

PROVIDER'S QUALITY IMPROVEMENT PLAN

As part of Blair County's Quality Enhancement Action Plan, Providers will be asked to demonstrate quality improvement plans and progress in achieving indicators related to the priorities in the County Plan. These priorities shall be negotiated annually between the county and contracting providers.

Current ongoing priorities include:

Activities identified in the Charter Document for CCISC implementation, as listed below

- a. Formal commitment to engage in Blair County's performance improvement process to achieve DDC for all programs
- b. COD Capability Certification can and should be seen an outcome of the performance improvement process.
- c. Regular participation in Blair committees overseeing and designing this process as indicated
- d. Annual self assessment using CCISC toolkit, or as otherwise negotiated.
- e. Annually updated action plan demonstration of achievement of measurable objectives regarding welcoming individuals and families with cod, universal screening, and reporting of accurate data regarding co morbidity.
- f. Commitment to adopting a scope of practice for all clinical staff regarding co morbidity, and identification of a plan for achieving core competencies based on this scope of practice
- g. Other indicators as negotiated annually.

Other QI activities are included in the attached Altoona Regional COD Action Plan and the COD commitment statement:

ALTOONA REGIONAL COD ACTION PLAN

#	Goal	Action Level	Objectives	Detail Activities	Status	Status By
1	Program descriptions, orientation material, philosophy, policies, and procedures and education that embraces the Comprehensive Continuous Integrated System of Care (CCISC) principles	System Program	Announcement of over-arching plan  COD staff will distribute Needs Assessment to Supervisors for input  Needs Assessment will be collected and Utilized in Education plan  COD Coordinator will determine a modality educate staff and consumers within the context of current resources.  COD Coordinator will then seek approval to utilize training modules from Executive Director and Medical Director.	Co-Occurring Disorder (COD) staff will meet with supervisors to announce plan  COD staff will meet with supervisors  COD manager will collect survey and summarize	COD staff to attend managers meeting  COD staff to attend managers meeting  Coordinator to examine methods that will best educate staff  Coordinator will develop education plan to implement training for staff and to inform consumers  Approval for Implementation  Consent form revised, approved, and placed in every	5/8/08  5/8/08  6/20/08  6/15/08  7/1/08  7/15/08  7/1/08
		Clinical Practice	Clients will be welcomed into services via consent to treatment/informational	Altoona Regional Health System (ARHS)		

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ALTOONA REGIONAL COD ACTION PLAN

#	Goal	Action Level	Objectives	Detail Activities	Status	Status By
			document explaining services available, including COD treatment. Signage of such to be posted.	Consent form to be revised Upon approval from Executive Director, order signage to be hung in reception area	intake packet (new patients) Inform current clients	7/1/08
		Clinical Competency	Policies, procedures, philosophies, etc. will be included in orientation for new staff	Amend employee orientation	COD Manager to obtain orientation checklists for all services for amending	6/20/08
			All staff will then receive: Training on CCISC principles, COD education, and updates.	Create Training modules	Create two Net Learning Tracks (one clerical, one clinical) incorporating COMPASS and COFIT	9/30/08
			In addition appropriate clinical services will receive 3-6 hour enhanced COD/CCISC principles Create staff roster to verify COD training	Create 3-6 hour Inservice	COD Consultant to format 3-6 hour training Each staff will receive appropriate Net Learning and enhanced COD training	9/30/08 12/31/08
2	Policies and procedure	System				

ALTOONA REGIONAL COD ACTION PLAN

#	Goal	Action Level	Objectives	Detail Activities	Status	Status By
	manuals and job descriptions reflecting CCISC Principle	Program	Updated Standard of Practice (SOP) reflecting CCISC principles to be developed and added and placed in all SOP manuals	COD Consultant and Coordinator staff to begin work on SOP development	Completed SOPs to be included in SOP manuals	8/30/08
		Clinical Practice				
		Clinical Competency	All staff review and sign off on SOP and future updates on COD/ CCISC principles		Circulate SOPs with signature page and return to COD Manager	12/31/08
3	Continuous Performance Improvement monitor to be implicated to ensure staff competency and consumer awareness	System				
		Program	Supervisor will ensure COD/CCISC principles are incorporated into each new employee orientation check-list  Supervisor will ensure staff receive appropriate COD/ CCISC training.  Clerical staff to incorporate COD/CCISC principles to each job description.	Supervisors will note in CPI modules of the COD addition.  Human Resources to be consulted regarding inability	COD manager to collect documentation  COD manager to collect documentation  Await HR response	12/31/08  12/30/08  12/31/08

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**ALTOONA REGIONAL HEALTH SYSTEM**

**BEHAVIORAL HEALTH SERVICES**

**CO-OCCURRING DISORDER SERVICES COMMITMENT STATEMENT  
MARCH 2008**

Altoona Regional Health System Behavioral Health Services (ARHS BHS) is committed to provide welcoming, accessible, integrated, continuous, and comprehensive services to individuals with mental health, substance abuse, and co-occurring disorders. We believe these individuals should be afforded the opportunity to make choices about their lives in an environment that supports recovery and ensures their dignity and respect.

By committing to serve such individuals, ARHS BHS will establish an action plan that adheres to the Comprehensive Continuous Integrated System of Care (CCISC) model and educate staff accordingly within the context of current resources. To ensure access and quality of care ARHS BHS will: 1) provide educational updates of mental health, substance abuse, and co-occurring issues and 2) incorporate Continuous Performance Improvement (CPI) monitors in compliance within the CCISC framework.