

# PERFORMANCE IMPROVEMENT

## Michigan Mission Based Performance Indicator System (MMBPIS)

MMBPIS is a quarterly process that was put into place to outline the dimensions of quality (access, efficiency, and outcome) that must be addressed by the Public Mental Health System as reflected in the Mission statements from Delivering the Promise and the needs and concerns expressed by consumers and citizens of Michigan.

### Fiscal Year 2021 Quarter 2

**Indicator 1:** Percentage of persons during the quarter receiving a pre-admission screening for psychiatric inpatient care for whom the disposition was completed within 3 hours. Standard = 95%

Population	Percent of Emergency Referrals Completed within the Time Standard
Children	100.00%
Adults	96.30%

**Indicator 2a:** The percentage of new persons during the quarter receiving a completed biopsychosocial assessment within 14 calendar days of a non-emergent request for service. No Standard set as this is a new indicator.

Population	Percent of Persons Receiving an Initial Assessment within 14 calendar days of First Request
Total	68.60%

**Indicator 3:** Percentage of new persons during the quarter starting any needed on-going service within 14 days of completing a non-emergency biopsychosocial assessment. No Standard set as this is a new indicator.

Population	Percent of Persons Who Started Service within 14 days of Assessment
Total	95.38%

**Indicator 4a:** The percentage of discharges from a psychiatric inpatient unit during the quarter that were seen for follow-up care within 7 days. Standard = 95%

Population	Percent of Persons Discharged seen within 7 Days
Children	100.00%
Adults	100.00%

**Indicator 10:** Percentage of readmissions of children and adults during the quarter to an inpatient psychiatric unit within 30 days of discharge. Standard = 15% or less.

Population	Percent of Discharges Readmitted to Inpatient Care within 30 days of Discharge
Children	0.00%
Adults	5.56%

**Quality Assessment and Performance Improvement Program (QAPIP)**

*The QAPIP is a report that contains a random sample of consumers pulled from Tuscola Behavioral Health System’s electronic health record to show that they are receiving coordination of care with their primary care physician and to show that a consumer has received their Person Center Plan within 15 business days.*

<b>Month</b>	<b>Evidence of Coordination with Primary Care Physician</b>	<b>Evidence that the Consumer Received a Copy of their Person Center Plan within 15 Business Days of their Planning Meeting</b>
December	100.00%	100.00%
January	100.00 %	100.00%
February	100.00%	96.55%

**2020 Consumer Satisfaction Surveys – Mental Health Statistics Improvement Program (MHSIP) & Youth Satisfaction Survey for Families (YSSF)**

*MHSIP: Survey for adults experiencing a mental illness to help determine any areas that may be deficient within Tuscola Behavioral Health Systems as well as the region for Mid-State Health Network.*

*YSSF: Survey for families to help determine any areas that may be deficient within Tuscola Behavioral Health Systems as well as the region for Mid-State Health Network.*

<b>Survey</b>	<b>General Satisfaction/Appropriateness</b>
MHSIP	92%
YSSF	98%

**Suggestion Boxes**

*Please remember that these boxes are available to submit any comments, questions, concerns, complements, etc. The boxes are located at Echols, Burnside and PIC. You may use the provided suggestion cards to write down any thoughts. If you would like feedback on anything, please remember to include your contact information so TBHS may reach out to you.*

*\*\*\*Note: We now offer suggestions to be submitted through our website at [www.tbhsonline.com](http://www.tbhsonline.com)*