



# Annual Performance Improvement Report FY 2022

JAMHI Health & Wellness, Inc.  
Quality Improvement Team

## Domains and Quality of Measures

- JAMHI measures quality in four domains:
  - Effectiveness
  - Efficiency
  - Access
  - Stakeholder input

## The JAMHI Health & Wellness Performance Improvement

- JAMHI's written Quality 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
- 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

## Uniqueness of FY22

- Continued COVID-19 pandemic response
- Year 2 of SAMHSA Certified Community Behavioral Health Clinic (CCBHC) expansion grant funding
- Challenging staffing environment and somewhat limited organizational capacity
- First full year of Assertive Community Treatment (ACT) services
- First full year serving people with behavioral health needs across the lifespan
- First full year functioning as a community health center designated as a Federally Qualified Health Center (FQHC) look-alike

# 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	CO 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 2022		132	585	76	466
Prevalence ages <18 years <small>(source 2020 US Census)</small>	6,903	269	213	601	217
Number <18 Served by JAMHI 2022		26	63	0	40

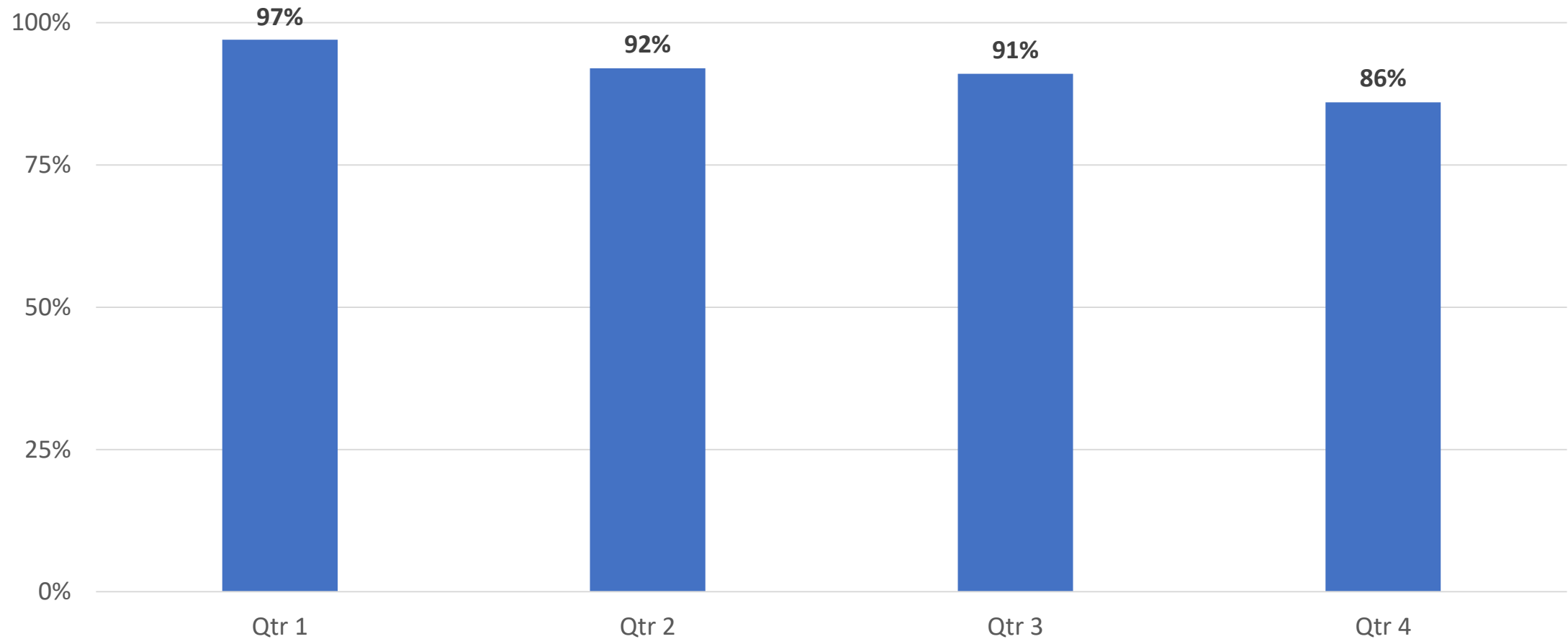
MI – Mild/Moderate Mental Illness

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

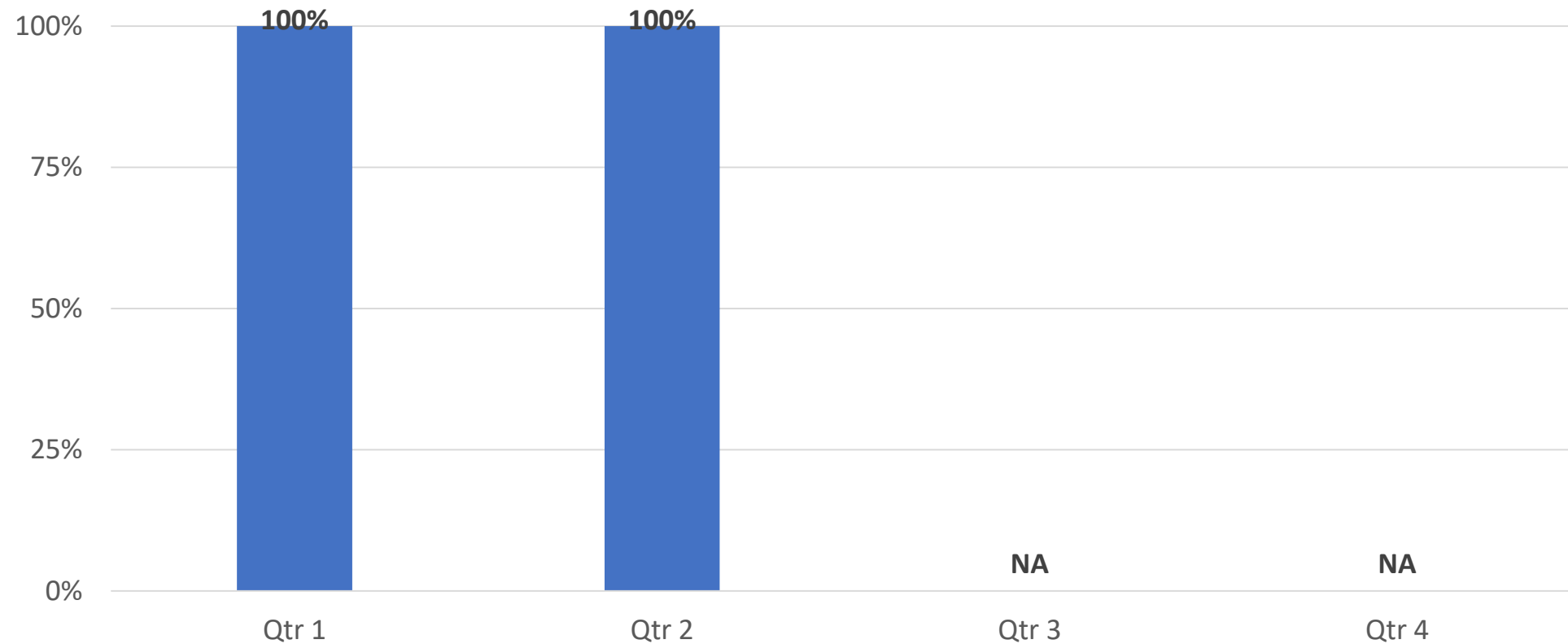
SU – Substance Use

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

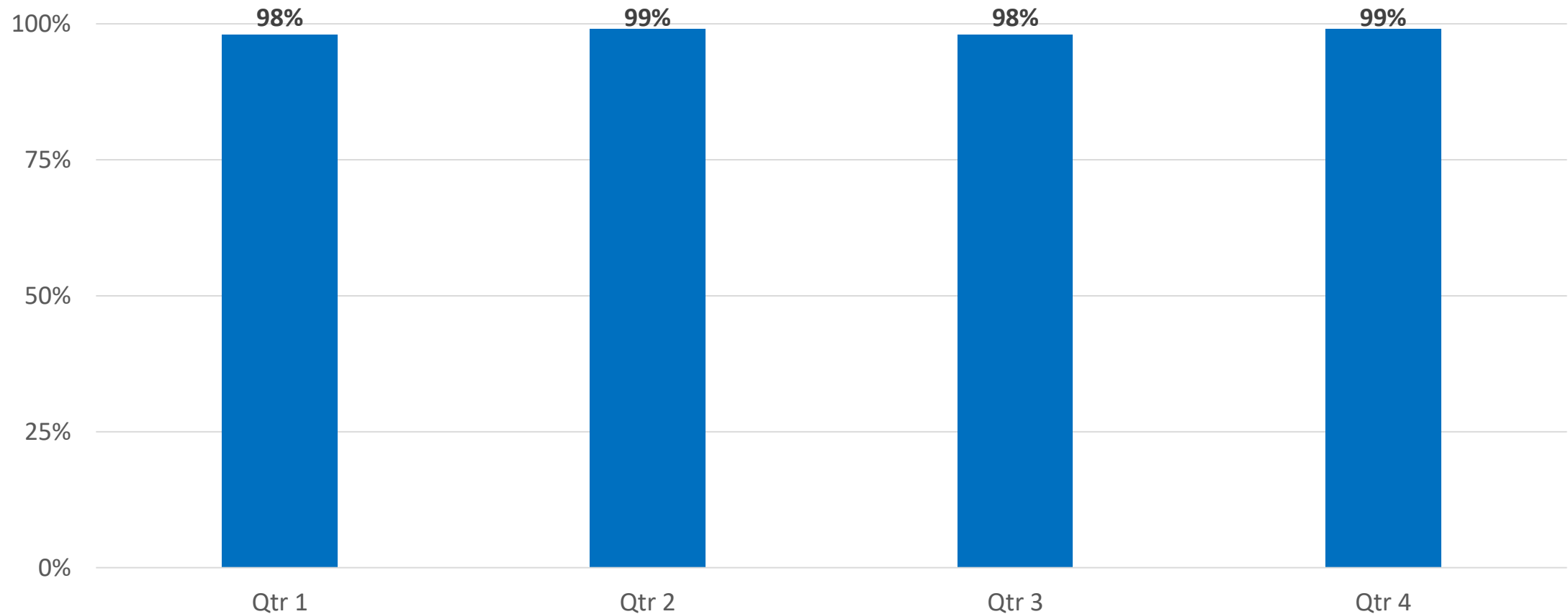
**Effectiveness: The percent of persons served receiving psychiatric emergency services (PES) diverted from inpatient psychiatric hospitalization**  
Performance Target: 65%



**Effectiveness: The percent of people served in community housing who are not readmitted to an inpatient psychiatric hospital over the previous 3 months**  
Performance Target: 80%

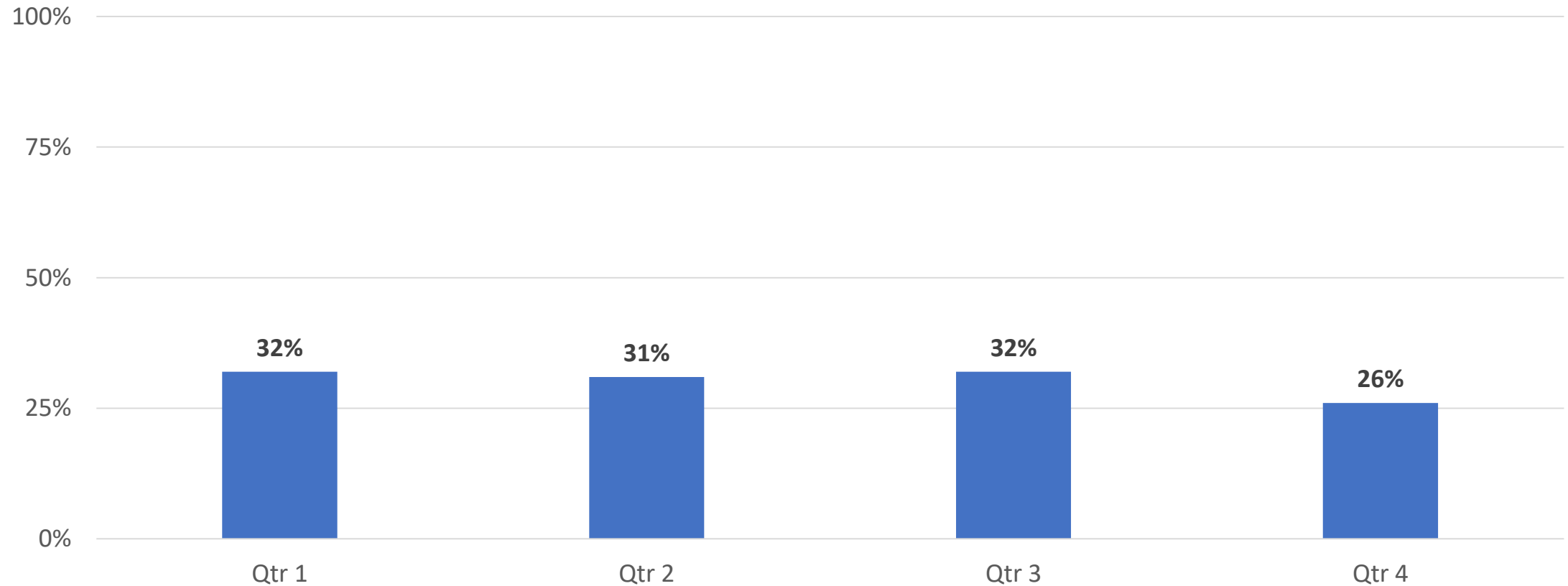


**Effectiveness: The percent of all people served by JAMHI who report thoughts of suicide or hurting themselves 15 days or less of the last 30 days**  
Performance Target: 80%



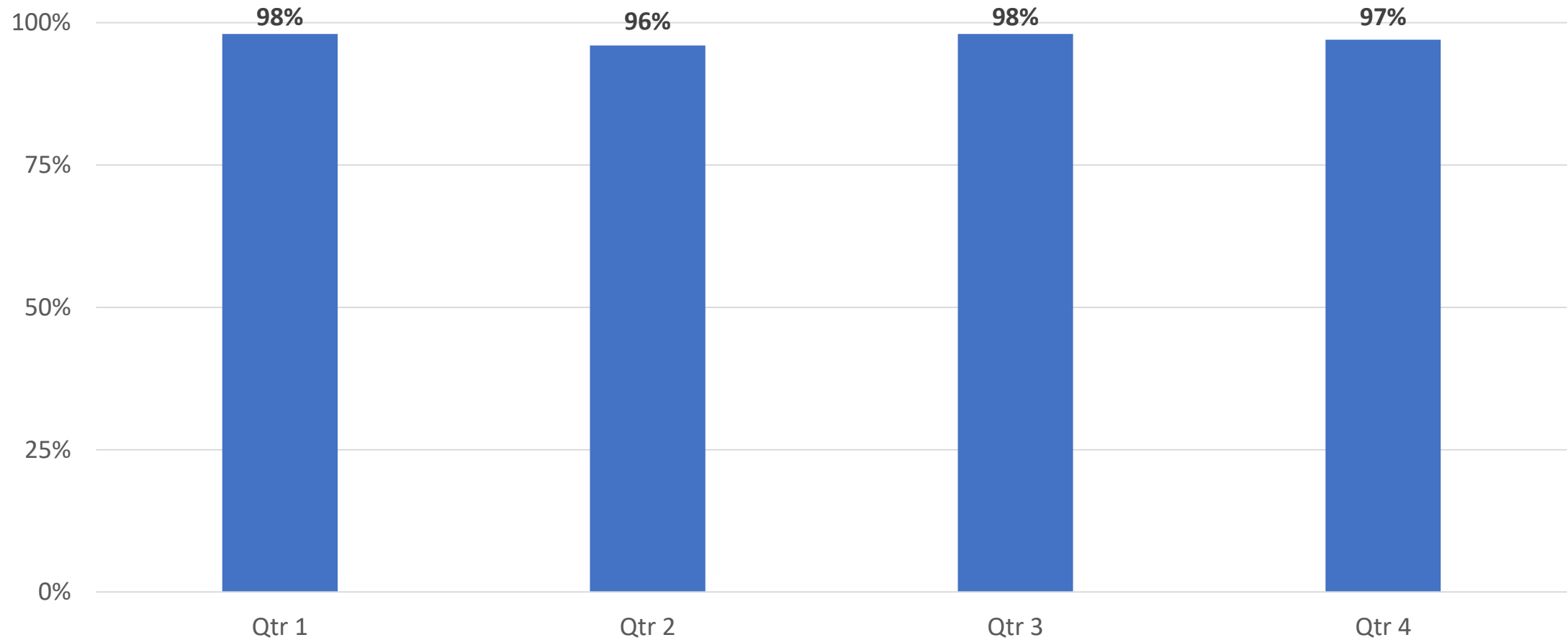


**Effectiveness: The percent of people receiving case management services who report being employed part or full-time**  
Performance Target: 25%



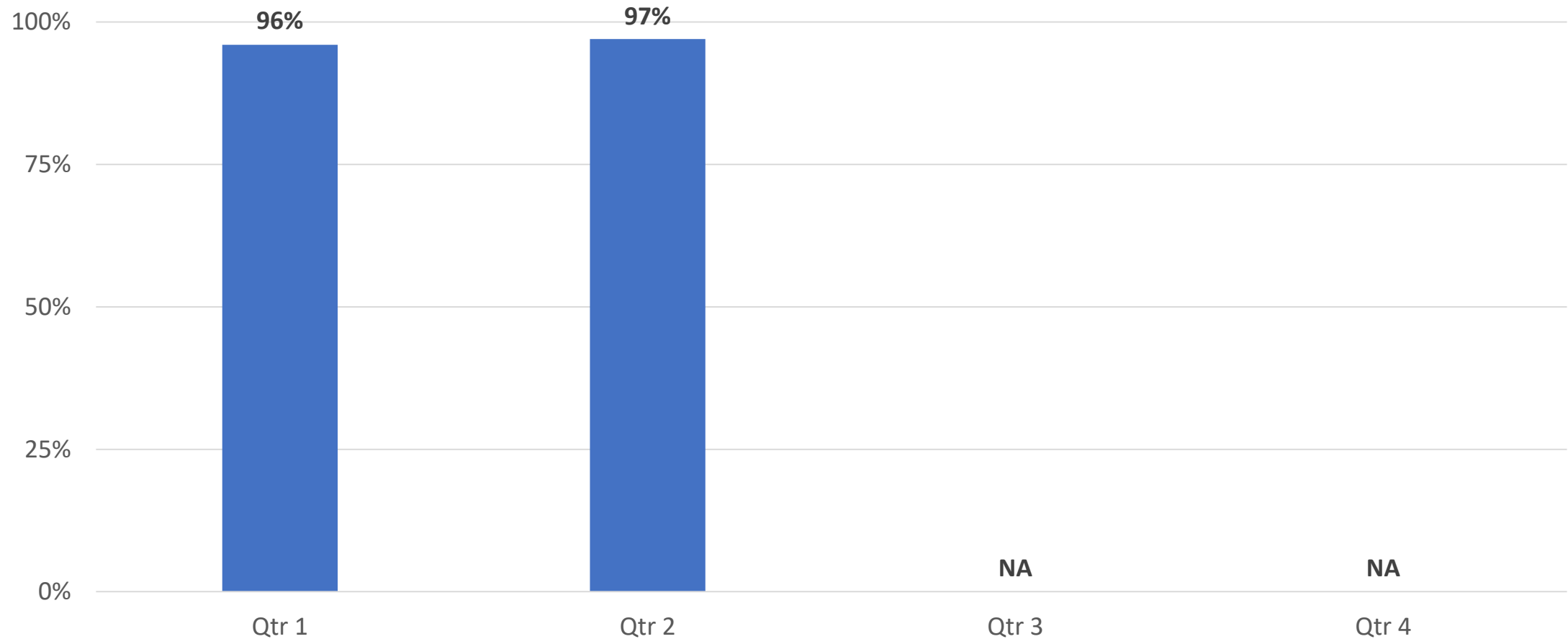
# Effectiveness: The percent of people receiving case management services who report no arrests over the past 30 days

Performance Target: 85%



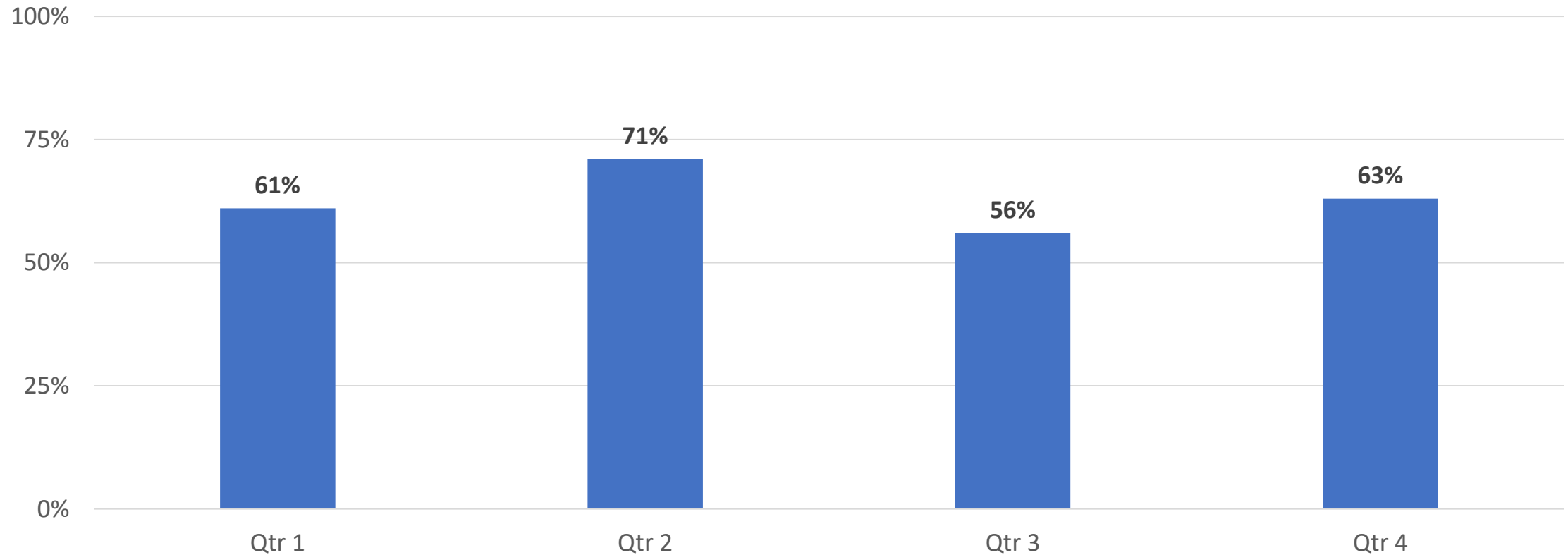
# Effectiveness: The percent of people receiving case management services who are not admitted to an inpatient psychiatric hospital

Performance Target: 90%



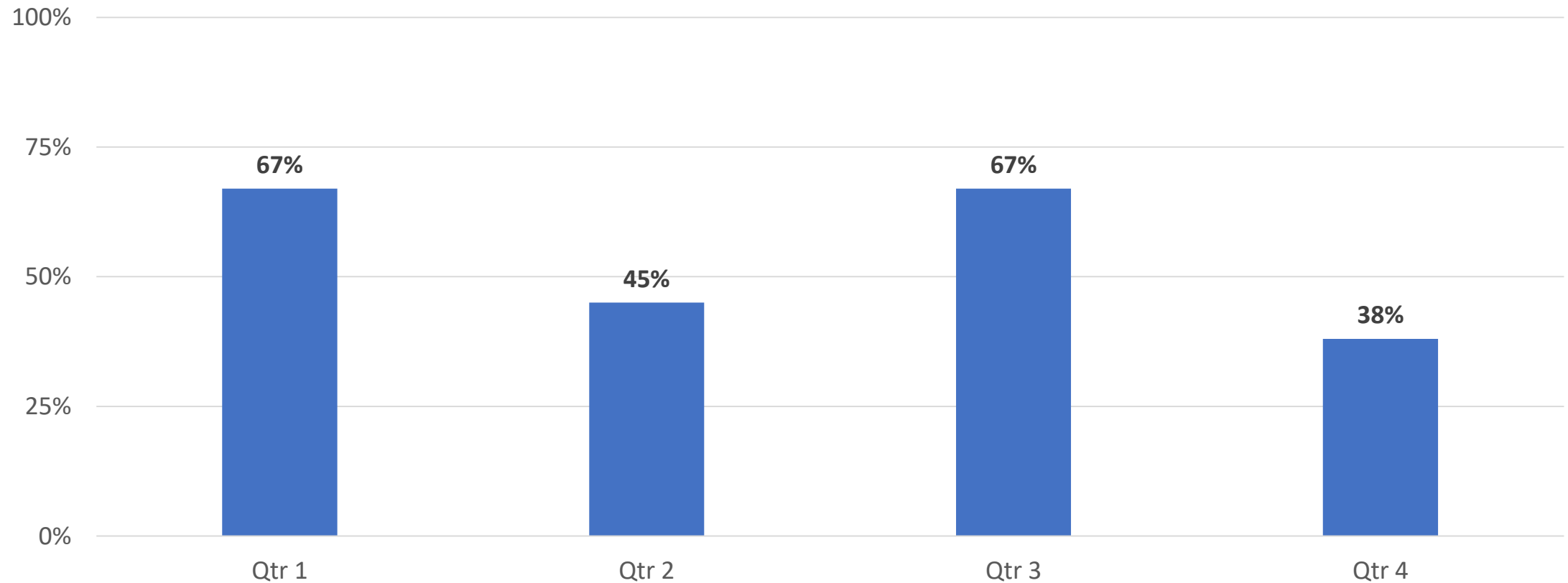
**Effectiveness: The percent of people receiving wellness services who had 10 days or less that poor physical and mental health kept them from doing their usual activities such as taking care of themselves, working or recreating**

**Performance Target: 75%**

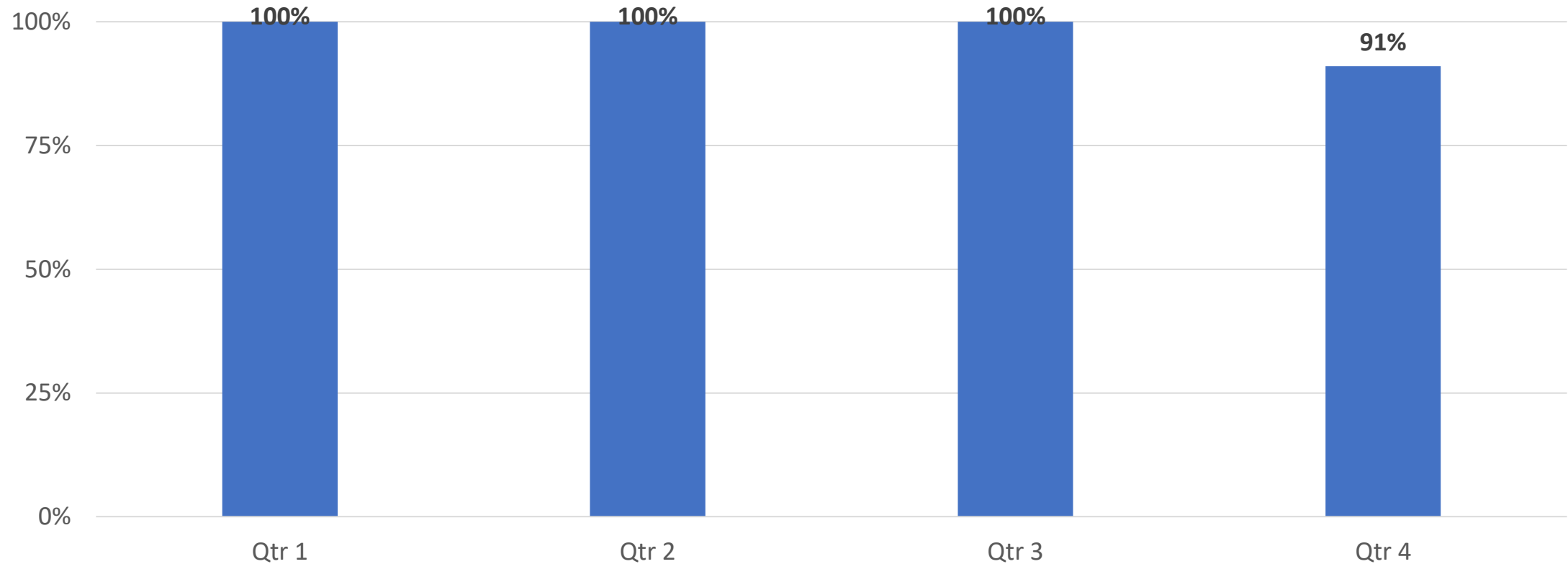


**Effectiveness: The percent of people receiving Assertive Community Treatment (ACT) services who report being Satisfied to Very Satisfied over the past 90 days to the question "You feel like you belong in your community"**

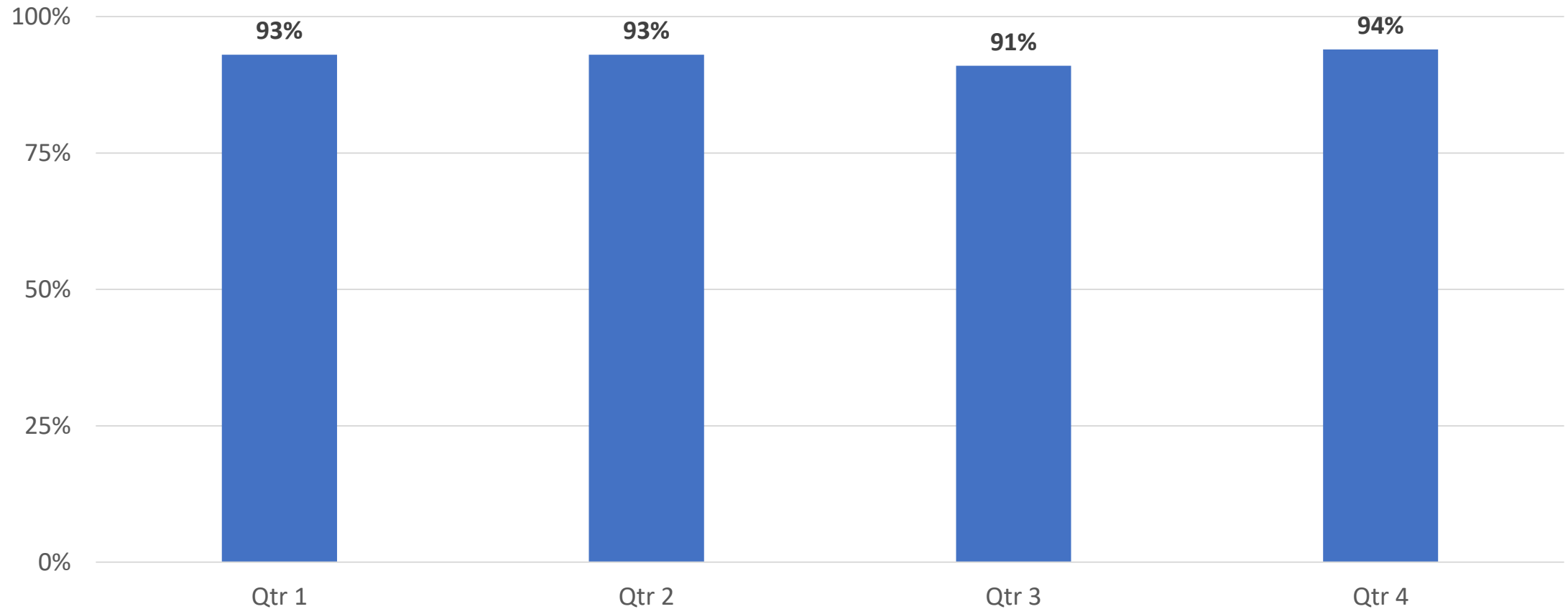
Performance Target: 60%



**Effectiveness: The percent of people receiving Assertive Community Treatment (ACT) services who report no arrests over the past 30 days**  
Performance Target: 100%

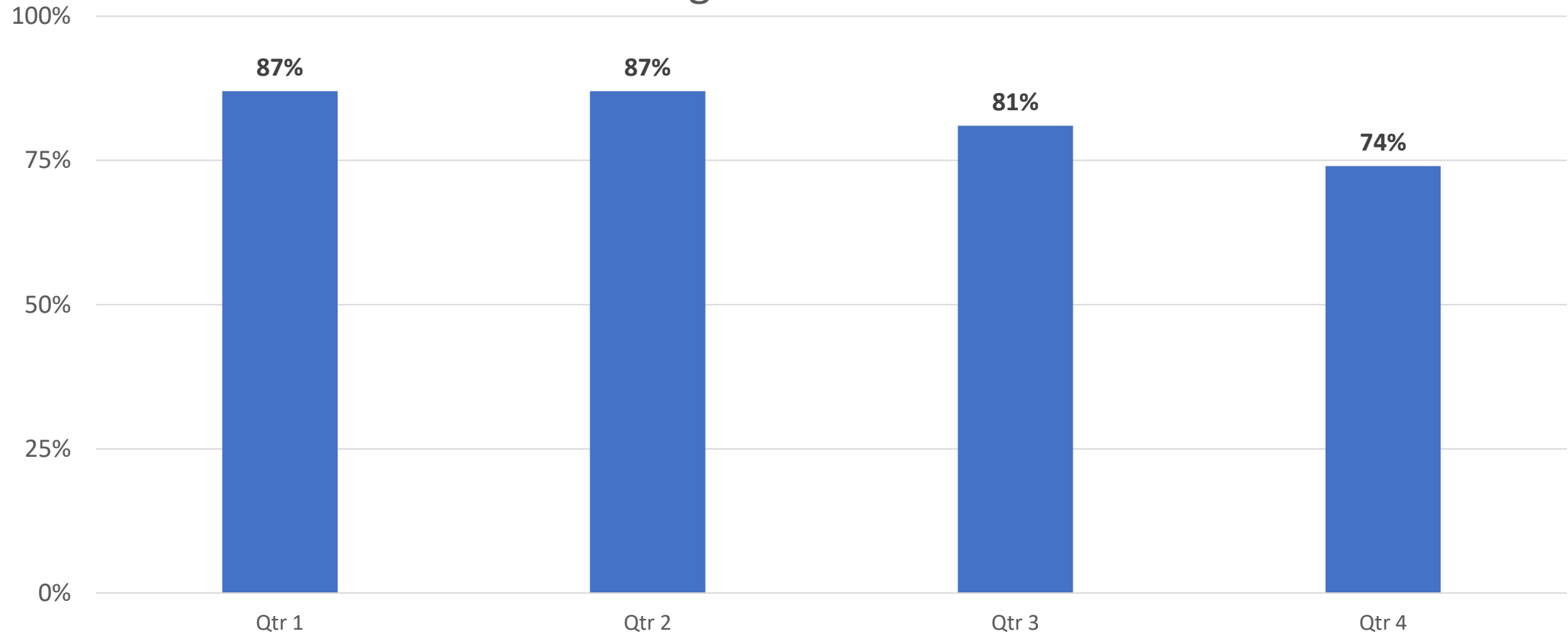


**Access: The percent of all people served who report having a primary care provider at time of treatment plan review**  
Target Goal: 90%



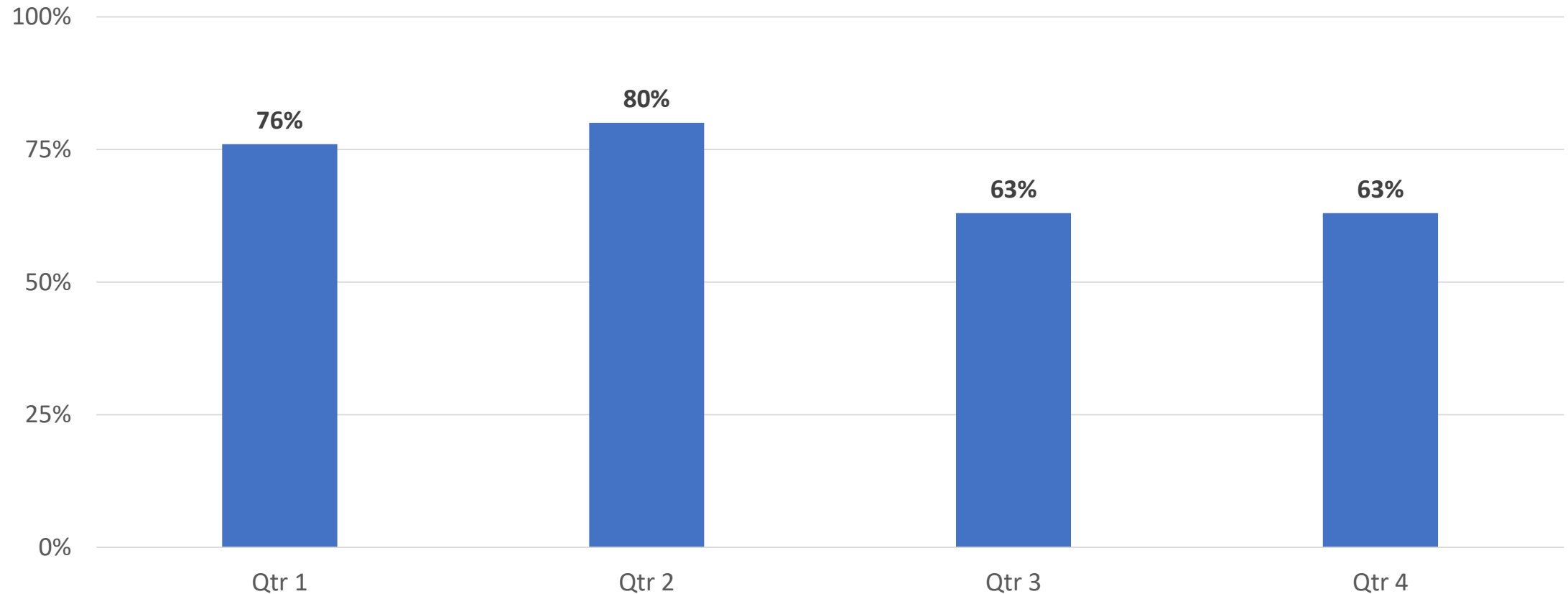
## Access: The percent of people receiving outpatient therapy who report having seen their primary care provider in the past 12 months

Target Goal: 85%

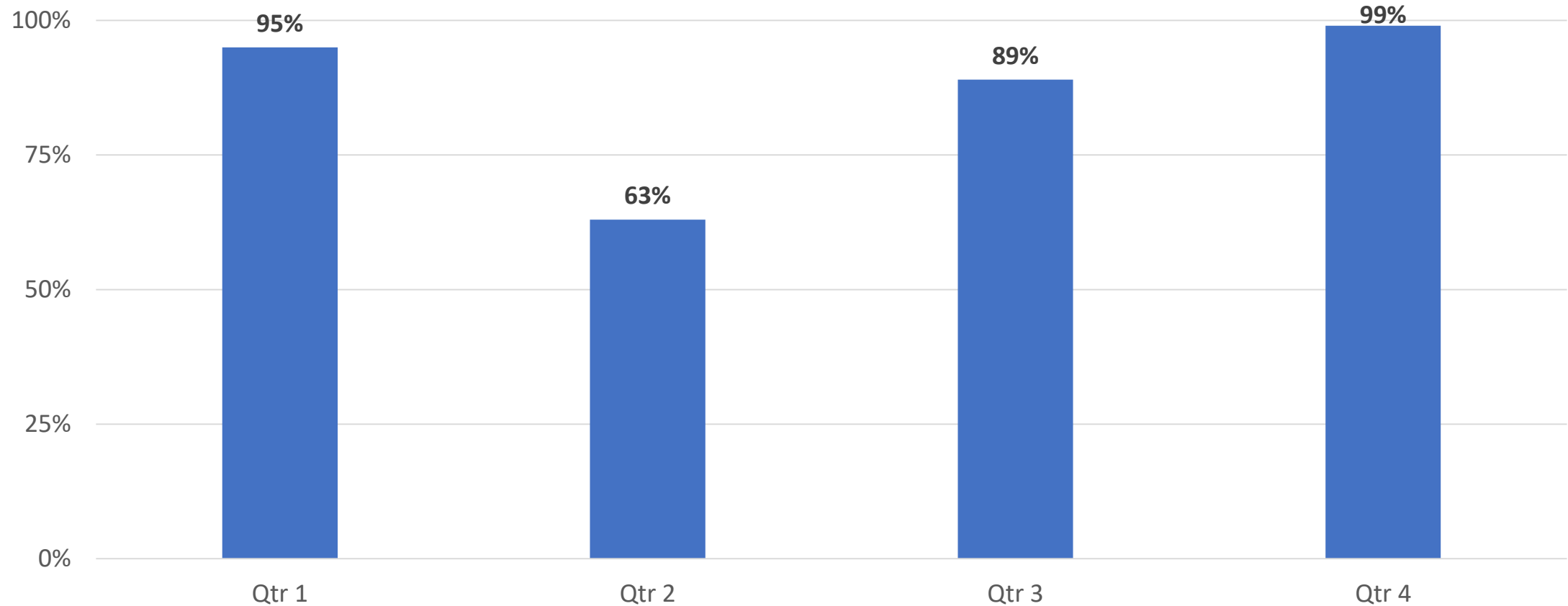




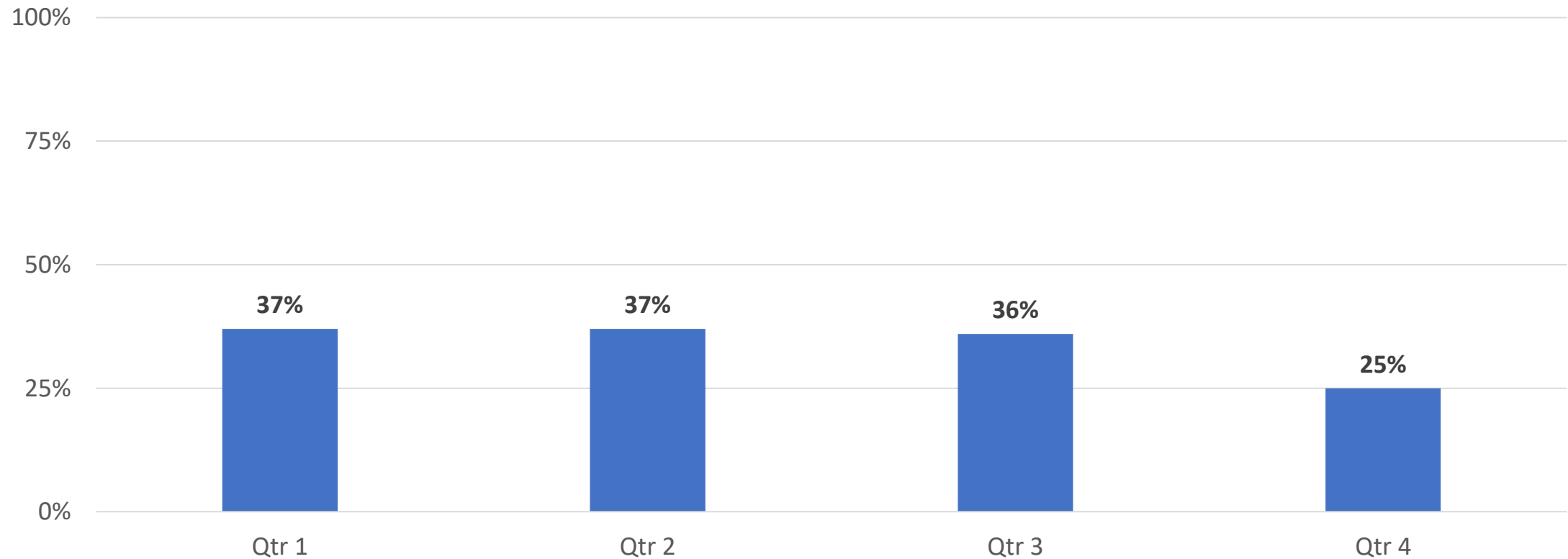
**Access: The percent of people who are offered access to ongoing services  
within 7 business days of completed intake**  
Target Goal: 80%



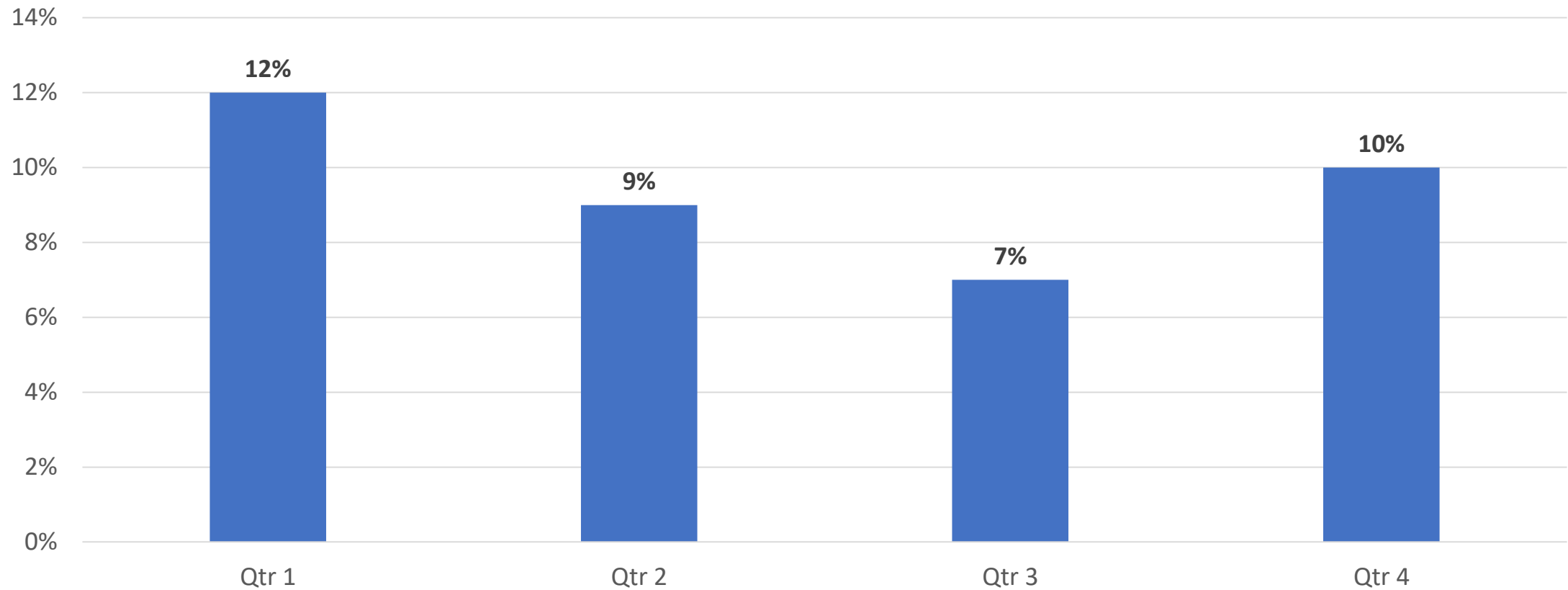
**Access: The percent of emergency service contacts responded to within 15 minutes  
of the emergency services clinician receiving notification by page/phone**  
Target Goal 89%



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

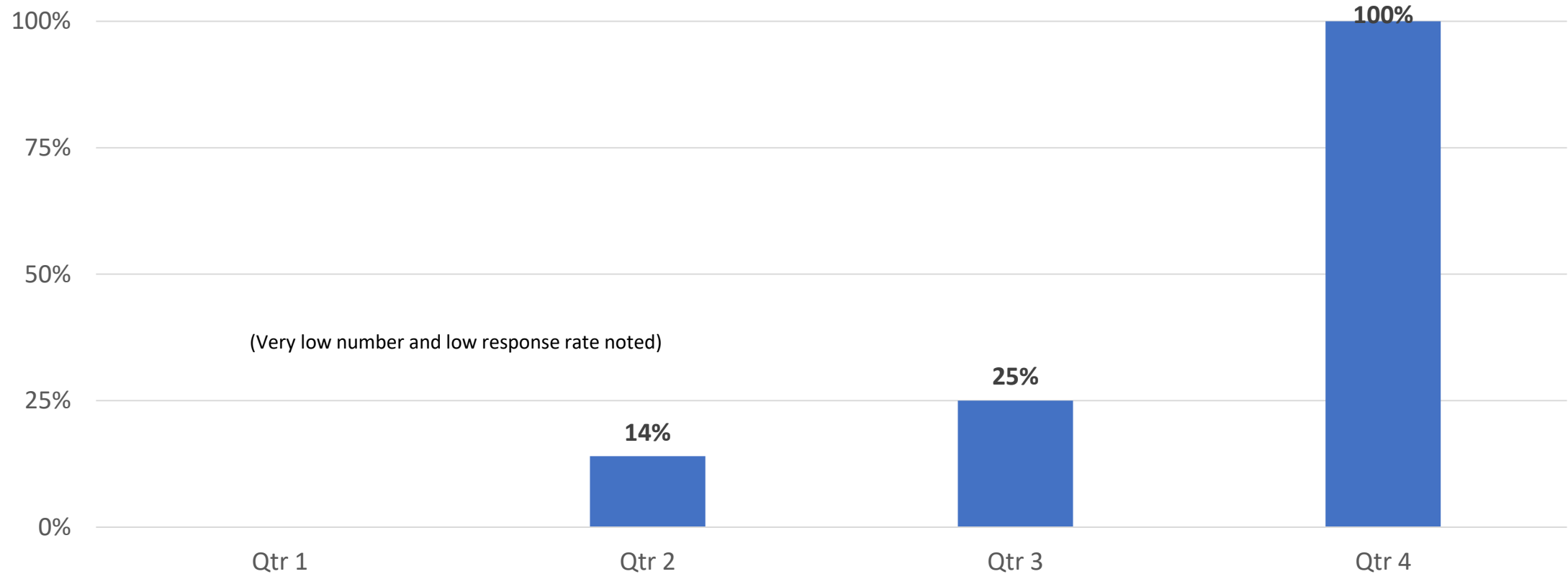


**Access: The percent of people who have received a wellness service during the quarter**  
Target Goal: 12%



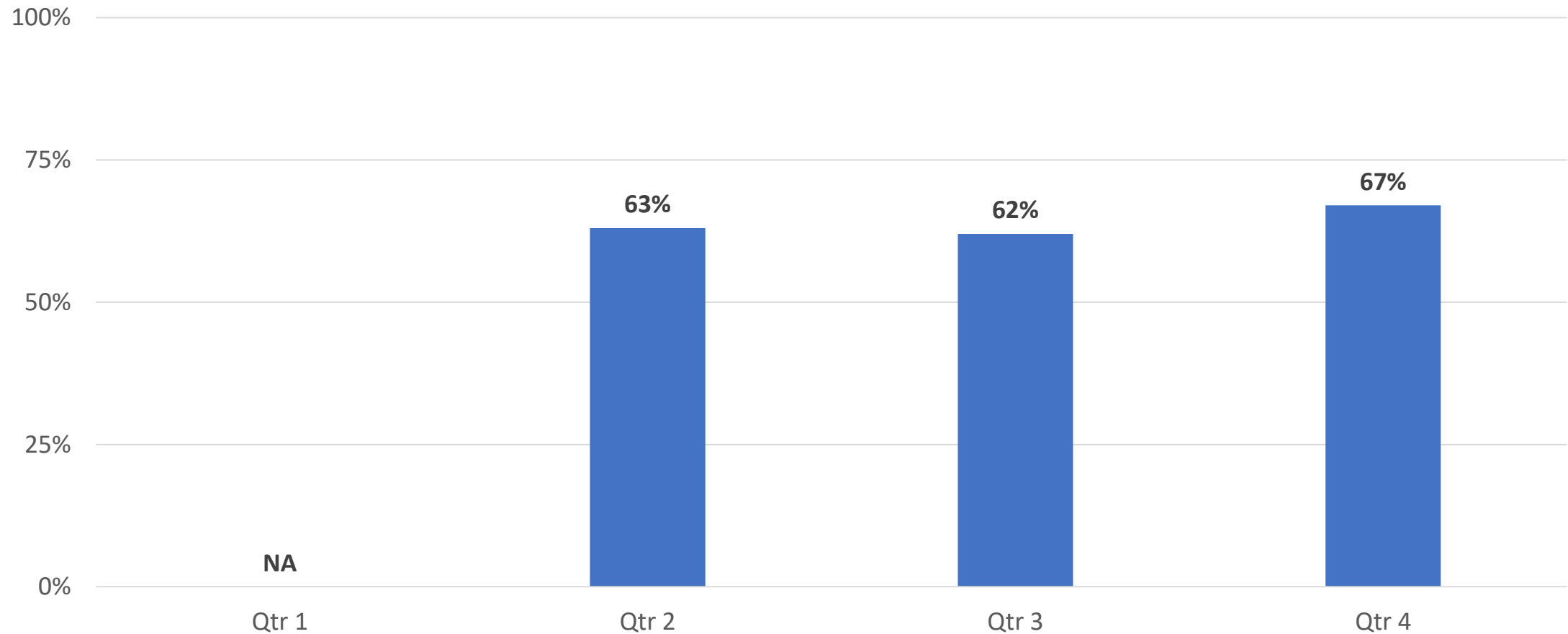
## Stakeholder Input: The percent of people who contacted an emergency services clinician who found it helpful

Target Goal: 80%



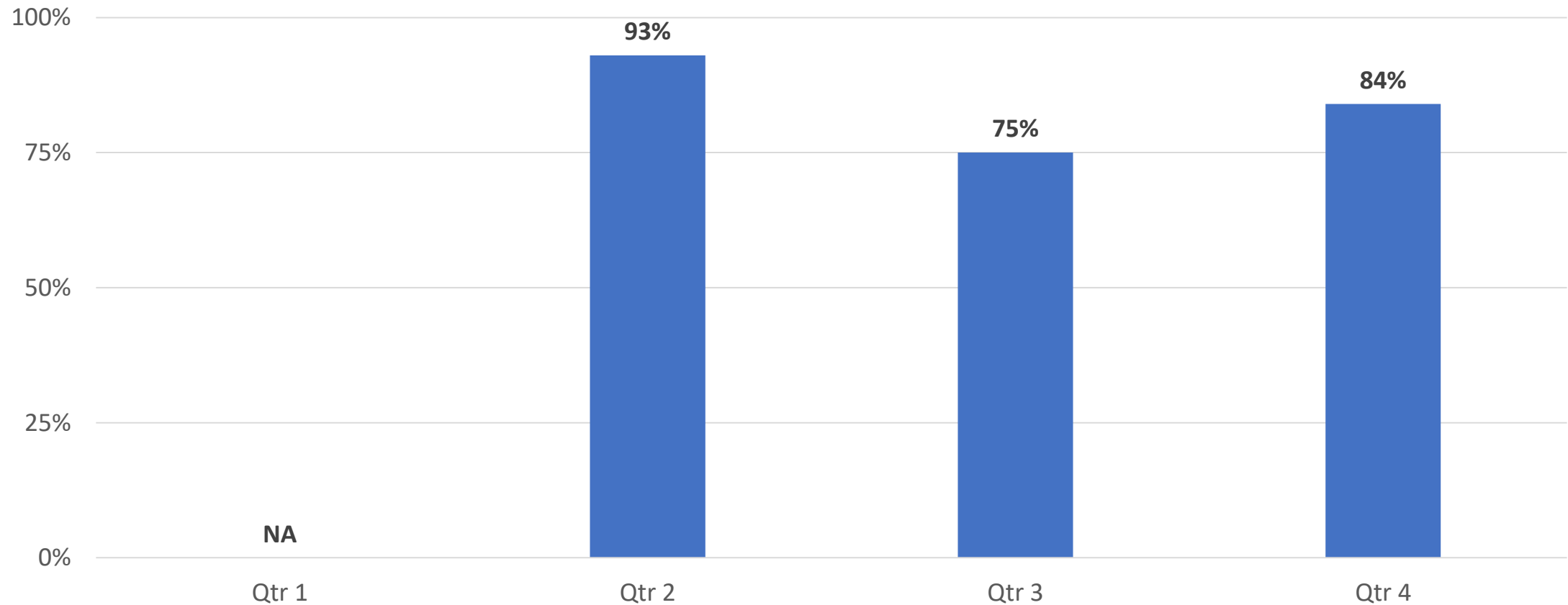
## Stakeholder Input: The percent of people receiving outpatient therapy services who feel they belong in their community

Target Goal: 80%

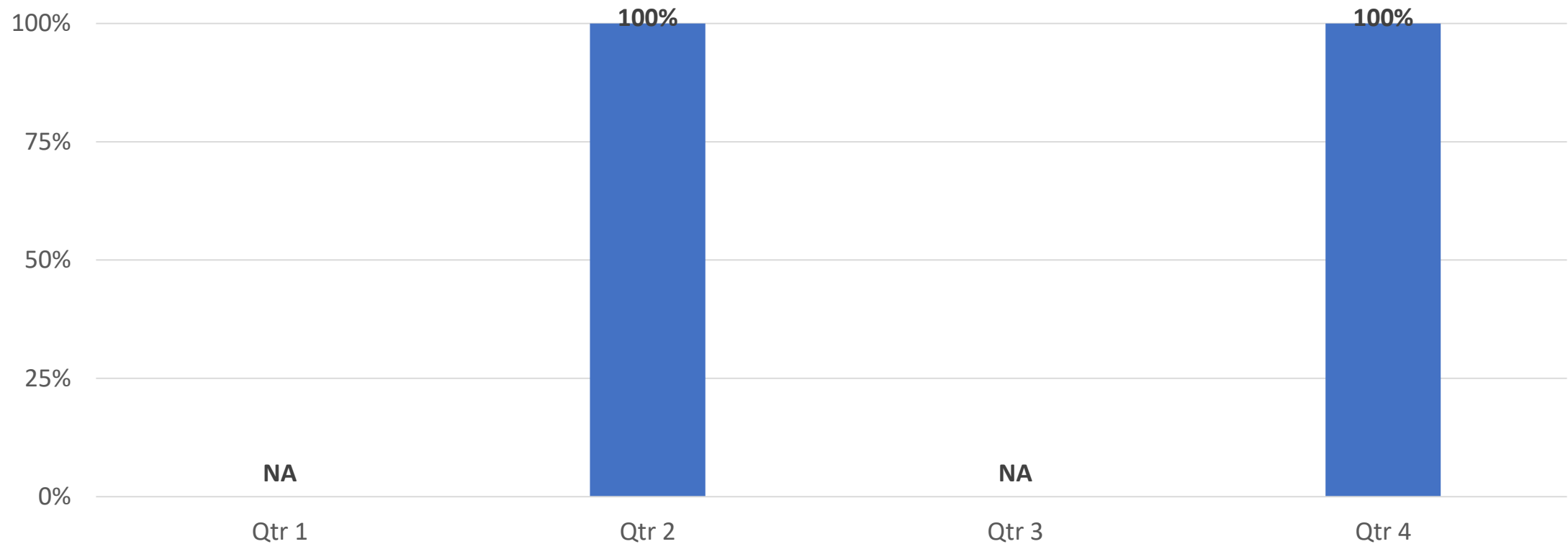


## Stakeholder Input: The percent of people in community housing who feel they belong in their community

Target Goal: 80%

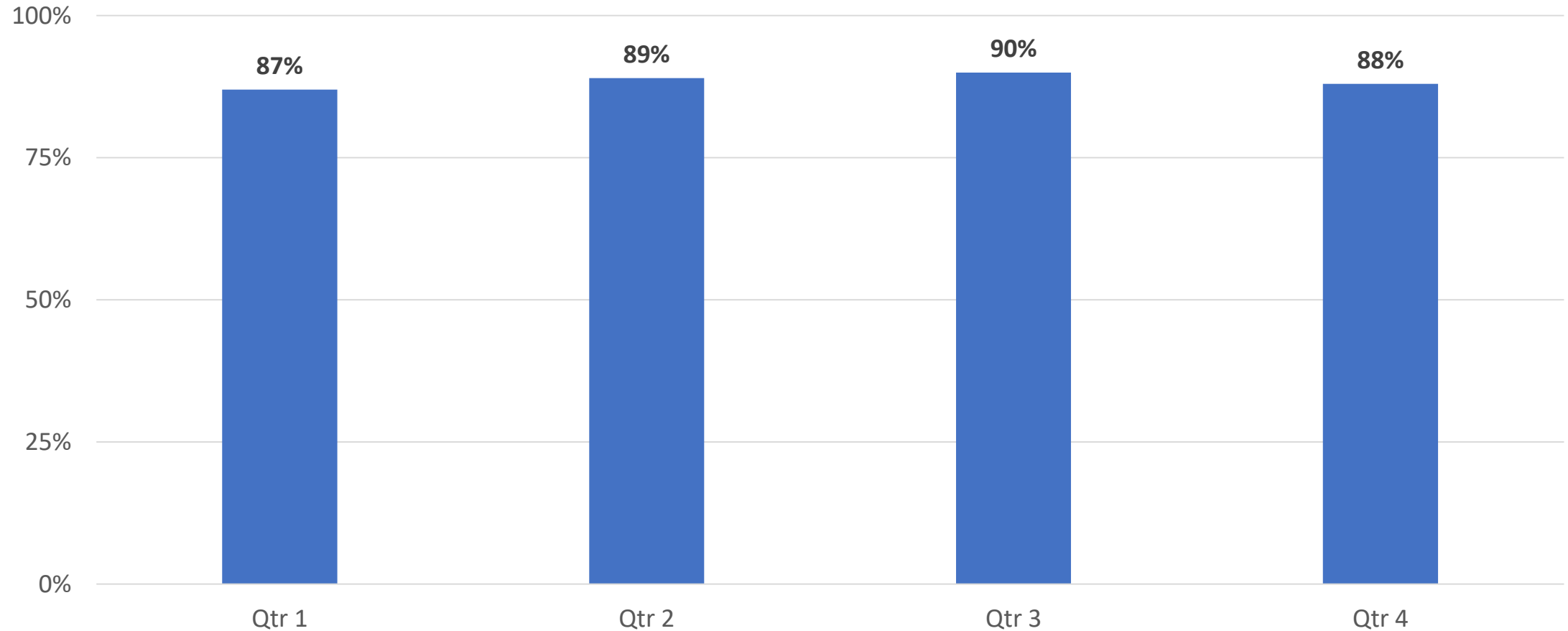


**Stakeholder Input: The percent of people receiving primary care services who report overall satisfaction with Midtown Clinic services and facility as "very good" or "excellent"**  
Target Goal: 100%



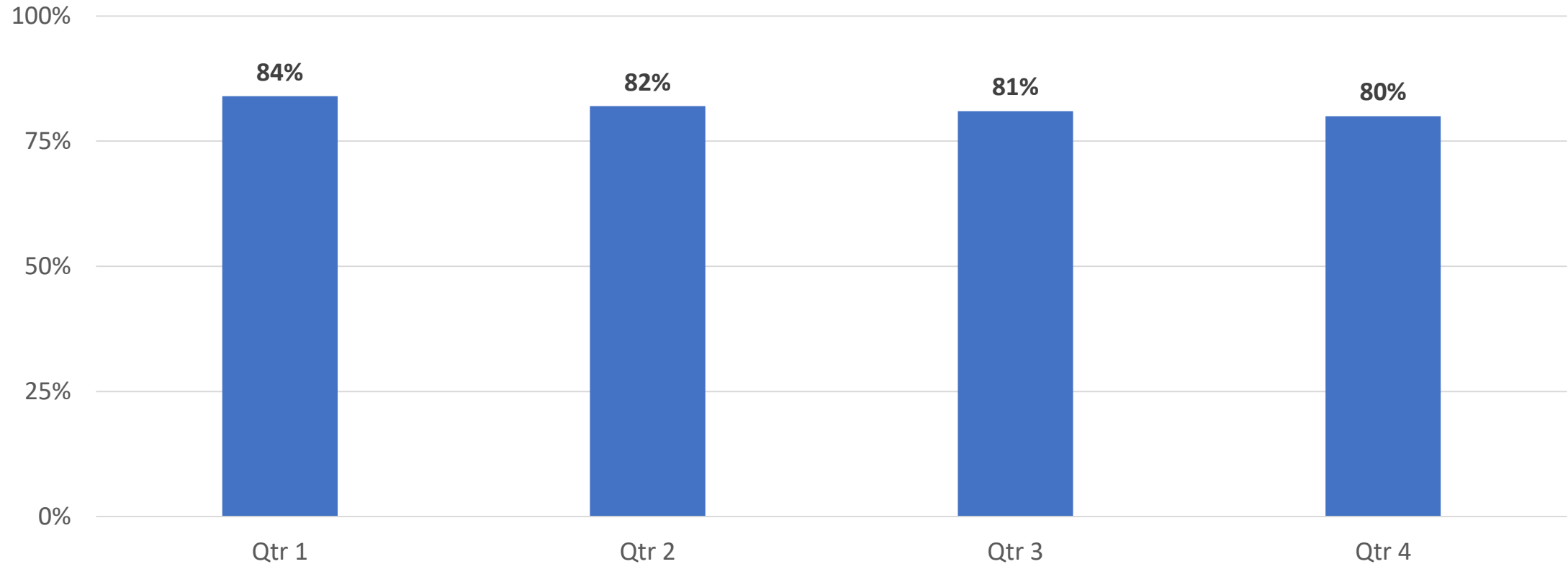


**Efficiency: The percent of people receiving outpatient therapy services who attend their scheduled appointments or provide timely notice of cancellation**  
Target Goal: 90%

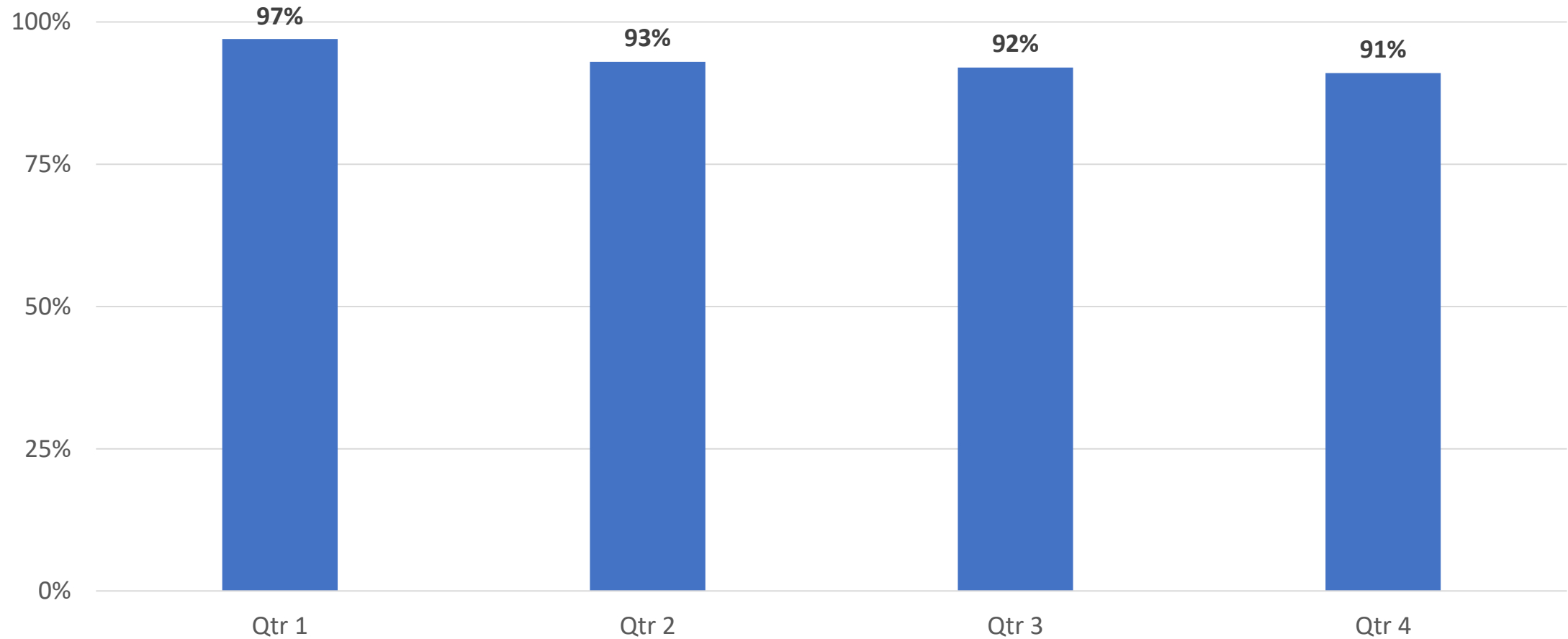


**Efficiency: The percent of all people receiving primary care services who attend their scheduled appointments or provide timely notice of cancellation**

Target Goal: 90%

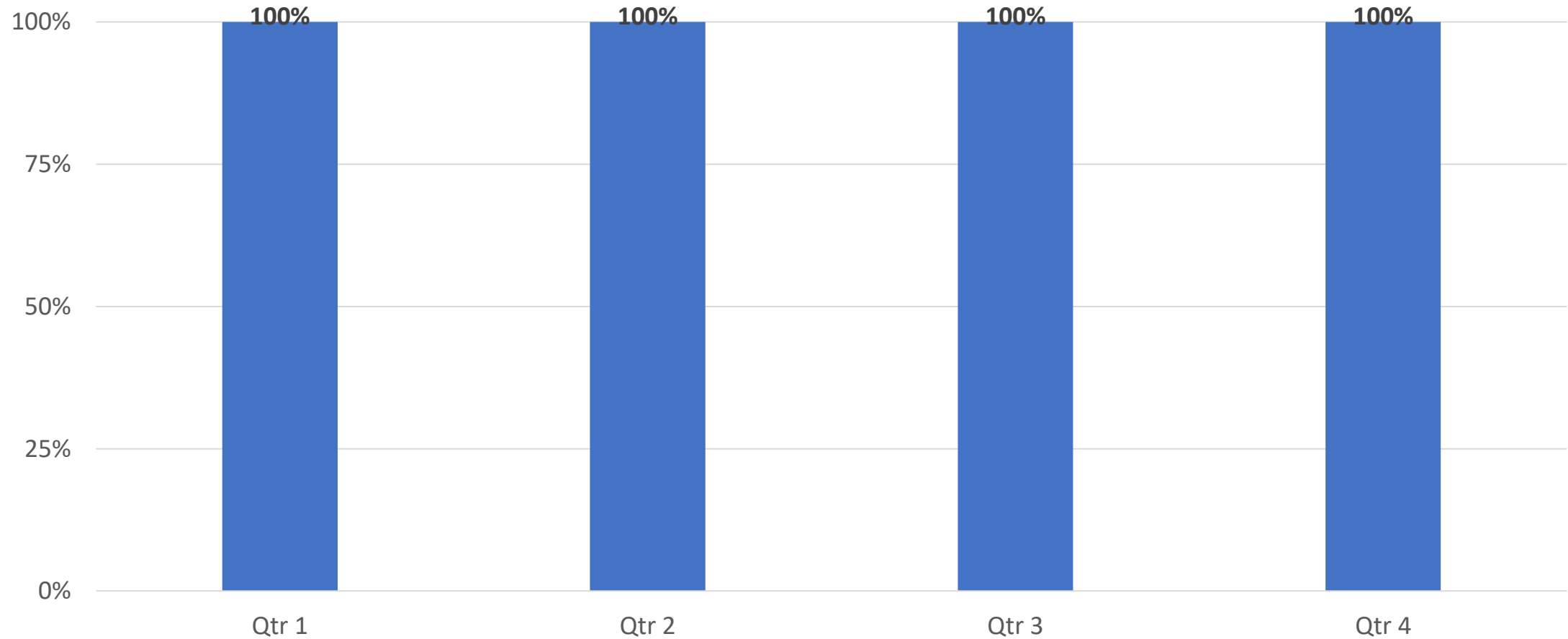


**Efficiency: The percent of initial behavioral health assessments  
signed within 72 hours**  
Target Goal: 100%

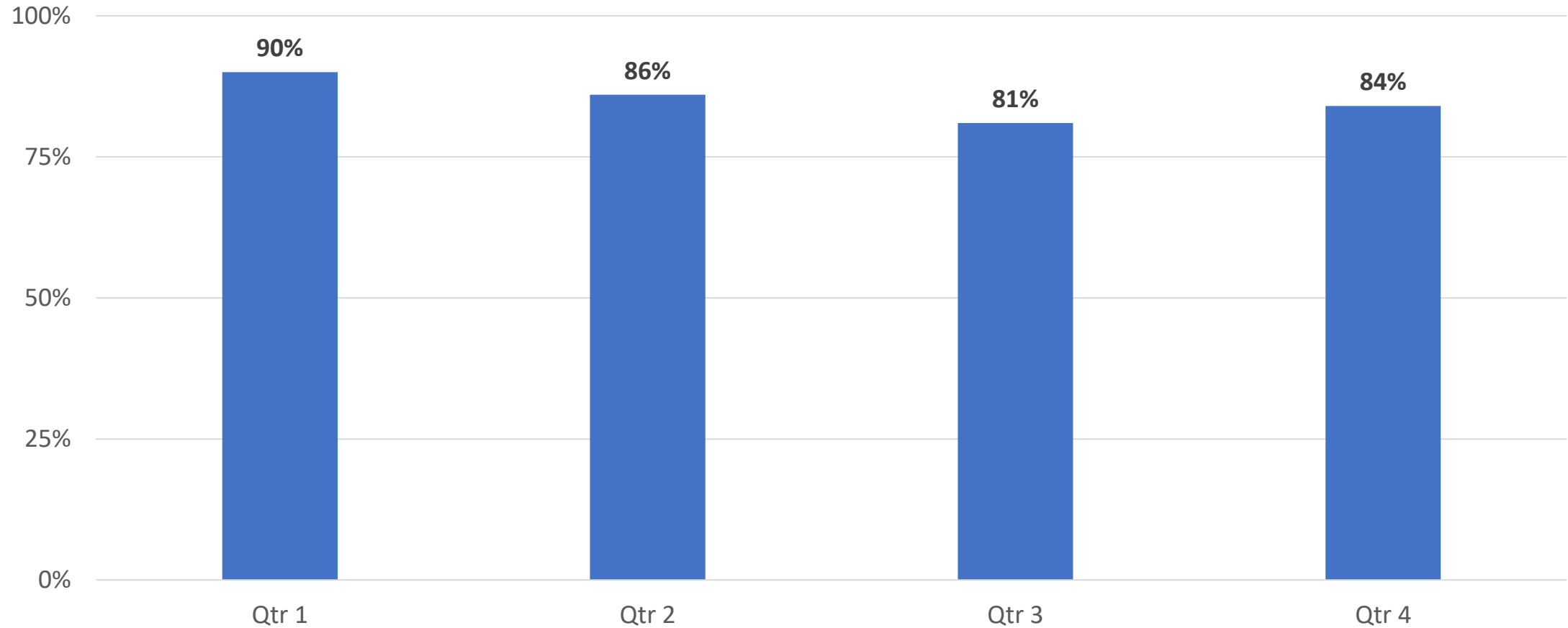


**Efficiency: The percent of emergency service assessments signed  
within 72 hours**

Target Goal: 100%



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



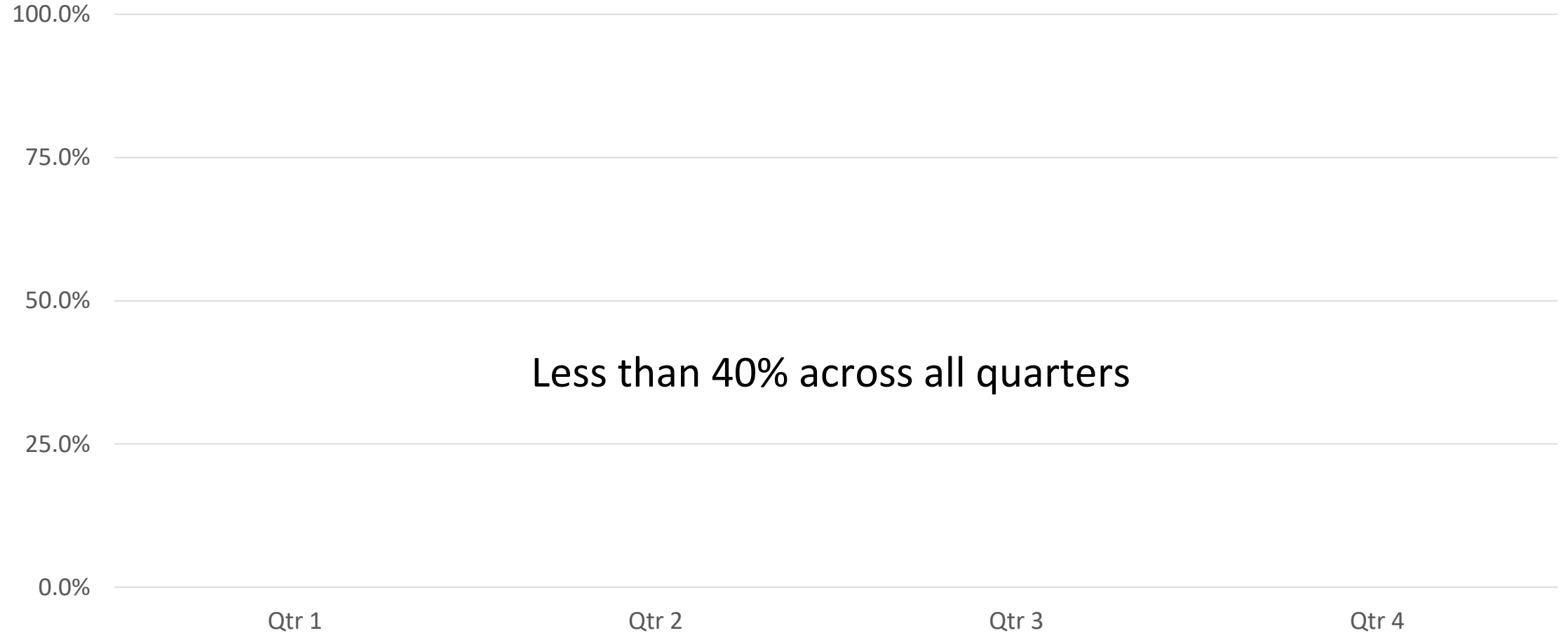
# Efficiency: Ratio of debt to net worth

Target Goal: >2.5



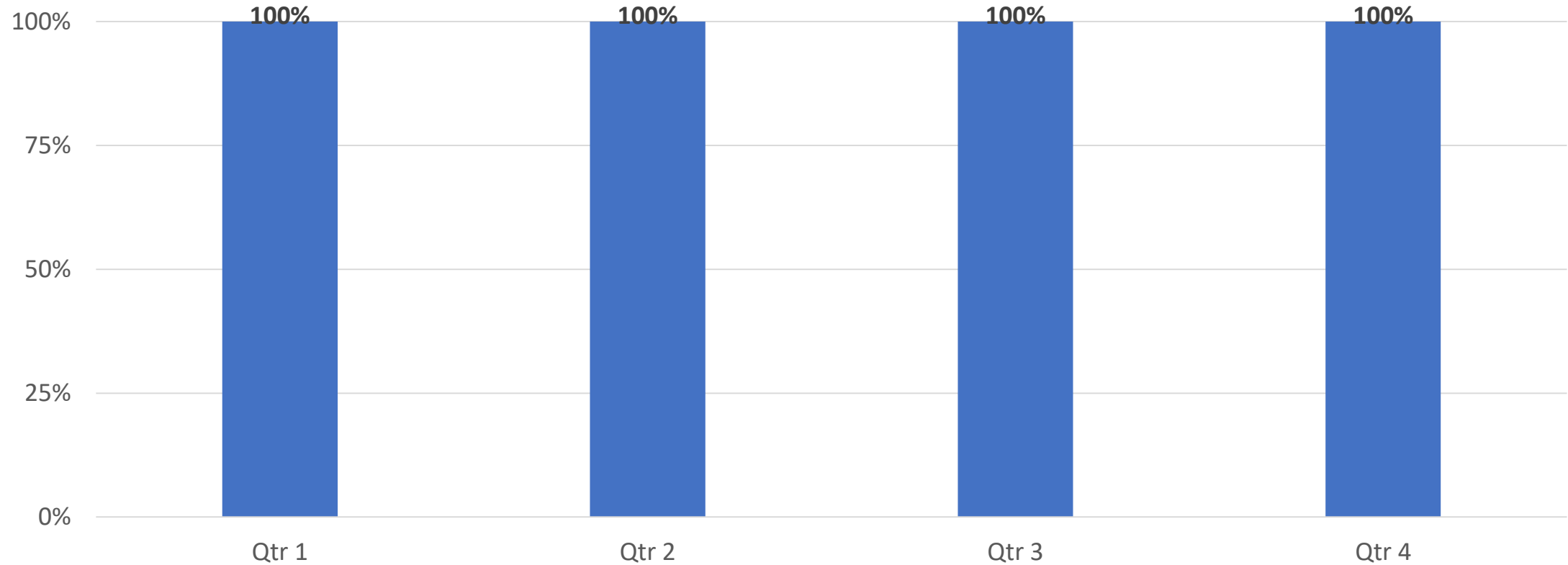
# Efficiency: Ratio of cash on hand to short-term liabilities

Target Goal: <40%



# Efficiency: Percent of Medicaid revenue received compared with Medicaid revenue budgeted

Target Goal: 100%





**THANK YOU** to everyone  
on the JAMHI Team who  
works together to achieve  
these outcomes!