

Road Map to a PIP

1. Assemble multi-functional team

- A. Identify/list shortcomings, problems, weakness in services/delivery.
- B. Review relevant data: routine QI monitoring, MHP data, DMH or APS data, complaints, rumors, or concerns.
- C. Identify priority area(s) of concern.
- D. Review each per steps 2-4.
- E. Pick one for PIP.

- A. Does the problem affect consumers' satisfaction, MH outcomes, or functional status? Is it within our scope of influence?
- B. Use numbers – rates or frequency.
- C. Use benchmark literature (MHP, CA, US, etc.) relating to goals.
- D. Identify MHP's current baseline numbers or %.
- E. **What number or % would indicate "improvement"? Why?**

2. "Is there really a problem?" Validate the problem

3. Team Brainstorming: "Why is this happening?" Root cause analysis to identify challenges/barriers

- A. Investigate what is or is not happening. Process mapping can be helpful.
- B. Accept/reject all possible reasons by examining data and processes.
- C. For each accepted reason, what is broken? These are the "barriers."

4. "How can we try to address the broken elements/barriers?" Planned interventions

- A. Identify interventions, then determine how and when to measure.
- B. What measurements represent success?
- C. Did we eliminate bias?
- D. After a measurement cycle, review results, alter intervention(s) as necessary, remeasure or move on.
- E. Document/account for outside influences.

"If we do _____, then, can we _____?"
(step 4.) (step 2E.)

Have study question **identify the problem** targeted for improvement, a the specific population, and a **general intervention(s)** approach.

5. Formulate the study question

6. Apply Interventions "What do we see?"

Data analysis:
apply intervention, measure, interpret

- A. Specify and apply intervention(s) for each targeted barrier/element.
- B. Make interventions as measurable as possible: frequency, time, etc.**
- C. Consider pilot, surveys, etc., to initially validate the intervention(s).

7. "Was the PIP successful?" What are the outcomes?

- A. Were numerical goals achieved?
- B. Has PIP demonstrated improvement for consumer MH outcomes, functional status, or satisfaction?
- C. Were numerical goals sustained after a time period of re-measurement?
- D. If successful, institutionalize changes and implement routine monitoring to maintain improvement.
- E. Return to appropriate step if necessary.
- F. Publicly celebrate your team's successes !!**