

## **Executive Summary**

### **QI Plan 2021-2022**

The purpose of the Quality Improvement Program is to assure that services provided produce positive customer outcomes and customer satisfaction. Quality Improvement Programs for healthcare services carried out under a managed care format must meet stringent federal requirements. The Van Buren Community Mental Health Quality Improvement Plan has been found to be in compliance with these regulations in previous years.

Attachment II to the plan contains objectives for the year. Many of these objectives repeat each year to ensure ongoing standards are met. Other objectives are revised as progress is made and additional objectives are added as new projects evolve. Additions to the objectives are made as the year progresses and need for new plans arise.

#### **Highlights of the plan:**

- Meets standards set by the federal government (Balance Budget Act), Michigan Department of Health & Human Services (MDHHS), CARF International and the Prepaid Inpatient Health Plan (PIHP.)
- Continues collection of monitoring information on the Board Ends.
- Continues partnership with the PIHP, Southwest Michigan Behavioral Health, in quality projects including meeting the changing requirements of the state, customer satisfaction survey carried out by an independent firm and the implementation of performance improvement projects including project to address health disparities in quickly accessing outpatient services following a discharge from psychiatric inpatient.
- Continues to build on the capacity of the recently implemented electronic medical record and use a data analytic tool.
- Builds capacity to implement the Community Certified Behavioral Health Clinic model