

Quality Improvement Summary

August 2023

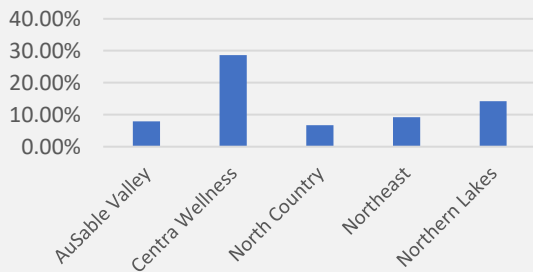
Every year, from October 1 to September 30 of the next year, we follow a plan based on laws and rules. We look at how fast we can get people help, if we are following our budget and how happy people are with the help they are getting. We have 7 more weeks with our current plan, then a new one will come out.



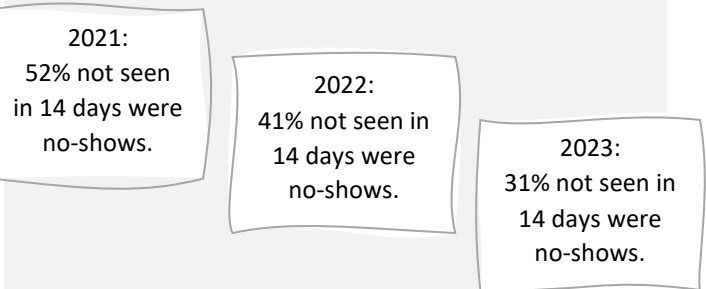
One of our goals is to make sure people can get help as quickly as possible. We do not want anyone to be on hold on the phone for more than 3 minutes. We also do not want people to wait more than 15 minutes if they walk in looking for help during a crisis. Between October and June, we have met access standards **108 out of 110 times**.



Our region works on a goal together to try to help as many people as possible through our behavioral health home. As of June, we lead the region in the highest percent of potential individuals enrolled!



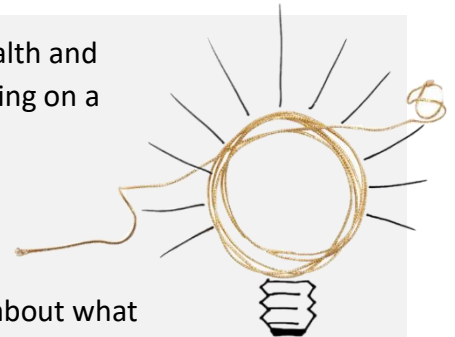
In June we started calling clients a day after they call for help to get folks in for services as soon as possible. Over time, the number of no-shows for first assessments decreased over a 6-week period decreased.



After our accrediting body (CARF) and the Michigan Department of Health and Human Services (MDHHS) came to visit this spring, we have been working on a theme: **the golden thread**.

What is the golden thread?

- We listen to what a person needs,
- With their own words, we create a treatment plan that talks about what services will help meet their needs,
- Then we provide services that are specific to meet each person's needs.



Primary case holders are going to notice an updated process for reviewing client charts this fall. Stay tuned!