

**Appendix A**  
**2010 Quality Management Data**

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|-------------------------|--|
| <b>ECI:</b>             | Case Management<br>Timeliness of Plan<br>Initiation of services<br>Productivity<br>Transition plans  |
| <b>Substance Abuse:</b> | Sobriety Rate<br>Completion Rate<br>Satisfaction Surveys   |
| <b>IDD Authority:</b>   | SLCC placement<br>HCS enrollment<br>Permanency planning<br>Interest List<br>Timeliness of documentation<br>Productivity  |
| <b>HCS:</b>             | Satisfaction<br>Service utilization HCS<br>Service utilization TxHmL<br>Documentation Timeliness<br>Productivity<br>HCS slots filled<br>Case manager visits  |
| <b>ICF-MR:</b>          | MR/RC assessments<br>Living Options<br>Bed Capacity  |
| <b>NDI:</b>             | Disabled/Non-disabled ratio<br>Maximize revenue  |
| <b>MH Authority:</b>    | Timeliness of intake appointment<br>Waiting list contact<br>State hospital utilization<br>PESC extended observation LPHA contacts<br>PESC nurse contact within 15 minutes<br>PESC QMHP group requirements<br>Intake calls taken when called<br>Timeliness of crisis line calls |
| <b>MH Provider:</b>     | Adult Minimum hours<br>Adult ACT hours   |

Adult service target  
Adult Improvement in functioning  
Adult Improvement in housing  
Adult hospitalization within 30 days  
Adult UA completion  
Adult Appropriateness of service  
Adult Criminal justice involvement  
Adult Supported employment  
Adult Co-occurring substance abuse  
Adult Crisis Avoidance  
Adult Timeliness of first encounter  
Adult Re-admission rate  
Adult F2f aftercare within 7 days  
Adult Disposition aftercare within 7 days  
FCA Minimum hours  
FCA Parent Partner contacts  
FCA Parent Partner minimum hours  
FCA service target  
FCA Ohio scales completion  
FCA Ohio scales function  
FCA Ohio scales severity  
FCA Improvement in functioning  
FCA hospitalization within 30 days  
FCA UA completion  
FCA Appropriateness of service  
FCA Juvenile justice involvement  
FCA school behavior  
FCA Co-occurring substance abuse  
FCA Crisis Avoidance  
FCA Timeliness of first encounter

**Rights:** Confirmed Rights violation  
Confirmed abuse allegations  
Appeals with affirmative findings

**Risk Management:** Medication errors  
Accidents and injuries  
Adverse medication reactions  
Restraint  
Critical lab values  
Home visits medication errors

**Financial:** Days of operation  
Acid test ratio  
Quick test ratio

**Human Resources:** Workers' comp costs  
Staff turnover  
Percent of positions unfilled after 30 days  
Training compliance  
Performance evaluation compliance  
Health screenings