























## LCCMH Quality Improvement Plan 1st Quarter 2021

KEY:	Below Target/ Not likely to meet goal at current rate	Monitor or revise plan	On or Above Target			
Measure	Baseline	Goal	Q1	Q2	Q3	Q4
Increase MICS Utilization	30	50	●	9	●	18
Decrease PHQ-9 score between entry and discharge (MICS) by 25%	N/A	100%	●	100%	●	38%
Increase C-MICS Utilization	5	10	●	2	●	8
Children will have updated crisis plan (C-MICS)	N/A	100%	●	50%	●	83%
Persons served complete therapy goals (Outpatient Therapy)	N/A	80%	●	3%	●	11%
Reduce Agency Hospital days for Adults (cumulative)	2,200	1,500	●	464	●	902
Veteran's Navigator will increase contacts by 50%	21	31	●	11	●	14
Decrease Stepping Stone unit cost	\$ 12.75	\$ 10.81	●	\$ 18.48	●	\$ 14.86
Increase completed program objectives (Stepping Stone)	12%	50%	●	16%	●	38%
Increase ACT monthly units	617	850	●	548	●	515
Increase ACT community involvement	20%	30%	●	24%	●	31%
Increase MHC accepted referrals	2	6	●	0	●	1
Educate community partners on Sequential Intercept Model & get buy in (Jail Services)	0	3	●	0	●	0
Enroll 25% of IDDT persons served in family therapy	N/A	25%	●	0%	●	0%

Enroll 80% of persons with co-occurring disorder in IDDT	N/A	80%		24%		23.3%		
Persons served are in right program per LOCUS (IRS)	39%	80%		67%		68%		
Improve SAL timelines for IRS notes	2.89	2		2.82		1.86		
Increase number of TEP employment opportunities (Harmony Hall)	4	6		5		6		
Increase Clubhouse daily attendance	7.2	29.4		10.97		10.72		
Increase case management face to face contacts	8,100	9,000		2,474		5,315		
Assist at least 2 persons served with moving to independent living / own apartment (least restrictive environment)	0	2		0		2		
Decrease children's services drop outs	41%	35%		15%		24%		
Children's staff trained in Adolescent EBP	0	4		2		3		
Increase persons served receiving $\geq 1$ Family Behavior Treatment guidance service unit per quarter (Autism)	96%	100%		100%		100%		
Increase open enrolles maintaining 75% variance with ABA Adaptive Behavior Treatment per quarter	65%	100%		100%		92%		
Maintain critical incidents at or below baseline from 2020 reduction.	201	201		57		136		