

AOPMHC Performance Measurement and Management Plan 2021

CHARACTERISTICS OF PERSONS SERVED

Relevant data on the characteristics of the persons served is gathered to guide the measurements and objectives of service delivery. The data is analyzed to determine if the performance measurement and management plan remains appropriate to guide service delivery. Data collected includes age, race, diagnosis, employment, and housing.

OUTPATIENT MEASUREMENTS AND OBJECTIVES

The outpatient treatment program at AOPMHC seeks to provide quality services to persons served with positive outcomes. To determine if treatment is successful, we have identified measures for service delivery objectives. To determine effectiveness, AOPMHC examines outcome measures that include DLA-20 functional scores, employment and living status, as well as hospital admissions. The experience of persons served and other feedback is measured through the discharge follow-up survey, patient advisory board, patient satisfaction survey, and patient complaints. Other stakeholder experience with AOPMHC services is collected through surveys and forums. The SCDMH set standards and objectives for service accessibility and AOPMHC has supported this endeavor. The goal is to be able to serve a wider population in an efficient way. This can be determined by how quickly a new client can receive an assessment service, individual treatment service, and physician's service. Frequency of services based on the client's severity of symptoms can also be evaluated. AOP begins to collect patient data at the onset of services through the phone consult, at initial assessment, throughout outpatient services, annually through surveys, as a function of discharge planning, and post-discharge through surveys. AOPMHC strives to achieve these outcomes with the use of resources in a beneficial and efficient way. This information regarding AOP's needs is gathered through the functions of the Human Resource Department and Business Department. Measurements utilized include the allocation of funds to increase staff availability to provide services within the outpatient program to aid in successful treatment. We aim to have all necessary positions filled to ensure the needs of the persons served are met. The budget is designed to maintain all business functions to support the continued and uninterrupted service delivery.

VALIDITY AND RELIABILITY

AOPMHC is able to determine that the data collected is both valid and reliable through a process of checks and balances. Reports are set to run automatically on the same day of every month to allow scheduled review of the reports and data on a consistent schedule. Outliers are then identified and analyzed to allow changes to be made when warranted. Completeness is ensured through the all fields required in data collection tools including surveys as well as Administrative and Quality Assurance Audits. CoVid-19 presented extenuating and influencing factors to some of the data collection processes. These were addressed through careful examination to ensure the data was accurate despite these factors.

TIMEFRAMES AND PROCESS

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The majority of the data is analyzed monthly with an annual review of patient complaints and survey data. The monthly results of progress towards objectives is compiled in the AOPMHC report card, compared to the previous month as well as the year's trends, distributed to the management team for review and discussion, followed by utilization in treatment staffings and supervision of front line staff. A formal Performance Analysis based on this data collection system is completed at the end of the fiscal year and presented to the management team, board of directors, staff, other stakeholders, and is available online on both AOPNet intranet site and AOPMHC website. Once the data is collected and analyzed through the methods identified, it is used to support the development of the coming fiscal year's Strategic Plan and Performance Measurement and Management Plan to support AOP's goals as related to improved effectiveness, efficiency, satisfaction, and administration processes.

The Performance Measurement and Management Plan is reviewed annually and updated as needed.

See AOPMHC Data Collection System and AOPMHC Report Card documents for further information.