



## North Sound Mental Health Administration 2013-2016 Strategic Plan

### Priority “A” Goals:

Specific Strategies and a work plan will be developed for Goals in this category. The NSMHA Executive Director will ensure that activities based on these Goals and Strategies will be carried out.

#### 1. Organizational Structure and Health Care Reform

Adapt the organizational structure of NSMHA to play a vital role in the regional implementation of Health Care Reform initiatives to improve care coordination between primary health care and Behavioral Health Services.

##### Strategies:

*1.1 Facilitate the development of a North Sound Regional Health Alliance to develop regional strategies to improve the integration of health care, behavioral health care, and long term care services.*

*1.2 Actively participate in the development of a regional and/or multi-county “Health Home Network” to improve the coordination of services to high risk persons who are dually eligible for both Medicaid and Medicare.*

*1.3 Invest in sufficient staffing and resources in the NSMHA network to build the NSMHA information technology infrastructure to support our role as an active participant in Health Care Reform initiatives.*

#### 2. Access to Quality Services

Develop innovative strategies to ensure all eligible individuals have equal access to quality behavioral health services.

##### Strategies:

*2.1 Expand the use of Evidence Based Practices and the level of cultural competence in NSMHA services through training and contractual requirements.*

*2.2 Increase the availability of services in all geographic areas in the Region.*

*2.3 Support the sustainability of recovery-oriented services such as housing services and supported employment.*

#### 3. Peer Support and Consumer Involvement Initiatives

Lead the North Sound Region in the development and promotion of peer support and consumer involvement strategies.

##### Strategies:

*3.1 Increase the number of peers employed in our system through clear contract performance measures.*

*3.2 Build a regional peer network and training plan to support consumer empowerment initiatives.*

*3.3 Promote youth and family involvement at all levels of the system.*

## **Priority “B” Goals:**

Goals in this category are also part of the NSMHA Strategic Plan, but strategies and tasks will be undertaken as time and resources permit and/or incorporated into existing activities. Some of the strategies in this category will also be used to support Priority “A” Goals.

### **1. Work Force Development**

Enhance work force development of the public mental health system through increased education, training opportunities and strategies for retention.

#### **Examples of Strategies Include:**

- *Address future workforce needs as Medicaid expands and older workers retire.*
- *Provide supervisory training for middle level supervisory and management staff throughout the net work.*
- *Increase workforce capabilities to provide culturally competent services through long-term consistent training.*
- *Develop strategies to reduce staff turnover of direct service staff including improved material and non-material compensation.*

### **2. Information Technology**

Expand the capabilities of our information technology infrastructure to support the organizational and marketing needs of the Region, promoting quality improvement, health integration and cross-system collaboration.

#### **Examples of Strategies include:**

- *Promote sharing of data between Electronic Health Record systems to improve care, increase efficiency, and contain costs.*
- *Train, hire or sub-contract for an increased level of data analysis to meet our role in Health Care Reform initiatives.*
- *Demonstrate through reliable data analysis how decisions for NSMHA funded services achieve the fundamental outcomes of improved care and cost-containment.*
- *Partner with other systems of care and service through data sharing to identify people who are high system users and target opportunities for improved care through integration of services as well as cost-containment.*
- *Redesign the NSMHA Web site to make it more consumer friendly, better meet the needs of different audiences, and provide quicker access to information and updates.*

### **3. Communications and Marketing**

Implement a NSMHA Communications and Marketing Plan that increases public awareness of NSMHA services and accomplishments and facilitates public access to information about services and consumer resources.

#### **Examples of Strategies Include:**

- *Continue with the monthly NSMHA E-Newsletters and expand the target audience.*
- *Redesign the NSMHA Web site to make it more consumer friendly, better meet the needs of different audiences, and provide quicker access to information and updates.*
- *Communicate stories and information on a more regular basis that illustrate the accomplishments of NSMHA services and the success of our provider agencies.*

#### **4. Tribes**

Collaborate and partner with the 8 North Sound Sovereign Tribes to establish a culturally competent work force and service delivery system that promotes a tribal centric mental health system.

Examples of Strategies Include:

- *Work with Tribal representatives to continue to implement and update the Goals and Activities listed on the NSMHA “7.01 Implementation Plan”.*
- *Actively participate on the state workgroup to work with Tribal representatives on the development of a “Tribal Centric Mental Health System”.*
- *Continue to sponsor the annual NSHMA Tribal Mental Health Conferences.*

### **Performance Measures**

In addition to its Strategic Goals, the State measures the performance of RSNs based on two statewide “Core Performance Measures” and two “Regional Performance Measures” which each RSN selects as specific to its region. As of October 1, 2012, RSNs will also have to add a Performance Measure related to improvements in children’s mental health services. NSMHA currently has and/or will be developing strategies to meet the performance targets for the measures listed below.

#### **A. STATE PERFORMANCE MEASURES**

##### **1. Transition Services**

Ensure that at least 75% of all persons who are discharged from a psychiatric inpatient hospital or Evaluation and Treatment facility receive a routine outpatient service within seven (7) days of discharge.

##### **2. Data Accuracy**

Ensure the accuracy, completeness, and timeliness of mental health service encounter data submitted to DSHS.

##### **3. Children’s Performance Improvement**

Specific measures related to strengthening mental health services to children and their families will be developed by a statewide workgroup.

#### **B. NSMHA REGIONAL PERFORMANCE MEASURES**

1. Improve care for people with co-occurring mental health and substance abuse disorders by increasing and sustaining the number of people who are identified with co-occurring substance abuse disorders.
2. Increase the utilization of triage centers in order to decrease unnecessary psychiatric hospitalizations and unnecessary use of Emergency Departments.
3. Decrease the number of crisis dispatches that end in detentions.