

**COMMUNITY MENTAL HEALTH CENTER
OF EAST CENTRAL GEORGIA
POLICY**

SUBJECT: Outcome Measures
POLICY NUMBER: PIM 5.03
EFFECTIVE DATE:
RESCISSION DATE:

SUPERSEDES: Policy # New	REVIEWED DATE: LAST REVISION DATE:
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POLICY:

The Community Mental Health Center of East Central Georgia (CMHC) continuously assesses organizational performance to determine conformity with the CMHC's vision, mission, and values, stakeholder expectations and established standards for behavioral health provider organizations.

PURPOSE:

To describe the CMHC's outcome management approach to measuring organizational effectiveness, efficiency, accessibility and satisfaction.

PROCEDURES:

- I. Outcome data is collected that facilitates monitoring the CMHC's clinical and administrative functions.
- II. Outcome measures are trended, reviewed, and analyzed on a quarterly basis by the CMHC's PRIME Team.
- III. Outcome indicators are reviewed annually, revised in conjunction with the CMHC's fiscal year (July 1 through June 30) and approved by the PRIME Team.
- IV. PRIME members are responsible for identifying outcome measures within their area of responsibility and collecting data under the direction of the MIS Director (Program Director).
- V. The MIS Director (Program Director) is responsible for designing systems to collect, track and report outcome measures.
- VI. The PRIME analyzes outcomes measure reports and identifies problems requiring corrective action and/or opportunities for improvement.

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- A. The Performance Improvement Director consults with managers in developing corrective action/improvement plans.
 - B. Progress on corrective actions/improvements are reported monthly at PRIME Team meetings.
- VII. The Performance Improvement Director summarizes the outcome information collected during each fiscal year and prepares/submits an annual outcome management report within ninety (90) days of the conclusion of a fiscal year.
- VIII. Outcome measures are collected and reported in accordance with the disability program service, client age group, location of program service and outcome category (effectiveness, efficiency, accessibility and satisfaction) . Please see the Outcomes Matrix (Attachment I).
- IX. The PRIME Team is responsible for formatting and disseminating performance information to:
- A. Persons Served
 - B. Other Stakeholders
 - C. CMHC Staff

ATTACHMENT:

- I. Outcomes Matrix

REFERENCES:

- I. CARF: Behavioral Health Standards Manual, Section 1.C.5 and 6.

Acting Executive Director

Date

CSB Chair

Date

:PLN