**Project Summary Sheet**

**Project:** Service Process Quality Management (SPQM)

**Executive Sponsor:** Mira Signor, Chief Deputy Commissioner, Community Behavioral Health

**Business Owner:** Margaret Steele, Director of Adult Community Behavioral Health

**Project Manager:** Mario N. Chambers, MSA, PMP

**Background**

As a part of the STEP-VA transformation (System Transformation, Excellence & Performance), the General Assembly provided $4.9 million for an initial group of Community Services Boards to implement Same Day Access which allows individuals with behavioral health needs to receive rapid assessment and treatment.  Successful implementation of Same Day Access includes the need for an analytical tool for services at the state and local level.  This tool needs to support crucial elements of reform which do not currently exist.  These elements include a way to consistently measure the effectiveness and efficiency of behavioral health service delivery.  Such a tool will assist in developing standardization of services and raise accountability for the quality of service delivery across the state.

**Project Scope**

Successful implementation of Same Day Access includes the need for an analytical tool for services at the state and local level.  Service Process Quality Management (SPQM) is such a tool and supports crucial elements of reform which do not currently exist.

These elements include a way to consistently measure the effectiveness and efficiency of behavioral health service delivery.  Such a tool will assist in developing standardization of services and raise accountability for the quality of service delivery across the state.  
  
DBHDS has contracted with MTM to develop a tool that will allow DBHDS to measure the effectiveness and efficiency of the behavioral health services that the CSBs deliver using Same Day Access and DLA-20 data elements (Daily Living Activities).  
  
The tool shall:  
1) be built in such a way, that it can serve as a resource for developing service standardization across the state  
2) be built to collect, analyze and report Same Day Access and DLA-20 data  
3) consistently measure the efficiency and effectiveness of overall service quality at a state and local level  
4) consistently measure accountabilities tied to service delivery at a state and local level  
5) provide updated dashboard reporting quarterly  
6) display de-identified aggregated data elements  
7) be operational by 10/1/2019  
  
The tool shall NOT:  
1) be public facing  
2) contain PHI or PII data  
3) be built to be used on a mobile platform

4) be developed as a CCS3 replacement