

Charleston Dorchester Mental Health Center

Outcomes Management Policy


Policy:

It is the policy of the Center to develop, revise and report annually the results of outcome indicators for efficiency, effectiveness and accessibility of the clinical treatment services, as well as the clients' and families' satisfaction with services at the Center.

Procedures:

1. The following specific data is collected, analyzed and summarized in report format by the Quality Improvement Dept.:
 - Efficiency: Clinician's Productivity- the number or percentage of staff that meet the productivity expectations
 - Effectiveness: currently the Child & Adolescent Functional Assessment Scale (CAFAS) is used to measure the no. of youth ages 7-17 and their amount of positive change
 - Effectiveness: the Global Assessment of Functioning (GAF) scale, with comparative scores is used to show the amount of positive change in adult clients
 - Adult, Youth, and Family Satisfaction: a mean positive response as measured by the Mental Health Statistics Improvement Program (MHSIP)
 - Accessibility: Continuity of Care- no. of days from d/c from state hospital to appointment with Center for continuing treatment
2. The results are then distributed to Senior Management and Management Teams for their review; given the feedback, program adjustments are made.

The results are shared with the Center's' Board of Directors and other major stakeholders, as well as Case Managers who will share the report with clients.


Deborah S. Blalock,
Executive Director

Date


Susan T. Monogan,
Quality Improvement Director

Date