



Quality Improvement Exercise #3

1. Choose a hypothesis that is related to timeliness of mental health outpatient services to study.
(What is the question the study should be able to answer?)

2. Determine the who, what, where, when and how of your study measurement/evaluation process:
 - i. Who will be measured?

 - ii. What will be measured?

iii. Where will things be measured (e.g., local/county, etc)?

iv. When, how often, and/or at what points in the process will things be measured?

v. How will things be measured? (What tools will you use, e.g., surveys, focus groups, supporting IT system, etc.)

3. Anticipate the kinds of data/results/outcomes you might get from your study/evaluation. Determine within your group which outcomes you would call successes (e.g., the percent improvement you will require to call your result a success) versus those which will need further quality intervention in the future? (This is the beginnings of benchmarking and standard setting).

4. What further interventions might you suggest for those areas that need improvement? How would these be implemented in the public mental health system?