# **Central Wisconsin Health Partnership**

**Shared Services Comprehensive Community Services Initiative**

# **Outline of 2017 Regional Quality Improvement (QI) Priorities**

*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 2016 Consumer Satisfaction Surveys
* Standardization of materials for 2017 survey (e.g. training/administration materials, cover letter, definitions guide)
* Standardization of method for 2017 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 DMHSAS 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