



Framework for Quality:

The Paradigm of Person and Family Centered Care

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Attachment C for RFI **2009-8210-CBFS-01** Community Based
Flexible Supports



Quality Framework Vision

To infuse quality, evidence-based practice and the use of data in creating a consumer-driven system. The Quality Framework demonstrates our commitment to Recovery and Resiliency Through Partnership.

The Quality Framework will:

- Bridge operations and planning with strategic goals of the Department, stakeholders and administration
- Promote accountability through data transparency
- Involve people with lived experience and their families
- Address health disparities and service gaps
- Engage leadership and staff in a culture of continuous quality improvement

Paradigm

Recovery and Resiliency through Partnership

DMH becomes a Person & Family Centered Agency

Based on Principles of: Culturally competent care; Elimination of disparities; Operational efficiency; Self/family direction; Peer support; Use of evidence & emerging practices; Data-driven decision making; Meaningful consumer & family involvement; Flexibility; trauma-informed care; Respect & dignity

Priority Areas

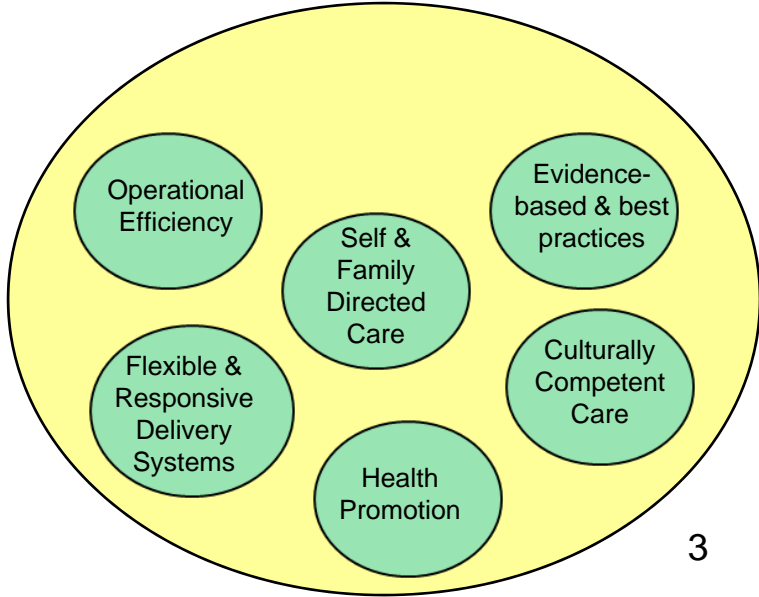
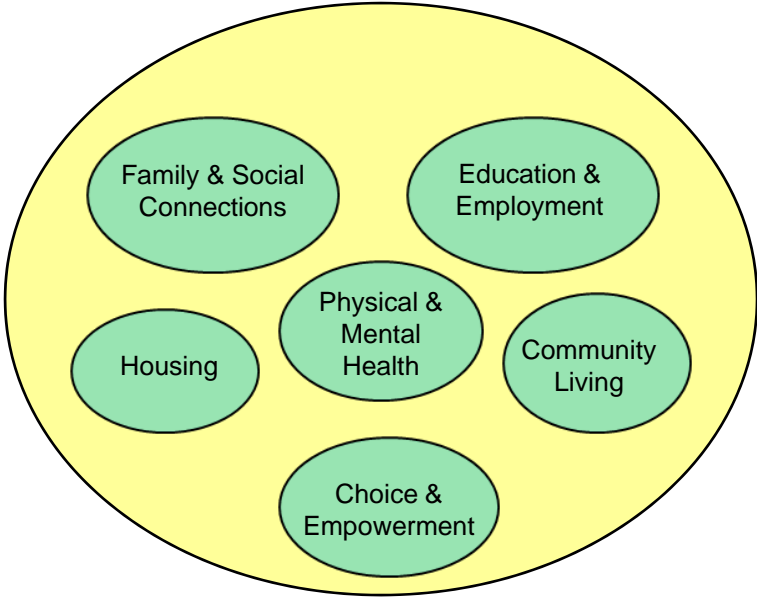
Community Integration, Recovery, Health & Wellness, Access

QM/QI Activity

Interventions & Process

Outcomes & Measures

Domains



Our mission is to help consumers recover from mental illness. It is important for all to understand that this is best accomplished through PARTNERSHIP. We are all partners in this work.

We envision DMH as a person- and family-centered agency where the individual—the person—and their family are the driving force behind the services, supports and treatment we provide.

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Community Integration, Recovery, Health & Wellness, Access

These are our priorities:

Community Integration – People will lead full and productive lives in the community, including living in housing of their own choosing; engaging in work, school and other productive activities; and having meaningful relationships with family, friends and others.

Recovery – People will follow their own individual path to recovery from mental health conditions.

Health & Wellness – People will have improved mental and physical health.

Access – People will have access to the services and supports of their own choosing at the time they are needed.

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Interventions and Processes are activities that DMH, providers, consumers, advocates and others engage in to change and improve continuously what we do.

Outcomes and Measures reflect what people want for themselves and their families in order to live full and productive lives.

Outcomes and Measures also define what the DMH service delivery system looks like in order to achieve the outcomes and goals of consumers and families.

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