

LAKESHORE BEHAVIORAL HEALTH ALLIANCE
Community Mental Health Services of Muskegon County
Community Mental Health of Ottawa County
Lakeshore Coordinating Council for Substance Abuse Services

Policy
No. 20-032

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Approved by:

SUBJECT: Comparative Performance
Monitoring

John North, Executive, Director

I. POLICY :

Lakeshore Behavioral Health Alliance will produce regular comparative data reports based on the Michigan Mission-Based Performance Indicator System. The range of reports will include the LBHA Comparative Performance Reports, the Contractual Comparative Performance Reports and the Affiliate Specific Comparative reports.

II. PURPOSE:

To assure the consistent ongoing evaluation of the performance of service delivery system, Lakeshore Behavioral Health Alliance, has developed a process by which performance will be monitored at multiple levels throughout the organization.

III. APPLICATION:

All affiliates of the Lakeshore Behavioral Health Alliance.

IV. DEFINITIONS:

MMBPIS: Michigan Mission-Based Performance Indicator System data. Data sent to DCH that provides an overview of specific performance indicators.

Contractual Performance Requirements: Specific performance requirements outlined in the DCH Contract as well as the Balanced Budget Act of 1997.

V. PROCEDURE:

A. All participating affiliates will submit the Michigan Mission-Based Performance Indicator System to the Lakeshore Behavioral Health Alliance by the twenty-eighth day of the month following the close of the quarter.

- B. The MMBPIS Committee will produce Comparative Performance Reports with the following specifications:
1. The Comparative Performance reports will graphically illustrate the performance of the Lakeshore Behavioral Health Alliance compared to the statewide performance of the public mental health system as well as any contractual performance objectives.
 2. The Contractual Comparative Performance reports will graphically illustrate and compare the performance of each affiliate to contractual performance objectives.
 3. Affiliate Specific Reports will graphically illustrate and compare the performance of each specific affiliate to Lakeshore Behavioral Health Alliance and statewide public mental health system performance.
- C. The reports will be developed along with corrective actions in order to improve performance in the following ways:
1. The MMBPIS Committee will review the reports at its regular meetings. If there are affiliates that do not meet contractual performance objectives, the Compliance Review Unit will require that a corrective action plan be put into place to bring the affiliate into compliance with contractual standards. Performance variations among the affiliates will be the focus of review with resulting action items being developed.
 2. Affiliate specific reports will be reviewed by the MMBPIS Committee or its work teams in order for any local provider to compare its performance to that of Lakeshore Behavioral Health Alliance, the affiliates and the statewide public mental health system. This review will result in quality improvement initiatives that are prioritized according to each affiliate's priorities for performance improvement.
- D. Documentation of reviews of Comparative Performance Reports will occur at all levels and will include a description of what was reviewed, discussed and action items that result from the typical quality performance cycle.

VI. REFERENCES:

BBA 438.240, 438.242
DCH Contract