**MIHP QI Process Measurement Results**

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| **MIHP All Time by RU Report** **(staff coding)** |
| **RU** | **Description** | **Service** | **Description** | **Baseline % of total time** | **After Changes % of total time** |
|  |  |  |  | **2011-2012FY** | **May-June 2013** |
| 40201 | MSS | 3080 | Staff Development/Inservice | 0.70% | 0.39% |
| 40201 | MSS | 3091 | Office Work | 53.47% | 36.73% |
| 40201 | MSS | 3098 | CHED Meeting Attendance | 1.34% | 1.70% |
| 40201 | MSS | 6010 | Billable Clients | 25.63% | 16.16% |
| 40201 | MSS | 6013 | MSS Cancelation | 0.28% | 0.00% |
| 40201 | MSS | 6020 | Not Found | 3.41% | 2.09% |
| 40201 | MSS | 6030 | Assessment | 5.97% | 5.10% |
| 40201 | MSS | 6098 | CARE Coordination/Case Mgmt | 6.89% | 38.04% |
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| 41501 | ISS | 3080 | Staff Development/Inservice | 0.05% | 0.23% |
| 41501 | ISS | 3091 | Office Work | 53.69% | 27.58% |
| 41501 | ISS | 3098 | CHED Meeting Attendance | 1.89% | 1.54% |
| 41501 | ISS | 6010 | Billable Clients | 28.42% | 33.50% |
| 41501 | ISS | 6012 | ISS Cancelation | 0.31% | 0.17% |
| 41501 | ISS | 6020 | Not Found | 3.19% | 2.79% |
| 41501 | ISS | 6030 | Assessment | 4.00% | 2.62% |
| 41501 | ISS | 6098 | CARE Coordination/Case Mgmt | 6.42% | 31.73% |

The data depicted in this table describes how staff member’s time was allocated before and after implementing our quality improvement strategies to reduce office-related work. This data is compiled and pulled from our internal electronic employee coding system.

The chart above illustrates the trend data for MIHP visits per month based on each staff member trying to achieve 4 visits per work day. There are 4 staff members in the program with varying goals each month based on their hours worked in the program (i.e. varying FTE status). These are there combined results.

The chart above illustrates the data for our team’s sub-Aim statements. This data was gathered using checksheets that the team developed during this QI process, as the information was not available to our team before the project.