

DBHDD Quality Management Work Plan July 1, 2012

Goal: 1 Create the capacity for the Department to effectively and efficiently promote the continuous improvement of its services by developing the DBHDD Quality Management infrastructure and system

Strategy	Tasks	Responsible Person	Target Completion Date	Status
1.0 Complete DBHDD QM Plan Revision	1.0a Finalize the revised DBHDD QM plan at the July Executive Quality Council Meeting	DBHDD Executive Quality Council and Director Of QM	July 18, 2012	Completed
1.1 Implement the current QM priority initiatives	1.1a Develop a communications plan in order to maximize QM communication with key stakeholder groups	Communications Department	August 1, 2012	Completed
	1.1b Facilitate the flow and integration of QM information between and amongst the Executive and PQCs via scheduled communications	PCQ Committee Chairs, Executive Quality Council and Director of QM	August 15, 2012 and ongoing	Ongoing
	1.1c Create and implement a statewide community based mortality review committee (DD and BH)	DBHDD Medical Director	August 15, 2012 and ongoing	First meeting held 10/16/12 and ongoing
	1.1d Research performance measurement/ indicator methodology utilized by other states	Director of QM and staff	August 30, 2012	Completed

Goal: 2 Improve the access to QM data for analysis and reporting by developing a data warehouse

Strategy	Tasks	Responsible Person	Target Completion Date	Status
2.0 Create additional electronic data storage that is flexible & reliable that will improve access to data for analysis, reporting and decision making.	2.1 Identify barriers and issues limiting a statewide QM data warehouse	Information Technology and Director of QM	July 21, 2012 and ongoing	Ongoing
	2.2 Identify data resources and data quality required for business reporting needs	Director of QM and Staff	January 1, 2013	Ongoing
	2.3 Build logical data model that will meet Department requirements	Information Technology and Staff	November 1, 2013	Delayed - Revised to March 2014
	2.4 Ensure that data solution supports data interfaces from providers	Director of Information Technology	July 1, 2014	On Target
	2.5 Add identified data and data sources to data warehouse design	Information Technology	November 1, 2014	On Target
	2.6 Implement development of logical data model	Information Technology	March 1, 2015	On Target
	2.7 Begin use of data warehouse and analytics	Information Technology and Director of QM	July 1, 2015	On Target

Goal: 3 DBHDD staff will be knowledgeable about Performance Improvement (PI) processes and tools and able to use them effectively to make improvements

Strategy	Tasks	Responsible Person	Target Completion Date	
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3.0 Create QM training program.	3.1 Develop and implement QM training modules to support PI training activities	Director of QM	April 2012 and ongoing	Ongoing
	3.2 Develop a training plan	Director of QM and DBHDD University	August 15, 2012	December 2012
	3.3 Disperse training materials	Director of QM and DBHDD University	October 1, 2012	December 2012
	3.4 Initiate QM training to all statewide DBHDD staff	Director of QM and DBHDD University	November 1, 2012	Pilot testing of 3 QM web based training modules delayed to January 2013
	3.5 Provide training for contracted staff/providers	Director of QM and DBHDD University	December 1, 2012	Revised target date to March 2013 for staff. On hold for providers.
	3.6 Ensure ongoing support for QM training related activities	Director of QM	Ongoing	Ongoing

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DBHDD QMS Work Plan December 2012 Update