

THEME 1: IMPROVED OUTCOMES FOR CLIENTS

Objective: To reduce the number of unplanned discharges from the CMH system

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Establish baseline for BH Teds Discharge Reasons	COO and IS Director	Jan. 1 2020	BH Teds Data	Baseline established and reported in Annual Report
Provide retraining for staff regarding BH Teds Discharge Reasons	COO and IS Director	Mar. 1 2020	All Staff Meeting Minutes Sign In Sheet PowerPoint/Training Materials	
Identify reasons for unplanned discharges	CEO and COO	Mar. 1 2020	Small Group Meetings Email Question/Answer	
Improve relationships with community based, non captiated community partners to establish referral networks	CEO and COO	Ongoing	Attendance at HSC Facilitation of Access to Healthcare Group	

THEME 1: IMPROVED OUTCOMES FOR CLIENTS

Objective: To implement a step down process including maintenance groups

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Discuss ideas for group topics or modalities with all staff	COO	Mar. 1 2020	Staff meeting minutes	
Compile a list of client referrals for new groups	COO	Apr. 1 2020	List maintained	
Implement a schedule of maintenance groups	COO and Supervisors	May 1 2020	Groups will begin	

THEME 1: IMPROVED OUTCOMES FOR CLIENTS

Objective: To ensure clients are residing in the least restrictive environments available

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Identify all clients in a specialized foster care and State hospital settings	CEO and UM	Jan. 1 2020	List of clients and placements compiled	
Conduct a Utilization Management review on those placements to verify medical necessity.	UM Director	Mar. 1 2020	Report findings to CEO	
Schedule meetings to review clients in specialized foster care and State hospital settings in an attempt to brainstorm less restrictive options	COO	Apr. 1 2020	Meeting minutes	

THEME 2: INTEGRATED HEALTHCARE EXCELLENCE

Objective: To improve clients' physical health through education

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Identify areas of interest for monthly health education seminars by collecting information from staff	CEO	Mar. 1 2020	Staff meeting minutes	
Implement a schedule for monthly health education	CEO	Apr. 1 2020	Scheduled meeting	

THEME 2: INTEGRATED HEALTHCARE EXCELLENCE

Objective: To improve clients' physical health through coordination with primary care

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Hold Access to Healthcare meetings, with an increased presence from physical health	COO	Jun. 1 2020	Meeting minutes/Attendance sheets	
Continue/expand staff placements at primary care locations.	CEO	Mar. 1 2020	Staff schedules reflect office hours at primary care locations	

THEME 3: EMPLOYEE ENGAGEMENT AND RETENTION

Objective: To continue to build a strong, diverse, and well trained workforce

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Identify all Evidence Based Practices being implemented at CMHSAS SJC	COO	Mar. 1 2020	Cumulative list of all staff trained in EBPs	
Gain input from staff regarding areas they feel they need more training	COO	Mar. 1 2020	All Staff Meeting Minutes	
Locate trainings or training options available	CEO and COO	May 1 2020	Compilation of training options	
Continue discussions with staff and ERWC to increase employee engagement	CEO	Mar. 1 2020	Small group meetings	

THEME 4: COMMUNITY ENGAGEMENT

Objective: To increase CMH presence in the community

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Continue collaboration with schools on 31N grant requirements	CEO	Mar. 1 2020	Discussion with school to identify areas where CMH can support mission	
Continue engagement in "Problem Solvers" group	CEO	Mar. 1 2020	Communication with management regarding opportunities for engagement	
Implement Wrap Around program	CEO and Childrens' Supervisor	Mar. 1 2020	Wrap Around referrals	
Continue engagement in other community meetings (HSC, Suicide Prevention Network, SATF, ASN, IDT, CDR, etc.)	CEO and Management	Mar. 1 2020	Attendance at community meetings	