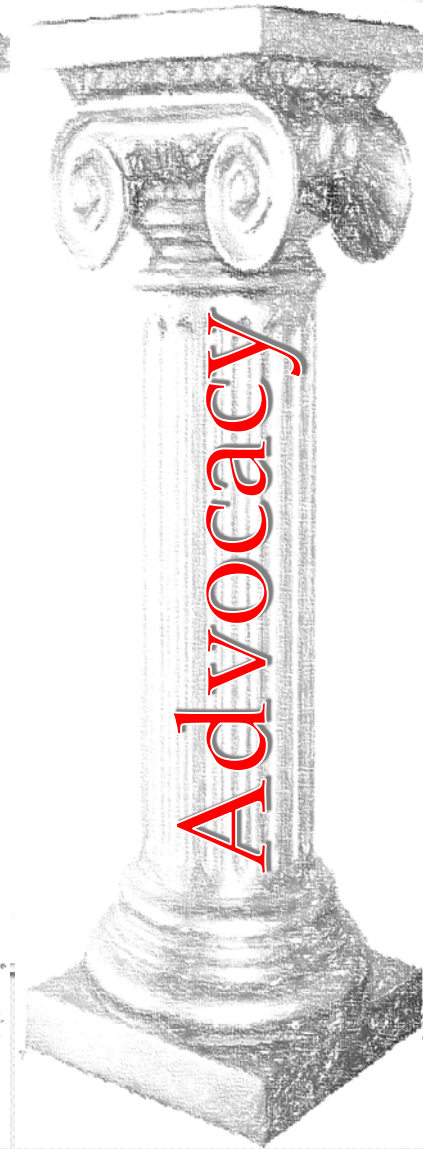


Pillars



Information Systems

Customer Pillar

This pillar demonstrates DWMHA's commitment to providing an excellent experience and service to its customers.



1. Improve customer experience with service
2. Ensure people are first in everything we do
3. Ensure appropriate engagement in choice of service and care
4. Ensure Customers Recipient Rights
5. Satisfaction
6. Customer and Public information and awareness

Access Pillar

This pillar demonstrates DWMHA's commitment to facilitate and ensure easy access to the public mental health service system in Wayne County.



Definitions of the Dimensions of Access

1. Affordability is determined by how the provider's charges relate to the Customer's ability and willingness to pay for services.
2. Availability measures the extent to which the provider has the requisite resources, such as personnel and technology, to meet the needs of the Customer.
3. Accessibility refers to geographic accessibility, which is determined by how easily the Customer can physically reach the provider's location.

Access Pillar

Definitions of the Dimensions of Access (Cont'd)

4. Accommodation reflects the extent to which the provider's operation is organized in ways that meet the constraints and preferences of the Customer. Of greatest concern are hours of operation, how telephone communications are handled, and the Customer's ability to receive care without prior appointments.
5. Acceptability captures the extent to which the Customer is comfortable with the more immutable characteristics of the provider, and vice versa.

Access Pillar



Organizational Goal(s) Ensure...

1. Persons served have adequate insurance coverage (connecting persons with entitlements).
2. Availability of a robust network with sufficient practitioners, providers and resources to meet the requirements, needs and preference of the population served (integrated care and prevention services).
3. Geographic, cultural and linguistic barriers are removed and persons can obtain the needed supports and services.
4. Provider's operation are organized in ways that meet the constraints and preferences of the persons served (hours of operation, how telephone communication are handled, welcoming environment, and ability to accommodate walk-ins).
5. Persons served are comfortable with the characteristics of the practitioners and providers as evidence by customer satisfaction with services.
6. Alignment of payment incentives to support recovery.

Workforce Pillar

This pillar demonstrates DWMHA's commitment to create a values-driven culture that attracts, retains and promotes the best and brightest people, who are committed to the organization's mission, vision and values.



1. Provide staff development activities to increase competency and the quality of services
2. Empower Staff
3. Competitive and Market-driven Compensation
4. Investment in workforce growth to promote a continuous pipeline of Behavioral Health professionals.
5. Economic Development
 - Utilizing local vendors to ensure our purchasing dollars are re-investing in and growing Wayne County when possible.

Financial Pillar

This pillar demonstrates DWMHA commitment to financial stewardship and to the optimal prioritized allocation of scarce resources across a plethora of growing and competing needs to best fulfil its mission, vision and values



1. Ensure that Administrative Cost, as a portion of Total Cost, is as low as reasonably possible while still ensuring administrative effectiveness and the provision of optimal care.
2. Implement standardized reimbursement and funding models across all contracted providers.
3. Enhance the Decision Support System surrounding the DWMHA Central Data Warehouse to further support the “data driven” value.
4. Enhance the technology and capabilities of systems and processes to further support timely and accurate financial reporting.



Quality Pillar

This pillar demonstrates how DWMHA improves clinical excellence to set industry standards and exceed customer expectations.



1. Deliver a robust decision support system surrounded by a central corporate warehouse
2. DWMHA will be recognized as a Subject Matter Expert in Behavioral Health
3. Ensure Best Practices and Evidence Based practices are followed across the network (Model Fidelity)
4. Fully Impaneled Provider Network
5. Achieve Coordination between General Health & Behavioral Health for all populations across all care settings

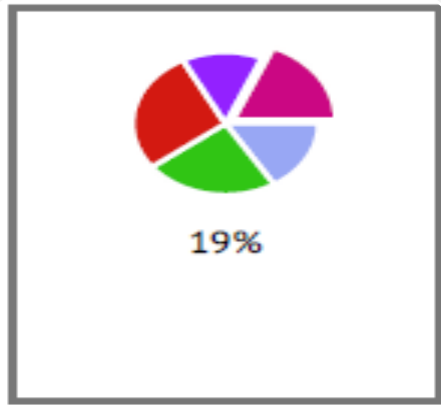
Quality Pillar

6. Implement Standardized treatment Protocols/Guidelines for all populations and treatment groups
7. Implement Care Management Program
8. Complex Case Management Program
9. Standardized Monitoring Tools

Advocacy Pillar

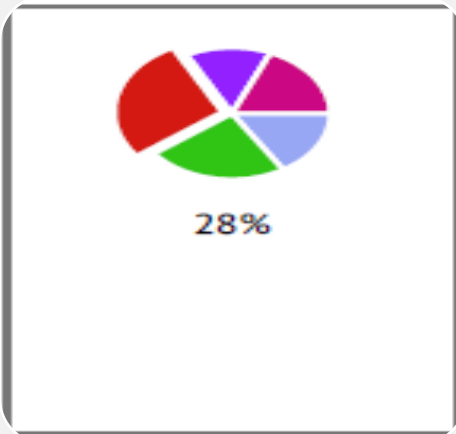
1. Establish leadership in shaping public policy for Behavioral Health in Michigan
2. Foster regional cooperation
3. Inform and engage local and state resources as well as stakeholders

Pillar Summary



Customers

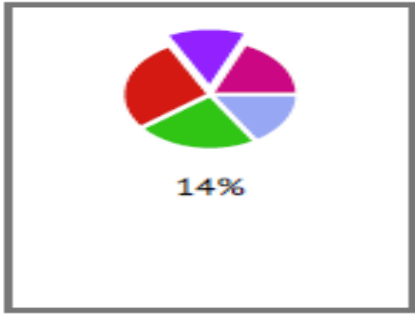
- Ensure people are first in everything we do
- Appropriate choice/focused
- Ensure Recipient Rights
- Consistently meeting customer expectations Positive member experience
- Person Centered - Self Determination



Access

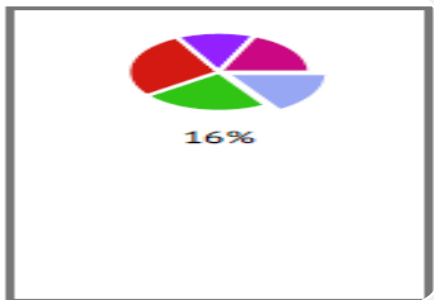
- The 5 Dimensions of Access:
- Affordability is determined by how the provider's charges relate to the Customer's ability and willingness to pay for services.
- Availability measures the extent to which the provider has the requisite resources, such as personnel and technology, to meet the needs of the Customer.
- Accessibility refers to geographic accessibility, which is determined by how easily the Customer can physically reach the provider's location.
- Accommodation reflects the extent to which the provider's operation is organized in ways that meet the constraints and preferences of the Customer. Of greatest concern are hours of operation, how telephone communications are handled, and the Customer's ability to receive care without prior appointments.
- Acceptability captures the extent to which the Customer is comfortable with the more immutable characteristics of the provider, and vice versa.

Pillar Summary - Continued



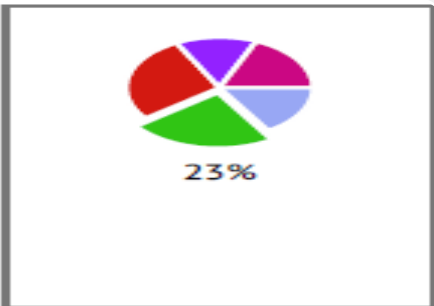
Workforce

- Top 10 place to work
- Provide Staff development activities to increase competency and the quality of service Empower Staff
- Competitive and market-driven compensation
- Investment in growth in workforce to promote expansion in Behavioral Health
- Economic Development (utilizing local vendors to ensure our purchasing dollars are reinvesting in, and growing Wayne County when possible)



Finance

- Best in class cost structure
- Maximize Annual Revenue
- Best steward of taxpayer dollars



Quality

- Community inclusion and integration
- Crisis Management & Response Improving Practices
- Health and Safety
- Recovery Oriented system of care
- Integrated Care
- Organizational Excellence