

# INTEGRATED SERVICES OF KALAMAZOO

## ADMINISTRATIVE POLICY 03.03

|   |                                     |                            |
|---|-------------------------------------|----------------------------|
| <b>Subject:</b> Performance Indicators  | <b>Section:</b> Quality Improvement |                            |
| <b>Applies To:</b><br><input checked="" type="checkbox"/> ISK Staff <input checked="" type="checkbox"/> ISK Contract Providers<br><input type="checkbox"/> ISK CCBHC Services <input type="checkbox"/> ISK CCBHC DCO Contract Providers |                                     | <b>Page:</b><br><br>1 of 2 |
| <b>Approved:</b><br><br>.....<br>(Jeff Patton, Chief Executive Officer)   |                                     |                            |
| <b>Revised:</b> 08/28/2025  | <b>Supersedes:</b> 01/18/2019       |                            |

### 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.

### POLICY

Integrated Services of Kalamazoo (ISK) 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.

### 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 Healthcare Policy\*](#) (and/or same named/theme policies if SWMBH alters the numbering system or name of document in their policy manual)
  - 3.2 (Quality Assurance and Performance Improvement)

- CCBHC Request for Certification
- CARF 1.M Performance Measurement and Management Plan

## **PROCEDURES**

- *03.03\_01 (Performance Indicators)*