

PRSN Quality Improvement Work Plan	FY 12/Contract Year 11-12																		
R=Activity is for Region, K=Activity is for KMHS, P= Activity is for PCMHC, J=Activity is for JMHS, W=Activity is for WEOS	2nd FY/1st contract year			3rd FY/2nd contract year			4th FY/3rd contract year			1st FY/4th contract year			FY 13/ Contract year 11-12						
Activity	OCT-10	NOV-10	DEC-10	JAN-11	FEB-11	MAR-11	APR-11	MAY-11	JUN-11	JUL-11	AUG-11	SEPT-11	OCT-11	NOV-11	DEC-11	Frequency	Data Source	Reported to:	Lead Staff
Chart Reviews																			
Adult Intake/Reauthorization	P		K		J		W									Annually	Chart Reviews	Clinical Directors, PRSN Administrator, QUIC	Clinical Review Manager
Adult Crisis	P		K		J		W									Annually	Chart Reviews	Clinical Directors, PRSN Administrator, QUIC	Clinical Review Manager
Adult Employment	P		K		J		W									Annually	Chart Reviews	Clinical Directors, PRSN Administrator, QUIC	Clinical Review Manager
Adult Zero PRAT	P		K		J		W									Annually	Chart Reviews	Clinical Directors, PRSN Administrator, QUIC	Clinical Review Manager
Children Intake/Reauthorization		K	P		J		W									Annually	Chart Reviews	Clinical Directors, PRSN Administrator, QUIC	Clinical Review Manager/ Childrens Services Coordinator
Children Crisis		K	P		J		W									Annually	Chart Reviews	Clinical Directors, PRSN Administrator, QUIC	Clinical Review Manager/ Childrens Services Coordinator
Children Adult Employment		K	P		J		W									Annually	Chart Reviews	Clinical Directors, PRSN Administrator, QUIC	Clinical Review Manager/ Childrens Services Coordinator
Children Adult Zero PRAT		K	P		J		W									Annually	Chart Reviews	Clinical Directors, PRSN Administrator, QUIC	Clinical Review Manager/ Childrens Services Coordinator

Activity	2nd FY/1st contract year			3rd FY/2nd contract year			4th FY/3rd contract year			1st FY/4th contract year			FY 13/ Contract year 11-12			Frequency	Data Source	Reported to:	Lead Staff
AIU/Keller House Chart Reviews								K								Annually	Chart Reviews	Clinical Directors, PRSN Administrator, QUIC	Clinical Review Manager/ Childrens Services Coordinator
Second Street Residential Review										P						Annually	Chart Reviews	Clinical Directors, PRSN Administrator, QUIC	Clinical Manager
Underutilization Project Chart Reviews								R								Annually	PRSN IS and Chart Reviews	QUIC, Agency Directors	Quality Assurance Manager
Quality Indicators Reviews and Calculations																			
1. Client Voice in Treatment Planning: Additional chart reviews	R	R	R				R	R	R							Biannually	Chart Reviews	QUIC, The Department	Quality Assurance Manager
2. Cleint Voice in Treatment Planning												R				Annually	Chart Reviews	QUIC	Clinical Review Manager
3. Inpatient Utilization (readmission rate)		R						R						R		Biannually	PRSN Inpatient Report	QUIC	Quality Assurance Manager
4. Children's Inpatient Utilization				R												Annually	CommCare	QUIC, The Department	Quality Assurance Manager
5. Access to services (Intake)	R			R			R			R			R			Quarterly	PRSN IS Report	QUIC, The Department	Quality Assurance Manager
6. Access to services (to routine appointment)	R			R			R			R			R			Quarterly	PRSN IS Report	QUIC, The Department	Quality Assurance Manager
7. Access to services (emergent requests)	R			R			R			R			R			Quarterly	PRSN IS Report	QUIC	Quality Assurance Manager
8a and 8b. Coordination of Care (inpatient and outpatient)																Biannually	PRSN Inpatient Report	QUIC, The Department	Quality Assurance Manager
9. Coordination of Care (with PCPs): Additional chart reviews	R	R	R				R	R	R							Biannually	Chart Reviews	QUIC, The Department	Quality Assurance Manager
10a and 10b. Data Integrity Reviews					K	K		P	P		J	W				Annually	Chart Reviews	QUIC, The Department	Quality Assurance Manager
11. and 12. Data Integrity timliness			R			R			R			R			R	Quarterly	The Department	QUIC	Quality Assurance Manager/PRSN IT/IS

Activity	2nd FY/1st contract year			3rd FY/2nd contract year			4th FY/3rd contract year			1st FY/4th contract year			FY 13/ Contract year 11-12			Frequency	Data Source	Reported to:	Lead Staff
Sentinel Events																			
Sentinel Events Reviewed Trends reviewed at UMC/CD Meeting as needed			R													Annually	The Department's Incident Reporting System	UMC/CD	Childrens Services Coordinator
Utilization Reports																			
PRAT Report and Monthly Utilization Management	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	Monthly	CommCare	UMC/CD	Resource Manager
Retro and Appeals Report	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	Monthly	CommCare	UMC/CD	Resource Manager
InPt LOS Report	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	Monthly	CommCare	UMC/CD	Resource Manager
Surveys																			
WIMIRT Survey				R												Annually	WIMIRT	QUIC	Quality Assurance Manager
QRT Interviews and Reports	J					K								W		Biennial	QRT Interviews	Advisory Board	QRT/ Childrens Services Coordinator (as liaison)
Complaint, Grievance, and Appeal Tracking																			
Exhibit N Preparation and Report			R			R			R			R				six-months	Ombuds, PRSN Grievance Log	QUIC	Resource Manager
Complaints Report Preparation and analysis			R			R			R			R				Quarterly	Ombuds, Network Provider Reports	QUIC	Resource Manager
PRSN Meetings																			
Advisory Board Meetings	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	Monthly	n/a	n/a	Regional Administrator
UMC/Clinical Directors	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	Monthly	n/a	n/a	Resource Manager/Clinical Review Manager
Financial Directors			R			R			R			R			R	Quarterly	n/a	n/a	Resource Manager
QUIC	R			R			R					R			R	Quarterly	n/a	n/a	Quality Assurance Manager
DMHP Meetings		R			R			R			R				R	Quarterly	n/a	n/a	Clinical Review Manager
QRT	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	Monthly	n/a	n/a	Childrens Services Manager (as liaison)

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Provider Performance Summary Report																			
Statistics Preparation and Analysis			R			R			R			R				Quarterly	PRSN IS	QUIC	Quality Assurance Manager
Administrative and Sub-delegation Reviews:																			
Annual Provider Administrative Review						K			J			P				Annually	Provider Review	Advisory Board	Resource Manager
KMHS IS Subdelegation Review																Biennial (to occur again in 2012)	Sub-delegation Review	Advisory Board	Resource Manager
CommCare Subdelegation Review																Biennial	Sub-delegation Review	Advisory Board	Resource Manager
Compliance Plan																			
Compliance Plan Review												R				Annually	Compliance Plan	QUIC	Resource Manager
Annual Overview of Compliance Issues	R															Annually	Compliance Log	QUIC	Resource Manager
Revenue and Expenditure Reports																			
Performance Improvement Projects (PIPs)																			
Healthy Living PIP Annual Measurement																Annually	PRSN IS/Chart Reviews	Advisory Board, QUIC	Quality Assurance Manager
Weight Monitoring PIP Annual Measurement																Annually	The Department /PRSN IS	Advisory Board, QUIC	Quality Assurance Manager

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Quality Management Plan Evaluation																			
Quality Management Plan Evaluation										R	R	R				Annually	QUIC	Advisory Board, QUIC	Quality Assurance Manager
Quality Management Plan Revision	R															Annually	QUIC	Advisory Board, QUIC	Quality Assurance Manager