

**NORTHERN LAKES COMMUNITY MENTAL HEALTH
FY 2006**

Objective Domain	Objective	Indicator	Who Applied To	Target Goal Expectancy	Frequency of Measure	Actual Results
Effectiveness	Competitive Employment	Percent of adults (eligible to work) who are in competitive employment	All Populations	50%	(Annually)	33% (725 of 2194) comp. employed 41% (295) full-time; 59% (430) part-time <i>(questionable accuracy, reliability & completeness)</i>
	Minimum Wage	Percent of adults served who earn minimum wage or more from employment activities	All Populations	90%	(Annually)	50.4% (192 of 381) earn min. wage <i>(questionable accuracy, reliability & completeness)</i>
	Recipient Rights	Number of substantiated recipient rights complaints per thousand persons served, in the categories of Abuse I, II, and Neglect I, II	All Populations	Establish Baseline	Annually	1.067 substantiated Abuse I & II and Neglect I & II complaints per thousand people served (n=6)
	Sentinel Events	Number of sentinel events per thousand persons served	All Medicaid Beneficiaries	Establish Baseline	Annually	0.178 sentinel events/thousand (n=1)
	Suicide	Number of MDCH reportable suicides per thousand persons served	MI-A, C DD-A, C	0.00	Annually	MI-A 0.00 MI-C 0.00 DD-A 0.00 DD-C 0.00
Efficiency	Short Term Viability	Ratio of cash on hand to short term liabilities	NLCMH	>2.0	Monthly	Oct 05 = 4.72 April 06 = 3.59 Nov 05 = 9.08 May 06 = 3.8 Dec 05 = 7.42 June 06 = 3.81 Jan 06 = 6.77 July 06 = 3.78 Feb 06 = 5.09 Aug 06 = 3.86 Mar 06 = 7.18 Sept 06 = 3.42
	Long Term Viability	Ratio of debt to net worth	NLCMH	<2.5	Monthly	Oct 05 = 1.48 April 06 = 1.84 Nov 05 = 1.31 May 06 = 1.78 Dec 05 = 1.38 June 06 = 1.81 Jan 05 = 1.46 July 06 = 1.54 Feb 05 = 1.62 Aug 06 = 1.55 Mar 05 = 1.42 Sept 06 = 1.64
	Administrative Efficiency	Percent of expenditures spent on managed care administrative functions	NLCMH	9%	Annually	12.71% (as reported on 460 report plan)

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Access	Timely Inpatient Screening	Percent of children and adults receiving pre-admission screening for psychiatric inpatient care for whom disposition was completed within three hours	Children Adults	95% or Greater	Quarterly	<table border="1"> <thead> <tr> <th></th> <th>1st Qtr.</th> <th>2nd Qtr.</th> <th>3rd Qtr.</th> <th>4th Qtr.</th> </tr> </thead> <tbody> <tr> <td>Children =</td> <td>96%</td> <td>95%</td> <td>94%</td> <td>93%</td> </tr> <tr> <td>Adults =</td> <td>95%</td> <td>98%</td> <td>99%</td> <td>95%</td> </tr> </tbody> </table>		1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Children =	96%	95%	94%	93%	Adults =	95%	98%	99%	95%															
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	Timely Initial Assessment	Percent of new persons receiving a face-to-face assessment with a professional within 14 calendar days of a non-Emergency request for service	MI-A, MI-C DD-A, DD-C	95% or Greater	Quarterly	<table border="1"> <thead> <tr> <th></th> <th>1st Qtr.</th> <th>2nd Qtr.</th> <th>3rd Qtr.</th> <th>4th Qtr.</th> </tr> </thead> <tbody> <tr> <td>MI-A =</td> <td>98%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>MI-C =</td> <td>95%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>DD-A =</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>DD-C =</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>All =</td> <td>97%</td> <td>100%</td> <td>100%</td> <td>99%</td> </tr> </tbody> </table>		1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	MI-A =	98%	100%	100%	100%	MI-C =	95%	100%	100%	100%	DD-A =	100%	100%	100%	100%	DD-C =	100%	100%	100%	100%	All =	97%	100%	100%	99%
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Timely Start to Services	Percent of new persons starting any needed ongoing service within 14 days of a non-emergent assessment with a professional	MI-A, MI-C DD-A, DD-C	95% or Greater	Quarterly	<table border="1"> <thead> <tr> <th></th> <th>1st Qtr.</th> <th>2nd Qtr.</th> <th>3rd Qtr.</th> <th>4th Qtr.</th> </tr> </thead> <tbody> <tr> <td>MI-A =</td> <td>95%</td> <td>97%</td> <td>99%</td> <td>95%</td> </tr> <tr> <td>MI-C =</td> <td>91%</td> <td>96%</td> <td>92%</td> <td>97%</td> </tr> <tr> <td>DD-A =</td> <td>89%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>DD-C =</td> <td>83%</td> <td>75%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>All =</td> <td>93%</td> <td>96%</td> <td>96%</td> <td>96%</td> </tr> </tbody> </table>		1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	MI-A =	95%	97%	99%	95%	MI-C =	91%	96%	92%	97%	DD-A =	89%	100%	100%	100%	DD-C =	83%	75%	100%	100%	All =	93%	96%	96%	96%	
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Timely Inpatient Follow-up	Percent of discharges from a psychiatric inpatient unit who are seen for follow-up care within seven days	Children Adults	95% or Greater	Quarterly	<table border="1"> <thead> <tr> <th></th> <th>1st Qtr.</th> <th>2nd Qtr.</th> <th>3rd Qtr.</th> <th>4th Qtr.</th> </tr> </thead> <tbody> <tr> <td>Children =</td> <td>73%</td> <td>84%</td> <td>82%</td> <td>93%</td> </tr> <tr> <td>Adults =</td> <td>79%</td> <td>90%</td> <td>83%</td> <td>92%</td> </tr> </tbody> </table>		1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Children =	73%	84%	82%	93%	Adults =	79%	90%	83%	92%																
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Denial Rate	Percent of face-to-face assessments with professionals that result in decisions to deny NLCMH services	All Populations	< 10%	Quarterly	<table border="1"> <thead> <tr> <th></th> <th>1st Qtr.</th> <th>2nd Qtr.</th> <th>3rd Qtr.</th> <th>4th Qtr.</th> </tr> </thead> <tbody> <tr> <td>All =</td> <td>11.2%</td> <td>11.04%</td> <td>10.6%</td> <td>11.97%</td> </tr> </tbody> </table>		1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	All =	11.2%	11.04%	10.6%	11.97%																					
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Overrule Rate	Percent of Section 705 second opinions that result NLCMH services	All Populations	< 25	Quarterly	<table border="1"> <thead> <tr> <th></th> <th>1st Qtr.</th> <th>2nd Qtr.</th> <th>3rd Qtr.</th> <th>4th Qtr.</th> </tr> </thead> <tbody> <tr> <td>All =</td> <td>0</td> <td>18%</td> <td>0</td> <td>10%</td> </tr> </tbody> </table>		1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	All =	0	18%	0	10%																					
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Recidivism	Percent readmitted to an inpatient psychiatric unit within 30 days of discharge	Children Adults	< 15%	Quarterly	<table border="1"> <thead> <tr> <th></th> <th>1st Qtr.</th> <th>2nd Qtr.</th> <th>3rd Qtr.</th> <th>4th Qtr.</th> </tr> </thead> <tbody> <tr> <td>Children =</td> <td>5%</td> <td>8%</td> <td>0</td> <td>5%</td> </tr> <tr> <td>Adults =</td> <td>11%</td> <td>11%</td> <td>13%</td> <td>13%</td> </tr> </tbody> </table>		1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Children =	5%	8%	0	5%	Adults =	11%	11%	13%	13%																
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Stakeholder Input	Consumer Focused	Percent satisfied with NLCMH services	All Populations	85%	Annually	<p>87.9% (29 of 33) of ACT respondents agreed or strongly agreed "all services were helpful"</p> <p>100% (20 of 20) of Home Based service respondents reported "I like the services I receive here."</p>																														

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	Other Stakeholder Focused	Percent of stakeholders satisfied with NLCMH services	Community Stakeholders	85%	Annually	<i>This indicator was not measured during FY 06 and is recommended for action during FY 07 via the QI work plan</i>