

UPDATE: ACCMHS Priority Needs and Planned Actions FY19-20

Priority Issue	Reasons For Priority	Plan	February 2020 Update
1. Ensure efficient and effective delivery of services.	The Community Stakeholder's Survey has identified lack of resources as a barrier to quality services.	The QI & UM Teams at ACCMHS will evaluate the efficiency of our current programs and services utilizing LEAN techniques.	The <i>Program Reporting Dashboard Report</i> was developed by UM to identify overutilization and underutilization of services (assessing for the adequate use of resources). In addition, Continuous Quality Improvement Training (Lean/KATA) was recently provided to staff members from each program. Program Supervisors will incorporate the lessons learned to identify how we can more effectively and efficiently utilize our resources.
2. Increase access to mental health educational materials.	Our stakeholders have identified a need for additional mental health educational materials.	ACCMHS will update our website and intranet (for staff) with additional mental health educational materials/links (e.g., Prevention, Housing).	Our Website has been updated to include several educational links (e.g., Autism, SUD, Cerebral Palsy, Housing Services). Several educational resources have been uploaded into Streamline and our Patient Portal (e.g., ADHD, Anxiety and Depression, Diabetes Management, High Blood Pressure, Vaccination Information). The Med clinic also distributes informational pamphlets to consumers, addressing their specific health condition(s).
3. Increase the accessibility of our services by exploring transportation options beyond the county transportation system.	ACCMHS consumers are limited in their transportation options, so the county transportation system is predominantly used. It cannot, however, adequately meet the needs of our large, rural community.	ACCMHS will continue to explore potential grants and voucher systems to discover alternative transportation opportunities to increase access. ACCMHS will continue to participate with local officials to pursue a broader community solution.	Through a recent survey, Allegan County gathered information concerning transportation issues within our service area. Our Executive Director is working to address the issue of inadequate transportation availability by serving on the Transportation Subgroup at the Multi Agency Collaborating Council (MACC). In an effort to better service our consumers, ACCMHS plans to move from our current rural location to the city of Allegan (by the summer of 2021). We will be renovating a building to accommodate our current and future needs, as we plan to expand our integrated health services.
4. Increase communication and coordination of care with providers.	Better communication and collaboration between providers/agencies will improve the quality of care for our consumers.	ACCMHS will use LEAN techniques and PDSA's to evaluate processes and improve communication and coordination of care within the agency and with service providers. ACCMHS will continue to develop relationships within the community through our "Day of Caring" as well as collaboration with	ACCMHS currently hosts quarterly Provider Meetings to update and educate our contracted providers. ACCMHS attends monthly Healthy Allegan County Coalition meetings, which include staff members from a variety of local agencies (e.g., PCP offices, hospitals, health department, county court, schools/early childhood). ACCMHS continues to develop relationships within the community by hosting/participating in a variety of local events (e.g., "ACCMHS Day of Caring" in May of 2019, annual "Boomer Bash" vendor, Prevention Services educational events).

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		community stakeholders.	Continuous Quality Improvement (Lean/KATA) techniques may also be used in the future to help us identify barriers to improving our communication/coordination of care with service providers.
5. Increase access to job training/employment opportunities.	ACCMHS Stakeholders identified a need for employment opportunities for our consumers.	ACCMHS will research current resources/links to post our website for job trainings/employment opportunities.	<p>We updated our website to include the following Employment and Training Opportunities in our “Community Resource” section:</p> <p>Michigan Works: https://www.michiganworks.org/agencies/county/Allegan</p> <p>Michigan Rehabilitation Services: https://www.michigan.gov/leo/0,5863,7-336-78421_25392---,00.html</p>