



Spokane County Regional Behavioral Health

Community Services, Housing, and Community Development Department

QAPI Work Plan 2020

The QAPI Work Plan was developed by the QAPI Steering Committee, under the direction of the CSHCD SCR BH leadership, and is a living document that is reviewed and updated quarterly. The goals identified are based on findings from the external quality review process, the annual risk assessment and performance and quality related data and trends in compliance with state and federal contracts.

1.

Objective	Provide relevant behavioral health data regarding services provided to each county in the Spokane Regional Service Area (RSA) (and each municipality in Spokane County) for review by county commissioners, stakeholders and community members.
Measure	New document ready for release to county commissioners by April 2020.
Intervention/Action	<ol style="list-style-type: none"> 1. Update the At-A-Glance document to include behavioral health data information for each county in the Spokane Regional Service Area (RSA) and municipalities in Spokane County. 2. Post on website and distribute to commissioners and stakeholders

2.

Objective	Educate individuals in the Spokane Regional Service Area (RSA) regarding mobile crisis response for behavioral health.
Measure	Newsletter created for each of the 6 counties in May and distributed to local agencies, businesses and community centers in each county by July 31, 2020.
Intervention/Action	<ol style="list-style-type: none"> 1. Create a Mobile Crisis Response educational newsletter/flyer for each county in the Spokane RSA. 2. Distribute newsletters to community partners in each county. 3. Translate the MCR newsletter into Spanish, Arabic, Russian and Marshallese and distribute

3.

Objective	Continue to increase awareness of the Spokane Regional Crisis Line (RCL) and associated crisis services for all
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	individuals throughout the Spokane Regional Service Area (RSA).
Measure	Conduct a community survey to assess for increased awareness of Spokane Regional Crisis Line by end of 2020.
Intervention/Action	<ol style="list-style-type: none"> 1. Connect with local schools to distribute information 2. Create Covid-19 webpage focusing on Spokane RCL 3. Local Newspaper articles and community bulletins

4.

Objective	Increase data sharing regarding Mobile Crisis Response with behavioral health crisis stakeholders.
Measure	<ol style="list-style-type: none"> 1. The Crisis Data Dashboard will be updated for stakeholder review in the Spokane Regional Crisis Collaborative meeting prior to July 2020.
Intervention/Action	<ol style="list-style-type: none"> 1. Update the Crisis Data Dashboard to include quarterly reports of mobile crisis response data for each county in the Spokane RSA.

5.

Objective	Identify new opportunities to increase consumer voice in the SCRBH Quality Management Program.
Measure	<ol style="list-style-type: none"> 1. Consumer voice is gathered from multiple counties in the Spokane RSA and reviewed for gaps or barriers in the system of care.
Intervention/Action	<ol style="list-style-type: none"> 1. Collect Consumer Satisfaction Surveys from contracted providers and review at the QAPI monthly meeting in September 2020. 2.