

BioMed Behavioral Health Services Performance Improvement Report

Domain	Objective	Indicator	Target	Whom Applied / Obtained By	Time of Measure	Data Source	Results				
							Quarter #1	Quarter #2	Quarter #3	Quarter #4	End of Year
Business Function	Maintain a quarterly balanced financial environment	Quarterly Positive Net Income	100%	All programs / Accounting Dept	Quarterly	Quarterly Management Report	100%	0%	100%		
Effectiveness OTP	Abstinence of illicit substances	Drug screen results	50%	All OTP patients / Collected by clinic designated staff	Quarterly	Urinalysis Summary Report	45%	48%	49%		
Efficiency	Engagement of patients according to Person-Centered Plan established frequency	Increase engagement	75%	All OTP patients / Collected by Clinical Director	Monthly	Clinical Metrics	75%	73%	70%		
Access	Reduce time from request to intake	% of patients engaged within 72hrs or less of request	50%	All intake patients / Collected by Intake Coordinator	Quarterly	Tracker Log Report / Intake Tracker	49%	75%	62%		
Satisfaction	Patient satisfaction with services	% of patients satisfied with services	80%	All OTP patients / Clinical Director	Quarterly	Patient Survey Results	88%	95%	59%		
Quarter #1		Analysis:			Intervention/Recommendation:						
Maintain a quarterly balanced financial environment		Indicator favorable outcome.			Continue to monitor for future budgetting cycle.						
Abstinence of illicit substances		Testing for alcohol added back in to UDS panel 10/1/2025 resulted in an increase unfavorable UDS.			Staff to encourage patients to increase engagement in services to motivated reduction in use of substances.						
Engagement of patients according to Person-Centered Plan established frequency		Indicator favorable outcome.			Continue to encourage patients to increase engagement in services to promote recovery.						
Reduce time from request to intake		Holiday period resulted in an increase in rescheduling of intake appointments with limited availability for rescheduling due to clinic holiday closures.			Continue to encourage patient to comply with initial established appointments.						
Patient satisfaction with services		Indicator favorable outcome.			Continue to monitor and maintain (+) clinic experience.						
Quarter #2		Analysis:			Intervention/Recommendation:						
Maintain a quarterly balanced financial environment		Outlier expense present for finalization of sale resulted in quarter not meeting outcome target.			Continue to monitor for future budgetting cycle.						
Abstinence of illicit substances		Staff encouragement appears to be motivating reduction of substance use.			Continue to increase efforts to effectively engage patients in services to motivate reduction in use of substances.						
Engagement of patients according to Person-Centered Plan established frequency		Historical demonstration of reduced patient engagement during winter months.			Continue to encourage patients to increase engagement in services to promote recovery.						
Reduce time from request to intake		Indicator favorable outcome. Clinic instituted on-demand/walk-in appointment structure January 2025.			Continue to encourage patient to comply with initial established appointments.						

Patient satisfaction with services	Period continued favorably.	Continue to monitor and maintain (+) clinic experience.			
Quarter #3	Analysis:	Intervention/Recommendation:			
Maintain a quarterly balanced financial environment	Period continued favorably.	Continue to monitor for future budgetting cycle.			
Abstinence of illicit substances	Staff encouragement appears to be motivating reduction of substance use.	Continue to increase efforts to effectively engage patients in services to motivate reduction in use of substances.			
Engagement of patients according to Person-Centered Plan established frequency	Loss of high productivity producing staff with caseload moved to subsession management by other staff April-June 2025. High productivity producing staff out for 4 weeks May-June 2025 with caseload moved to subsession management by other staff.	Continue to encourage patients to increase engagement in services to promote recovery and continue to review staffing pattern to ensure adequate staffing.			
Reduce time from request to intake	Indicator favorable outcome.	Continue to encourage patient to comply with initial established appointments.			
Patient satisfaction with services	No patient surveys from Flint clinic. Reviewed specific circumstance of negativity which were isolated to (-) interaction with specific departments.	Encourage specific patients to file a grievance to further address concerns resulting in dissatisfaction.			
Quarter #4	Analysis:	Intervention/Recommendation:			
Maintain a quarterly balanced financial environment					
Abstinence of illicit substances					
Engagement of patients according to Person-Centered Plan established frequency					
Reduce time from request to intake					
Patient satisfaction with services					