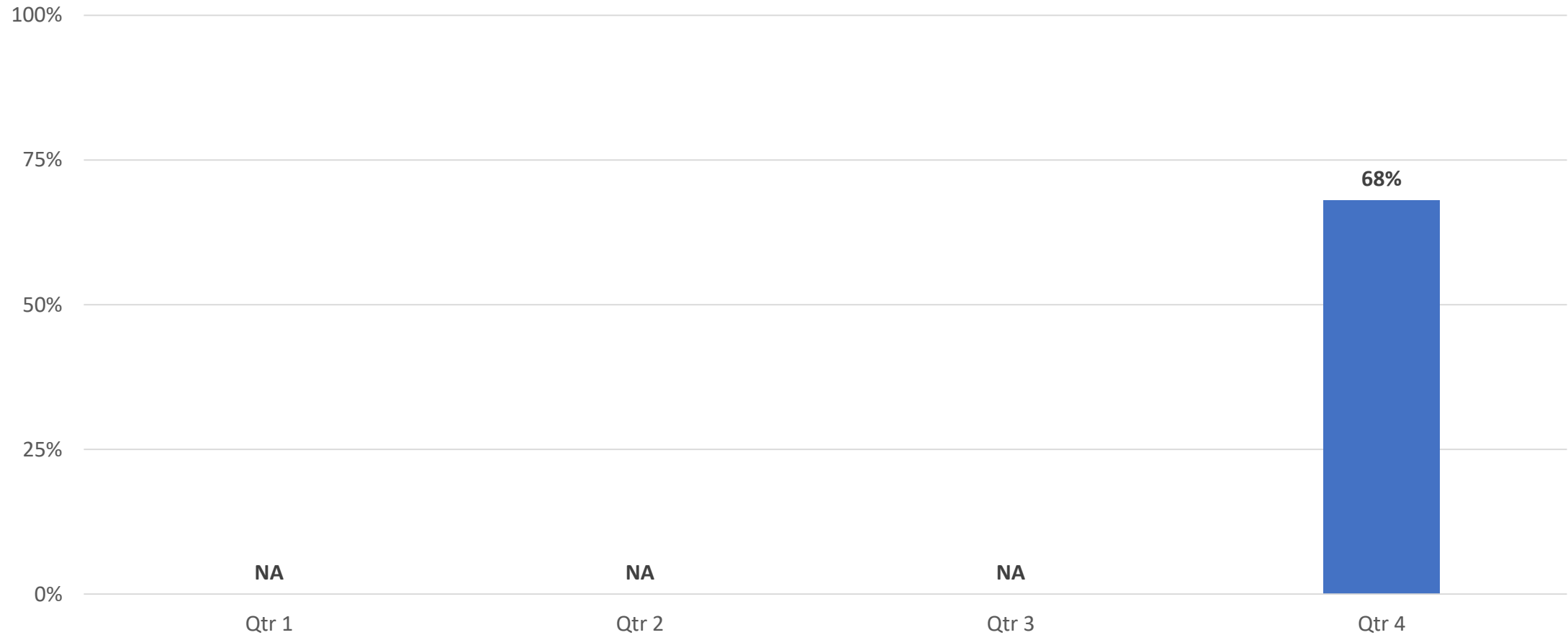


**Efficiency: The percent of all people receiving primary care services who attend their scheduled appointments or provide timely notice of cancellation**

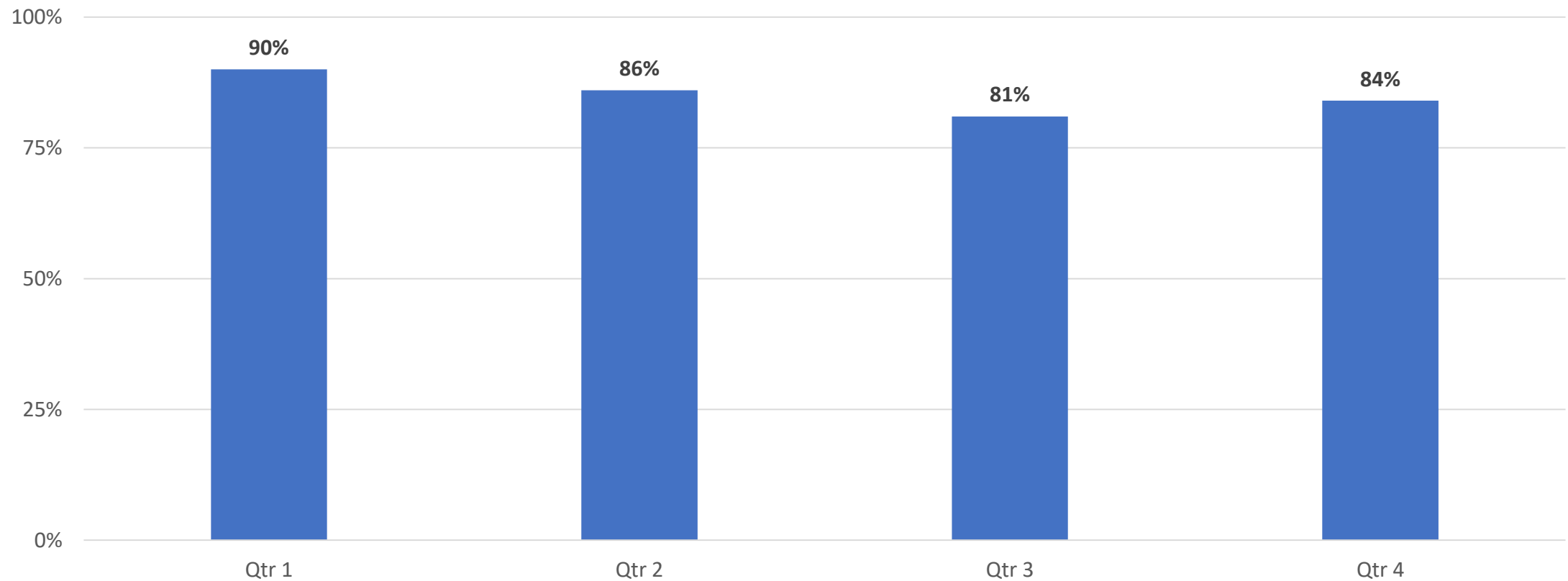
Target Goal: 90%



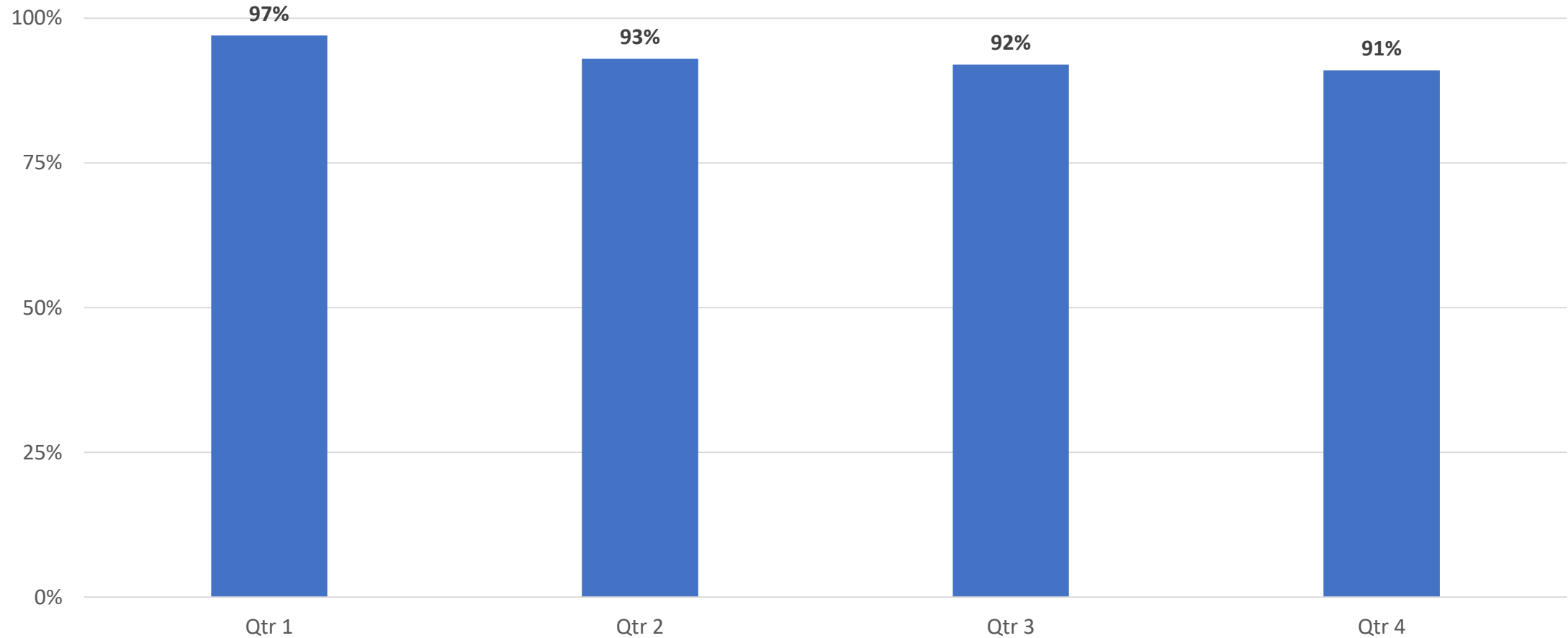
**Efficiency: The percent of work hours providing billable  
case management services**  
Target Goal: 68%



**Efficiency: The percent of people receiving wellness services who attend their scheduled appointments or provide timely notice of cancellation**  
Target Goal: 90%



**Efficiency: The percent of initial behavioral health assessments  
signed within 72 hours**  
Target Goal: 100%





# Efficiency: Ratio of cash on hand to short-term liabilities

Target Goal: <40%



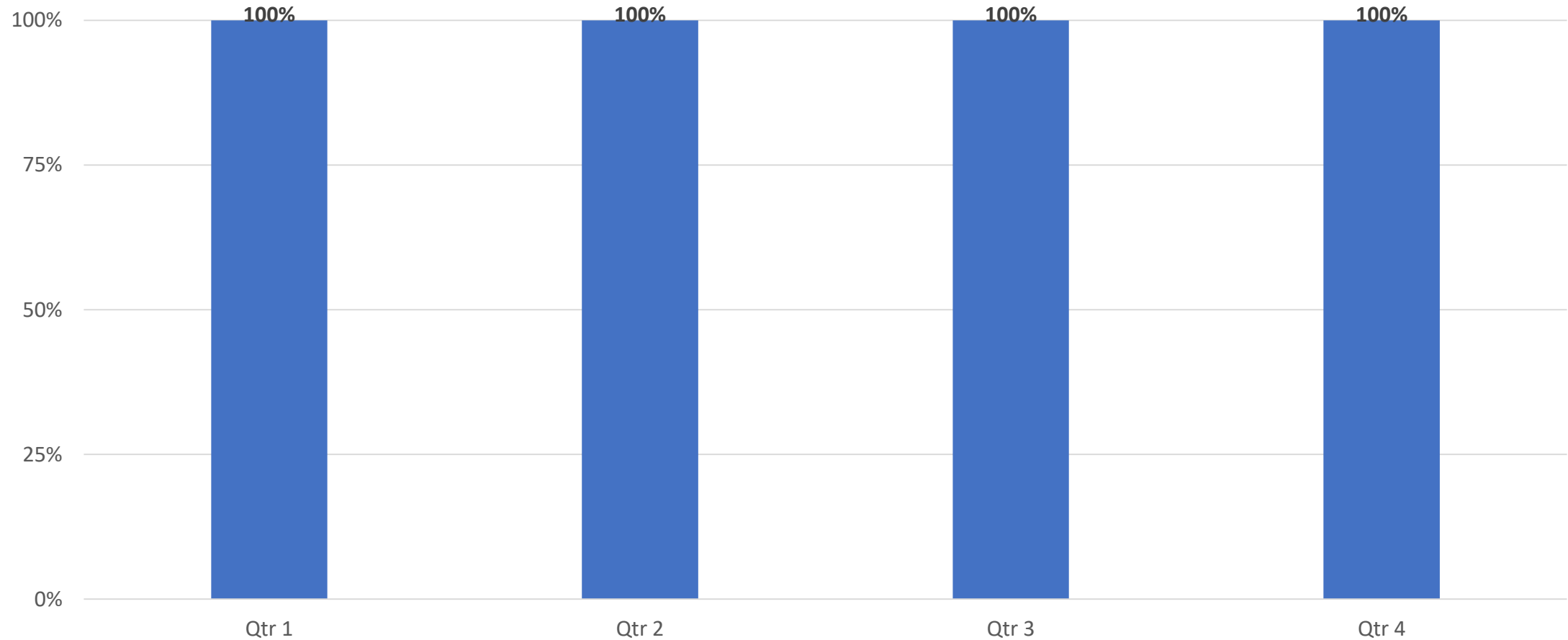
# Efficiency: Ratio of debt to net worth

Target Goal: >2.5



# Efficiency: Medicaid reimbursement received vs. budgeted

Target Goal: 100%



## In sum,

- JAMHI demonstrates a culture of performance improvement and transparency in part, through its ongoing commitment to proactive review, analysis and reflection on results, in both service delivery and business functions.
- Thanks to the quality improvement team for its sustained focus on performance measurement, management and teamwork.
- Thank you so much to all staff, who's collective sustained focus on achieving positive outcomes in the lives of the people we serve guides our ongoing service delivery.
- Thank you to the people we serve for the opportunity to support your recovery journeys.