

Central Wisconsin Health Partnership
Shared Services Comprehensive Community Services Initiative
Outline of 2016 Regional Quality Improvement Priorities

Oversight of Consumer Satisfaction Survey Process, including:

- Help ensure consistency and quality related to survey distribution, completion, and collection methods
- Centralized data collation, analysis, and data submission to the Division of Mental Health and Substance Abuse Services (DMHSAS)
- Development of a regional Consumer Satisfaction Survey report
- Development of recommendations for quality improvement based on results of the report

Support Meaningful Consumer Involvement at all Levels

- Address issues related to consumer involvement on local CCS Coordination Committees and the regional CCS Coordinating Committee
- Development of an outline for involvement and support based on the experience of consumer members of the QI committee
- Development of informational handbooks for local CCS Coordinating Committees, the CCS Regional Coordinating Committee (RCC), and related subcommittees

Support Counties' efforts to meet data collection requirements, and ensure the data comes back to our region in a useful format to be used for QI purposes.

- White Pine acts as a central collection site for quarterly enrollment data, and share analysis with QI committee and the RCC
- White Pine works with the DMHSAS to access Annual CCS Survey Data for our region to analyze and create a regional report

Support Counties who experience Office of Inspector General (OIG) audits and annual Department of Quality Improvement (DQA) surveys.

- White Pine collects and summarizes audit and survey results to share with the region and use for QI efforts
- Development of an internal consumer file audit checklist
- White Pine staff conduct site visits with CCS staff to review selected files and offer feedback

Standardization of forms

- Consider sample forms from counties within our region and sites across the state to develop standardized "best practice" forms for use in the region.
- Develop a process for review and approval for regional use of forms including: review by Service Directors and Service Facilitators, approval by local CCS Coordination Committees, send for review to the DMHSAS and DQA. Incorporate feedback and update as necessary.

Use of Evidence Based Practices (EBP's)

- Education of Service Directors and Service Facilitators on EBP's
- Support current development of EBP's (such as Trauma-Informed Cognitive Behavioral Therapy in Waushara and Adams County)
- Look to expand current EBP's and implement additional EBP's, ensuring quality.

Help Ensure Data Quality and Accessibility

- Work with DMHSAS staff to access regional and statewide data that can demonstrate outcomes for consumers involved in CCS
- Work with sites in our region to help ensure quality and consistent data entry