

Executive Summary

QI Plan 2024-2025

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. This year's plan also includes new requirements from the Certified Community Behavioral Health Clinic (CCBHC) federal grant begun by VBCMh October 1 of 2023 and the plan begins to address CCBHC state demonstration project requirements which begin for VBCMh Oct 1 of 2024. As we learn more on the additional state demonstration requirements more specific work plans will be developed and implemented.

The plan contains objectives for the 2025 fiscal year at the end of the document. 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. To meet CARF standards, an additional section of the objectives called, Program objectives is included. This section lists required objectives by CARF accredited program in the areas of service accessibility, effectiveness, efficiency, customer satisfaction and stakeholder satisfaction. This section does tend to repeat objectives from the earlier listing, but this addendum format was adopted to more easily display that requirements of CARF are specific to certain programs.

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,) and continues collection of monitoring information on the Board Ends.