

**Central Wisconsin Health Partnership**  
**Shared Services Comprehensive Community Services Initiative**  
**Regional Quality Improvement (QI) Priorities**

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*Additional information regarding the work of the QI Committee including meeting minutes can be found at:*  
<http://www.cwhpartnership.org/qi-subcommittee.html>

**Support and Improve Consumer Satisfaction Survey Process**

- Develop recommendations based on results of 2017 Consumer Satisfaction Surveys
- Standardization of materials for 2018 survey (e.g. training/administration materials, cover letter, definitions guide)
- Standardization of method for 2018 survey. Consider developing and training interviewers – may be staff from each county, a regional “pool” of consumers or peer specialists, or a combination of both)

**Support Meaningful Consumer Involvement at all Levels**

- Address barriers related to consumer involvement on local CCS Coordination Committees and the regional CCS Coordinating Committee
- Include Consumers as presenters for regional workshops whenever appropriate
- Development of Consumer CCS process / orientation handbook

**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 DCTS to access Annual CCS Survey Data for our region to analyze and create a regional report
- Development of regional data spreadsheet

**Support Counties in their local QI/QA efforts, including preparation for annual Department of Quality Improvement (DQA) surveys.**

- Upon request, White Pine staff conduct site visits with CCS staff to review selected files and offer feedback

**Standardization of forms**

- Regional CCS Coordinator participation on Statewide QA/AQ workgroup and development of statewide “toolkit”
- Follow 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)**

- Support current development of EBP’s (such as Trauma-Informed Cognitive Behavioral Therapy in Waushara, Adams, Green Lake, and Juneau Counties)
- 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

## **Additions for 2018 Priorities**

- a. Strengthen Role of Mental Health and Substance Use Professional
- b. Site Visits to Help Ensure Quality
- c. Detailed walk through / understanding of Service Array
- d. Outreach – law enforcement, judges, attorneys