

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. Personnel and other stakeholder experiences with AOPMHC services are collected through surveys and forums. The OMH sets 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, an individual treatment service, as well as a 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 patient outcomes by allocating resources in a beneficial and efficient way. The 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. We aim to have all necessary positions filled to ensure the needs of the persons served are met. Succession planning and the budget are designed to maintain all business functions to support the continued and uninterrupted service delivery despite possible extenuating and influencing factors such as significant cuts to funding and unanticipated vacancies in positions.

VALIDITY AND RELIABILITY

AOPMHC is able to determine that the data collected is both valid and reliable through a process of checks and balances. Technology allows reports 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. Required fields in data collection tools including surveys, EMR documents, and audits ensure completeness.

TIMEFRAMES AND PROCESS

Aside from an annual review of patient complaints and survey data, the majority of the data is analyzed monthly. Progress towards objectives is compiled in the monthly AOPMHC report card, compared to the previous month as well as the year's trends, and distributed to the leadership team for review and discussion and plans for performance improvement. It is then utilized in treatment staffings and supervision of front-line staff to identify when corrective action is needed. A formal Performance Analysis based on this data collection system is completed at the end of the fiscal year and presented to the leadership 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. These documents support AOP's goals 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 include the comparative data and the target and expected results.