



FY2022 Network Quality Improvement Plan: Performance Measurement and Reporting
 FY22 Annual Report

The Region 3 Behavioral Health Services (Region 3) *Quality Improvement: Performance Measurement and Reporting Initiative* for FY22 is designed to improve and sustain identified satisfaction, access and performance measures for the Region 3 Behavioral Health Services Network. The FY22 initiative covers the timeframe of July 1, 2021-June 30, 2022. Data for several measures are tracked utilizing the Centralized Data System (CDS); therefore, to ensure data accuracy, Network Provider compliance with CDS data requirements will be monitored by Region 3 throughout the year.

Measure	Timeframe	Data Source/ Reporting Responsibility	Annual Report	N=
CONSUMER SATISFACTION: Consumer satisfaction will be measured for all behavioral health services (excluding emergency and assessment), across all ages, with the exception of emergency and assessment services. Providers are encouraged to weave these satisfaction questions into their existing consumer satisfaction survey.				
Consumer satisfaction will be measured for all behavioral health services, excluding emergency (EPC, acute, subacute, post commitment, crisis response (youth/adult), 24-hour crisis phone, crisis stabilization & social detox) and assessment services. Providers are encouraged to weave these satisfaction questions into their existing consumer satisfaction survey. 1. Accessibility (that is appropriate for the specific service), 2. General satisfaction with services, 3. Would the consumer recommend this service to a friend, OR If the consumer needed assistance again, would they return to this agency?	Semi-annually	Provider consumer satisfaction reporting / Network Provider	1. 91.2% 2. 91.7% 3. 93.0%	3144 3139 3118
ACCESS MEASURES include consumers of all ages.				
1. Housing Assistance Program a. 95% of Completed Supported Housing voucher applications will be reviewed and determinations made within 3 days of receipt by the Region. b. 95% of consumers will be notified of determination within 5 days of receipt of the complete application. c. 95% of housing vouchers will be issued within 14 days of the application being approved. d. 95% of the approved consumers will be offered a safe, stable housing option within 90 days of the voucher being issued.	Quarterly	CDS / Housing Access Database / Region 3	a. 100% b. 100% c. 100% d. 100%	76 76 76 76
2. Supported Employment a. 95% of consumers referred to Supported Employment services will be admitted to Supported Employment services within 14 days of the completed referral received.	Quarterly	CDS / Region 3	a. 60%	150

<p>3. Short Term Residential</p> <p>a. 95% of the consumers meeting Priority Criteria will be offered admission to Short Term Residential services within 14 days of referral.</p> <p>b. All (100%) consumers meeting Priority Criteria will be offered admission to Short Term Residential services within 30 days of referral.</p>	Quarterly	CDS / Region 3	<p>a. 75%</p> <p>b. 88%</p>	<p>52</p> <p>52</p>
<p>4. Medication Management</p> <p>a. 95% of consumers referred for Medication Management as an Inpatient post discharge service will be offered an appointment within 21 calendar days of discharge from the acute inpatient treatment episode.</p>	Quarterly	CDS / Region 3	a. 78%	9
PERFORMANCE MEASURES				
<p>1. Increase the quarterly percentage of consumers of all ages in stable living at discharge from ANY service. Target is 85%.</p>	Quarterly	CDS / Region 3	86.5%	3781
<p>2. Increase the quarterly percentage of consumers of all ages in stable living at discharge from residential services. Target is 65%.</p>	Quarterly	CDS / Region 3	84.8%	198
<p>3. Increase the percentage of consumers who respond positively to “I am better able to handle things when they go wrong” on the Annual Consumer Survey. Target is 73%.</p>	Annually	Annual Statewide Consumer Survey / Reg 3	Survey results not available yet	
<p>4. Increase the quarterly proportion of consumers ages 19 and older who are employed at discharge from any service excluding emergency and assessment services. Target is 65%.</p>	Quarterly	CDS/ Region 3	69.9%	1038
<p>5. Supported Employment</p> <p>a. Increase the quarterly proportion of consumers ages 19 and older who are employed at discharge from Supported Employment. Target is 75%</p>	Quarterly	CDS/ Region 3	83.2%	95
<p>6. Housing Assistance Program</p> <p>a. Increase the quarterly percentage of consumers in stable living at discharge from Supported Housing services (Housing Assistance Program). Target is 88%</p>	Quarterly	CDS/ Region 3	96.9%	97
<p>7. Crisis Services</p> <p>a. 75% of individuals ages 16 and older served in Emergency Community Support (ERCS) services will achieve or partially achieve their goals. (Traditional and Transitional)</p> <p>b. 85% of consumers ages 18 and older served in ERCS will not experience an emergency protective custody hold or warrant while enrolled in ERCS. (Traditional and Transitional)</p> <p>c. Emergency Protective Custody holds (EPCs) will not exceed 120 per quarter.</p> <p>d. Inpatient Mental Health Board Commitments/Acute Inpatient admissions will not exceed 75 in FY22.</p> <p>e. At least 80% of persons who were EPC’d during any given month will not have experienced an additional EPC during the previous 13 months.</p> <p>f. Average days between EPC admissions (for persons with at least one additional EPC in the past 13 months) will be at least 110 days or more.</p> <p>g. Increase the number served in Crisis Response in FY22 by 10% over the number served in FY21.</p>	Quarterly	<p>a., b., & c. / Provider data / Network Provider</p> <p>d., e., f & g. / CDS / Region 3</p>	<p>a. 75.8%</p> <p>b. 98.0%</p> <p>c. 412</p> <p>d. 22</p> <p>e. 80.1%</p> <p>f. 86 days</p> <p>g. -15.4%</p>	<p>331</p> <p>600</p> <p>82</p> <p>82</p> <p>863</p>

<p>8. Professional Partner Program (Traditional, Transitional, and Prevention)</p> <p>a. 95% of consumers and/or families will have an Individualized Support Plan that includes strengths, needs, and goals within 30 days of the date of enrollment. (Traditional and Transitional)</p> <p>b. The Professional Partner Program will achieve at least 80% adherence to the fidelity of wraparound with a family centered, community oriented, individualized, and strength based approach to the coordination of services.</p> <p>c. 80% of families, youth, and young adults enrolled in the Professional Partner Program will be satisfied with the services received from the program.</p>	Semi-annually	PPP data / Region 3	<p>a. 92.4%</p> <p>b. 76.2%</p> <p>c. 87.9%</p>	<p>92</p> <p>71</p> <p>126</p>
<p>9. Crisis Stabilization Unit will track and report the following information on a monthly basis: Year-to-date: 1192</p> <p>a. EPC diversion (ages 18 and older) - 1191</p> <p>b. Consumers at high-risk of harm (all ages) - 891</p> <p>c. Demographic information of those served (all ages) – Male (778), Female (414) Age groups: <=17 (247), 18 (8), 19-21 (41), 22 and over (896); Homeless or at risk (392), History of gambling (44), Intoxicated (617), Veteran (45)</p> <p>d. Consumer issues at contact (all ages) – Anger (9), Anxiety (22), Depression (34), Medication Issue (17) Substance Use (703), Suicidal (360), Other (47)</p> <p>e. Number offered (648), accepted (641), declined (7) CSU services (ages 19 and older)</p> <p>f. Number of successful discharges (ages 19 and older) – MH (100), SUD (366)</p>	Monthly 20 th day following reporting month	Provider data / Network Provider	See year-to-data under measure.	
<p>10. Transitional Age Coordinated Employment</p> <p>a. 70% of students will obtain paid work experiences (either work based learning experiences or competitive employment) while engaged in TACE services.</p>	Quarterly	Provider data	a. 94.1%	17
<p>11. Strategic Opioid Response (SOR)</p> <p>a. Community coalitions participating in the SOR initiative will continue providing “prescription take-back” opportunities for communities.</p> <p>b. Partner with the Nebraska Pharmaceutical Association to increase by two the number of pharmacies within the Region 3 service area participating in the Naloxone Distribution Program.</p>	Quarterly	Region 3 data / Region 3 Community Coalitions Region 3	<p>a. Apr. 30th</p> <p>b. 2 added</p>	
<p>12. Network Management</p> <p>a. Review 100% of Network Providers’ compliance to the ‘no refusal’ requirements set forth in Network Management Policy 12, Entry/Access, Transitions, and Exit/Discharge as contractually mandated.</p> <p>b. Review 100% of Network Provider Continuity of Operations Plans and make updates/corrections as needed. (at least 70%)</p>	Semi-annually	Region 3 data / Region 3	<p>a. 100%</p> <p>b. 100%</p>	
<p>13. Vets4Vets</p> <p>a. At least 75% of the veterans participating in the Vets4Vets program who are experiencing problems related to their mental health and transitioning from the military to civilian life will improve in overall functioning as measured by the Daily Living Activities -20 (DLA-20) assessment.</p> <p>b. At least 75% of the veterans participating in the Vets4Vets program will report being satisfied with services from Lutheran Family Services (LFS) as measured by the LFS Client Satisfaction Survey.</p>	Quarterly	Provider data	<p>a. 77%</p> <p>b. 100%</p>	<p>31</p> <p>25</p>

<ul style="list-style-type: none"> c. 75% of Military Members/Veterans will report an increase in social connectedness using Social Connectedness Scale. d. 75% of Military Members/Veterans will indicate a patient activation measure of a 3 or above as measured using the Patient Activation Measure. 			<ul style="list-style-type: none"> c. 92% d. 30% 	<ul style="list-style-type: none"> 26 10
<p>14. Co-Responder Program</p> <ul style="list-style-type: none"> a. 80% of individuals served in the Co-Responder Program will have their crisis resolved in the least restrictive manner through diversion from and EPC and/or jail. b. 70% of the individuals served in the Co-Responder Program will report increases in ability to resolve future crises. 	Quarterly	Provider data	<ul style="list-style-type: none"> a. 92% b. 50% 	<ul style="list-style-type: none"> 89 16

Reporting Timeframes:

Quarterly: July – Sept due October 31; Oct – Dec due January 31; Jan – March due April 30; April – June due July 31 (the last day of the month following the end of the quarter)

Semi-annually: July – December report due January 31; January – June report due July 31 (the last day of the month following the end of the 6-month reporting period)

Annually: July – June report due July 31 (the end of the month following the last day of the fiscal year)

Reporting Requirements: Reports need to include percentages and “n” numbers (ex. 70%, 7/10).