

### Outcome Measures

<b>PSA Behavioral Health Agency</b>							
<b>Domain</b>	<b>Objective</b>	<b>Indicator</b>	<b>Who Applied to</b>	<b>Time of Measure</b>	<b>Data Source</b>	<b>Obtained By</b>	<b>Target Goal</b>
<b>Effectiveness</b>							
Nara	Increase client involvement in outside activities	clients will report increased involvement in employment, volunteering or other meaningful activity	Supported Living and OutPatient	Monthly	Monthly Progress Report/Transition Plans	Site Directors / Coordinators	50%
Nara	Improve well being over time	SIL/PAH discharges will be to a lower level of care	Supported Living	Monthly	Discharge Summary	Site Directors / Coordinators	70%
Gustavo / Michele	Maximize client knowledge of program and services	100% of all "Entry Level" clients will be oriented into the new AA Transformational Model beginning March 16, 2009	Community Integration	Monthly	Orientation Tracking Report	AA Clinical Director	100%
Gustavo / Michele	Maximize client knowledge of program and services	85% of the present artists/clients will be oriented into the new AA Transformational Model by March 31, 2009	Community Integration	Monthly	Orientation Tracking Report	AA Clinical Director	85%
Charlotte	Increase Graduates of Peer Training	85% of the clients enrolled in the Peer Support training will complete the program	Recovery	Quarterly	Class Attendance Tracking	Recovery Coordinator	85%
<b>Efficiency</b>							
Nara	Maximize Occupancy	The SIL/PAH Program will maintain 90% full bed capacity	Supported Living	Monthly	Census Report	Site Directors / Coordinators	90%
Nara	Maximize client engagement in services	90% of no-show clients will be contacted and rescheduled within 48 hours	Outpatient	Monthly	Credible	Site Directors / Coordinators	90%
Kevin	Minimize claims errors	The percentage of errors for all claims reviewed will be 5% or less	Quality Management	Monthly	Data Validation Report	Data Validation	5%

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Kevin	Maximize the accuracy and timeliness of incident / accident reporting.	95% of all Incident/Accident reports will be completed accurately and sent to oversight agencies within 48 hrs of notification	Risk Management	Monthly	Incident/Accident Reports	Quality Management	95%
Kevin	Maximize the efficiency of safe fire/evacuation procedures	95% of all emergency evacuation drills will be completed in under three minutes	Risk Management	Quarterly	Monthly Site Safety reports	Site Safety Coordinators and Facilities	95%
Kevin / Michele	Maximize client knowledge of the Grievance & Appeal process	Ensure there is documentation that 95% of the clients are informed of their grievance and appeal rights at the time of intake and annually, thereafter	Quality Management	Quarterly	Credible	Site Directors / Coordinators	95%
Freddy	Maximize driver safety	Increase the number of HR files with current auto insurance and acceptable MVR information to 95%	Risk Management	Monthly	HR File Audit Report	Human Resources	95%
Freddy	Maximize qualified staff service delivery	Ensure staff credentials remain current 90% of the time	Human Resources	Monthly	HR Document Tracking Report	Human Resources	90%
Michele	Maximize client engagement in services	85% of underutilizers will be contacted within two weeks of last contact in order to re-engage in services	Community Integration	Monthly	Credible	AA Clinical Director	85%
Charlotte	Maximize Staff Recovery competencies	Increase staff attendance at facilitated training to enhance knowledge of Recovery Principles	All Programs	Quarterly	Training Attendance Sheets	Recovery	65^%
<b>Access</b>							

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Nara	Expedite access to program services	85% of SIL/PAH clients will have an intake appointment scheduled within 72 hours of a complete referral and a move-in date within one week of approved referral	Supported Living	Monthly	Credible	Site Directors / Coordinators	85%
Nara	Maximize access to services	95% of clients will not wait longer than 15 minutes from time of appointment to beginning of session	Outpatient	Monthly	Sign-in Logs	Site Directors / Coordinators	95%
Nara	Expedite access to program services	85% of OP clients will have an intake appointment scheduled within 72 hours of receipt of appropriate information from the referral source.	Outpatient	Monthly	Credible	Site Directors / Coordinators	85%
Cassie / Richard/ Kevin	Maximize access to services	The percentage of items on the ADA survey that inhibit accessibility and/or accommodations will be under 5%	Risk Management	Semi-Annually	Accessibility Survey	Site Safety Coordinators and Facilities	95%
Kevin	Maximize site safety compliance	All environmental/physical inspections will be indicate 95% compliance with agency established safety standards	Risk Management	Monthly	Site Safety Report	Site Safety Coordinators and Facilities	95%
Michele	Maximize client engagement in services	100% of no-shows for intakes will be contacted and rescheduled within 48 hours	Community Integration	Monthly	Credible	AA Clinical Director	100%

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<b>Stakeholder Input/ Satisfaction</b>							
Kevin	Maximize client satisfaction level	85% of our sites/locations will report satisfaction with services received, as evidenced by an average score less than 2	Supported Living, Community Integration and Outpatient	Quarterly	Satisfaction Surveys	Site Directors / Coordinators	85%
Kim	Maximize staff satisfaction level	Decrease percentage of staff dissatisfied with IT response time	IT	Monthly	Survey Summary	IT	95%
Kim	Maximize staff satisfaction level	Increase the percentage of staff reporting competence in utilization of available software	IT	Monthly	Survey Summary	IT	85%
Kim	Maximize staff satisfaction level	Increase staff satisfaction with available technology	IT	Monthly	Survey Summary	IT	85%
Kim	Maximize staff satisfaction level	Increase percentage of staff reporting competence in internet utilization	IT	Monthly	Survey Summary	IT	85%
Gustavo / Michele	Maximize client satisfaction level	85% of AA artists/clients completing QM quarterly satisfaction survey will report general satisfaction with services received	Community Integration	Monthly	QM Satisfaction Survey Report	AA Clinical Director	85%
Gustavo / Michele	Maximize client satisfaction level	100 of the artists/clients will participate in this year's annual survey to be administered in the summer	Community Integration	Annually	QM Satisfaction Survey Report	AA Clinical Director	100 Clients
<b>Business Needs</b>							
<b>Definitions</b>							

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<b>Administrative Objectives or Tasks</b>							
Kevin	Improve the percentage of corrections returned to billing	95% of all data validation corrections will be made within 14 days, or less, after identification	Quality Management	Monthly	Data Validation Report	Data Validation	95%
Reba	Minimize variance from budget	Decrease percentage of budget variance when actuals are compared to budgeted amount to no greater than 10%	Finance	Monthly	Budget Variance Report	Finance	10%
Kim	Maximize contracted encounters billed	Encounter values will be at 95% of established goals	Finance / Billing	Quarterly	Productivity Reports	Billing	95%
Kim	Maximize IT technical response	Decrease the percentage of unresonved help desk inquiries	IT	Monthly	Sysaid Reports	IT	100%
Freddy	Minimize temporary staff usage	Decrease temporary staff usage by 10%	Supported Living Community Houses	Monthly	Concentric billing	Human Resources	10%
Freddy	Minimize missing documents from HR files	Ensure 95% compliance of HR files with Licensure requirements	Human Resources	Monthly	File Audit Reports	Human Resources	95%
Freddy	Reduce length of position opening	Increase the percentage of positions meeting the 30 day timeframe between date of posting and date of hire	Human Resources	Semi-Annually	File Audit Reports	Human Resources	5%
Donna	Maximize staff receiving new hire orientation	Increase the percentage of new staff completing appropriate orientation within 14 days of hire	All New Hires	Monthly	Essential Learning	Training	90%
Donna	Minimize direct service staff out of compliance with Clinical Supervision Hours	Increase the percentage of direct service staff receiving Clinical Supervision hours in compliance with regulators	All Direct Service Staff	Monthly	Supervision Report	Site Directors / Coordinators	90%

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Donna	Maximize compliance with direct service staff training requirements	Increase percentage of new hire direct service staff who have completed assigned trainings within two weeks of hire	All Direct Service Staff	Quarterly	Training Report	Training	100%
Donna	Maximize the competencies of staff	Increase the percentage of direct service staff who have completed all required hours annually	All Direct Service Staff	Annually	Training Report	Training	85%
Donna	Maximize the competencies of staff	Increase facilitated trainings available to enhance staff competencies in their positions' essential functions	All Agency Staff	Quarterly	Essential Learning	Training	10%
Donna	Maximize the competencies of staff	Increase percentage of new hire staff who have attend the cultural competency training with the RHBA within 6 months of hire	All Agency Staff	Quarterly	Training Report	Training	95%
Donna	Maximize the competencies of staff	Increase percentage of new hire staff who have attend the cultural competency training with the RHBA within 6 months of hire	All Agency Staff	Quarterly	Training Report	Training	85%
Kevin	Preservation of client confidentiality	Reduce the number of reported HIPPA violations	All licensed Sites/Locations	Quarterly	Quarterly QM Site Audits	Quality Management	85%
John / Donna	Maximize new hire training on Language Line and ADHS Cultural Competence	Increase percentage of new hire staff that receive training on Language Line use and cultural awareness	All New Hires	Quarterly	Essential Learning	Training	90%
Kevin/ Cassie	increase the HR file compliance with current Auto Insurance and MVR	95% of QM audited HR files will contain verification of current auto insurance and acceptable MVR	Sample of all Agency staff	Quarterly	HR File Audits	QM/COO	95%

Outcome Measures

PSA Behavioral Health Agency																
Domain	Indicator	Time of Measure	Target Goal	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Meet-Current
<b>Effectiveness</b>																
Nara	clients will report increased involvement in employment, volunteering or other meaningful activity	Monthly	50%							66%	61%	74%	48%	54%	62%	Y
Nara	SIL/PAH discharges will be to a lower level of care	Monthly	70%							25%	33%	67%	60%	60%	64%	N
Gustavo / Michele	100% of all clients will be oriented to the new AA Artist Handbook and Transformational Model	Monthly beginning March 2009	100%										100%	77%	100%	Y
Gustavo / Michele	85% of the present artists/clients will be oriented to the new AA Artist Handbook and Transformational Model	Monthly beginning March 2009	85%									53%	53%	80%	85%	Y
Charlotte	75% of the clients enrolled in the Peer Support training will complete the program	Quarterly	75%	55%			67%					66%			76%	Y
<b>Efficiency</b>																
Nara	The SIL/PAH Program will maintain 90% full bed capacity	Monthly	90%							94%	inc	96%	83%	81%	85%	N
Nara	90% of no-show clients will be contacted and rescheduled within 48 hours	Monthly	90%							94%	69%	54%	52%	100%	86%	Y
Kevin	The percentage of errors for all claims reviewed will be 5% or less	Monthly	5%							3%	3%	2%	5%	4%	5%	Y
Kevin	95% of all Incident/Accident reports will be completed accurately and sent to oversight agencies within 48 hrs of notification	Monthly	95%	0%	66%	0%	50%	57%	22%	33%	100%	71%	66%	75%	33%	N
Kevin	95% of all emergency evacuation drills will be completed in under three minutes	Quarterly	95%	100%			100%					85%			50%	N
Kevin / Michele	Ensure there is documentation that 95% of the clients are informed of their grievance and appeal rights at the time of intake and annually, thereafter	Quarterly	95%									52%			43%	N
Freddy	Ensure staff credentials remain current 90% of the time	Monthly	90%							87%	90%	93%	82%	97%	88%	Y
Michele	85% of underutilizers will be contacted within two weeks of last contact in order to re-engage in services	Monthly beginning March 2009	85%									69%	35%	87%	100%	Y

Outcome Measures

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Domain	Indicator	Time of Measure	Target Goal	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Meet-Current
Charlotte	65% of the clinical staff will attend facilitated trainings quarterly to enhance knowledge of Recovery Principles	Quarterly	65%									0%			68%	Y
<b>Access</b>																
Nara	85% of SIL/PAH clients will have an intake appointment scheduled within 72 hours of a complete referral and a move-in date within one week of approved referral	Monthly	85%	0%			63%	100%		50%	100%	33%	50%	60%	67%	N
Nara	95% of clients will not wait longer than 15 minutes from time of appointment to beginning of session	Monthly	95%	93%	95%	95%	91%	96%		50%	99%	99%	89%	90%	95%	Y
Nara	85% of OP clients will have an intake appointment scheduled within 72 hours of receipt of appropriate information from the referral source.	Monthly	85%	0%			0%	0%		50%	60%	30%	100%	95%	no data	Y
Cassie / Richard/ Kevin	The percentage of items on the ADA survey that inhibit accessibility and/or accommodations will be under 5%	Semi-Annually (june/dec)	5%						9%						6%	N
Kevin	All environmental/physical inspections will be indicate 95% compliance with agency established safety standards	Monthly	95%							100%	99%	98%	97%	98%	95%	Y
Michele	100% of no-shows for intakes will be contacted and rescheduled within 48 hours	Monthly	100%									99%	87%	100%	100%	Y

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<b>Stakeholder Input/ Satisfaction</b>																
Kevin	85% of our sites/locations will report satisfaction with services received, as evidenced by an average score less than 2	Semi-Annually	85%									83%				N
Kim	Decrease percentage of staff dissatisfied with IT response time	Semi-Annually	95%							95%						Y
Kim	Increase the percentage of staff reporting competence in utilization of available software	Semi-Annually	85%							29%						N
Kim	Increase staff satisfaction with available technology	Semi-Annually	85%							76%						N
Kim	Increase percentage of staff reporting competence in internet utilization	Semi-Annually	85%							82%						N
Gustavo / Michele	85% of AA artists/clients completing QM quarterly satisfaction survey will report general satisfaction with services received	Semi-Annually	85%									69%				N
Gustavo / Michele	100 artists/clients will participate in annual survey	Annually	100 artists		83											N
<b>Business Needs</b>																

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<b>Administrative Objectives or Tasks</b>																
Kevin	95% of all data validation corrections will be made within 14 days, or less, after identification	Monthly	95%							17%	83%	78%	25%	50%	66%	N
Reba/ Mary	Decrease percentage of budget variance when actuals are compared to budgeted amount to no greater than 10%	Monthly	10%							2%	-6%	-8%	-8%	3%	3%	Y
Kim	Encounter values will be at 100% of established goals	Monthly	100%							95%	88%	100%	100%	94%	96%	Y
Kim	Decrease the percentage of unresolved help desk inquiries	Monthly	100%							98%	100%	100%	100%	100%	100%	Y
Freddy	Decrease temporary staff shift usage from 121 to 109	Monthly	109							122	101	66	65	16	12	Y
Freddy	Ensure 95% compliance of HR files with Licensure requirements	Monthly	95%	90%	85%	80%	75%	80%	60%	52%	90%	90%	92%	85%	85%	N
Freddy	Increase the percentage of positions meeting the 30 day timeframe between date of posting and date of hire	semi-annually	5%	50%	50%	10%	10%	0%	0%							Y
Donna	Increase the percentage of new staff completing appropriate orientation within 30 days of hire.	Monthly	90%	50%	0%		100%		40%	0%	100%	0%	67%	100%	100%	Y
Donna	Increase the percentage of direct service staff receiving Clinical Supervision hours in compliance with regulators	Monthly	90%							82%	80%	78%	79%	93%	100%	Y
Donna	Increase percentage of new hire direct service staff who have completed assigned trainings within two weeks of hire	Quarterly	100%		100%	INC.	100%	0%	50%							Y
Donna	Increase the percentage of direct service staff who have completed all required hours annually	Annually	85%				84%	85%	88%							Y
Donna	Increase facilitated trainings available to enhance staff competencies in their positions' essential functions	Quarterly	10%									30%	28%	25%	43%	Y
Donna	Increase percentage of new hire staff who have attend the cultural competency training with the RHBA within 6 months of hire	Quarterly	95%	21%	21%	50%	59%	84%	94%							Y

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PSA Behavioral Health Agency																
Domain	Indicator	Time of Measure	Target Goal	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Meet-Current
Donna	Increase percentage of new hire staff who have attend the cultural competency training with the RHBA within 6 months of hire	Quarterly	85%	19%	24%	28%	37%	37%	46%							
Kevin	Reduce the number of reported HIPPA violations	Quarterly	85%	100%			100%									
John / Donna	Increase percentage of new hire staff that receive training on Language Line use and cultural awareness	Quarterly	90%								92%			100%		Y
Kevin/ Cassie	95% of QM audited HR files will contain verification of current auto insurance and acceptable MVR	Quarterly	95%									90%			80%	N