

▶▶ What is a Performance Improvement Project ?

Quality, Outcomes, and Training Division
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LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
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▶▶ What is a Performance Improvement Project?

- State-mandated and reviewed annually by the External Quality Review Organization (EQRO).
- A Performance Improvement Project, or PIP, is an activity designed by a Mental Health Plan (MHP) to improve the health outcomes and Medi-Cal beneficiary satisfaction over time.
- A PIP can be focused on changing beneficiary, provider, or system-wide behavior.
- Similar to a research study.



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A PIP study includes:

- Background on the topic/problem including data to support the problem and baseline data
- An Aim Statement, or specific goal of the project including measurable goals and a timeline.
- Description of the study population
- Description of the sampling method if the whole population cannot participate
- Identification of the Variables and Performance Measures
- An Intervention and Implementation Plan
- A description of how data is collected
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- A description of how data is collected
- A Data Analysis and Interpretation of the PIP study results
- A description of the Likelihood of Significant and Sustained Improvement

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Types of PIPs

Clinical

- At least one intervention directly targets Medi-Cal beneficiary mental health treatment
- At least one performance measure is on clinical outcome or response to the treatment



Non-clinical

- Interventions target administrative processes such as workflows
- At least one performance measure is on Medi-Cal beneficiary response such as a measure of satisfaction
- The PIP must be related to improving Medi-Cal beneficiary care

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Agency PIPs

- Structured similarly to a DMH PIP
- Examples:
 - Improving the workflow for initial referrals or assessments (non-clinical)
 - Improving the outcomes for children diagnosed with PTSD assessed with a clinical tool (clinical)
 - Improving the communication with clients/caregivers about scheduled appointments (non-clinical)
 - Improving the outcomes for clients by training clinicians in a new therapeutic intervention, clinicians apply the therapeutic intervention, and measurement client outcomes occurs (clinical)

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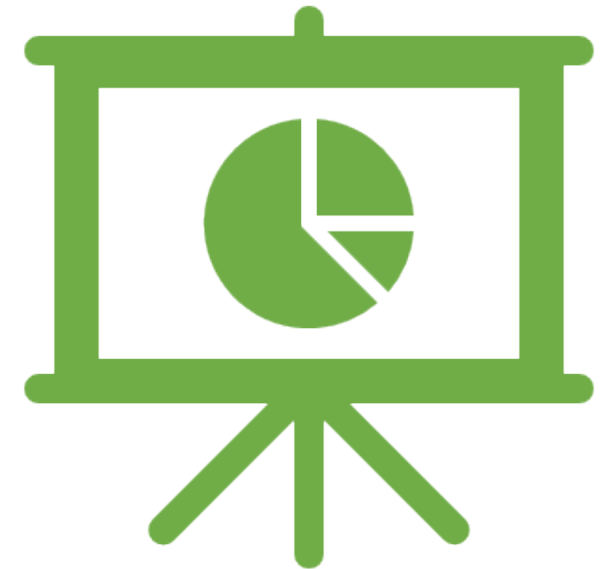
Getting started:

- Use data to identify a problem. Quantitative (e.g., dashboard data, surveys, etc.) and qualitative (e.g., verbal feedback, anecdotal, open-ended comments, etc.) data can be used
- A PIP committee is created including subject matter experts, managers, staff, and community members that have an investment in the change/results (stakeholders)
- Hold regular meetings
- Document decisions, next steps, and the elements and progress of the PIP

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When a PIP ends:

- Share the results and lessons learned with all stakeholders
- If there was change, consider applying the change agency-wide
- Revise your PIP study and continue the project or identify new areas of improvement for the next PIP



Questions?

Contact the QI Unit at

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Visit the QI website at

<https://dmh.lacounty.gov/qid/>



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