

PERFORMANCE STANDARDS

Coordination of Care:

The facility will be notified of the individual's Primary Care Physician and Medicaid Health Plan for purposes of coordination of treatment.

Goal: The facilities will report that they receive the individual's Primary Care Physician and Medicaid Health Plan information 90% of the time.

Customer Satisfaction:

The Facilities will submit consumer satisfaction reports quarterly at the end of the month following the quarters ending:

December 31, 2008, March 31, 2009, June 30, 2009, and September 30, 2009;
December 31, 2009, March 31, 2010, June 30, 2010, and September 30, 2010;
December 31, 2010, March 31, 2011, June 30, 2011, and September 30, 2011;

and send to Jacquie Johnson at Kent Community Mental Health Authority d/b/a network180.

Average Length of Stay (ALOS):

CMH will measure ALOS per episode for individuals for whom CMH is financially responsible. ALOS will be calculated by dividing total patient days by total discharges per month.