

KALAMAZOO COMMUNITY MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

ADMINISTRATIVE POLICY 03.03

Subject: Performance Indicators	Section: Quality Improvement	
Applies To: <input checked="" type="checkbox"/> KCMHSAS Staff <input checked="" type="checkbox"/> KCMHSAS Contract Providers		Page: 1 of 3
Approved: <div style="text-align: center;">----- (Jeff Patton, Chief Executive Officer)</div>		
Revised: 01/18/2019	Supersedes: 09/20/2016	First Effective: 11/15/2000

PURPOSE

To assure that there is a comprehensive system for collecting performance information and to use it for continually improving processes and the outcomes of persons served.

DEFINITIONS

Performance Indicator

A quantitative key measure of how well an organization is performing related to service access, effectiveness, efficiency, stakeholder satisfaction, and other relevant areas. Performance indicators may be designated by other names such as performance objectives or performance measures.

Outcome

The result or end point of care or status achieved by a defined point following delivery of services. An outcome measure is one type of performance indicator, which has importance in assessing the effectiveness of supports and/or services.

Outlier

A performance indicator that falls outside an acceptable/expectable range

POLICY

Kalamazoo Community Mental Health and Substance Abuse Services (KCMHSAS) is committed to continually collect performance data from a variety of sources in which the information can be analyzed and used for making sound decisions.

STANDARDS

I. Established Performance Indicators

Performance indicators can be established by the Southwest Michigan Behavioral Health (SWMBH), CCBHC requirements, regulators, funders or grant requirements. In some situations, there may be little influence on the specific data that must be collected. In addition KCMHSAS may establish other performance indicators besides those required to manage and improve service delivery. Whenever performance indicators are established by KCMHSAS, the performance indicators must:

- A. Be objective, measurable and based on current knowledge and experience.
- B. Be based on input from persons receiving services and other stakeholders.
- C. Include goals/targets consistent with what has been set through applicable regulations, accreditation standards, industry benchmark, organization history or contract requirements.

II. Performance Indicators in Contracts

- A. KCMHSAS will include performance indicators in support/services contract established with each provider and/or DCO. Providers and/or DCO will be held accountable for performance indicators with established goals. The performance indicators will be monitored by KCMHSAS.
- B. When results on a performance indicator do not meet goal, KCMHSAS may require a Plan of Correction (see [exhibit 02.04A](#)) to be completed and submitted. The Plan of Correction is to be used to help guide improvement towards meeting the established goal. Continued non-achievement of an established goal may result in additional steps as outlined in policy [02.04 \(Provider Contract Compliance\)](#).

III. Sharing Information

KCMHSAS will summarize and make performance indicator information available in an understandable, relevant and timely manner to persons receiving services, Boards, staff and other stakeholders.

IV. Using Information

Performance indicator results should be analyzed and used to guide management decision making related to:

- A. Strategic planning

- B. Resource allocation
- C. Financial planning
- D. Program planning and/or modification of service delivery
- E. Performance improvement
- F. Organizational advocacy
- G. Staff training
- H. Marketing
- I. Other activities identified by persons receiving services and/or other stakeholders

REFERENCES

- Michigan Mission-Based Performance Indicator System (MMBPIS)
- Balanced Budget Act of 1997 - 42 CFR 438.240(c)
- MDHHS Managed Specialty Supports and Services Contract, General Fund Contract
 - C 6.8.1.1 QI Programs for CMHSPs
 - C 7.0.2 Performance Objectives
- [Southwest Michigan Behavioral Health](#)
 - 3.2 (Quality Assurance and Performance Improvement)
- CCBHC Request for Certification