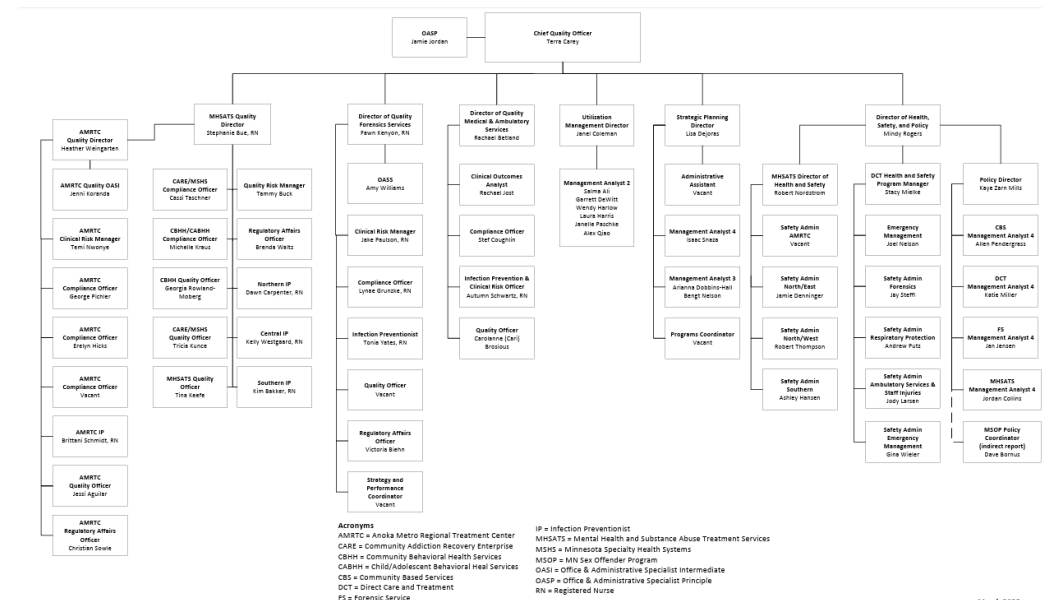




Quality and Strategic Planning Update

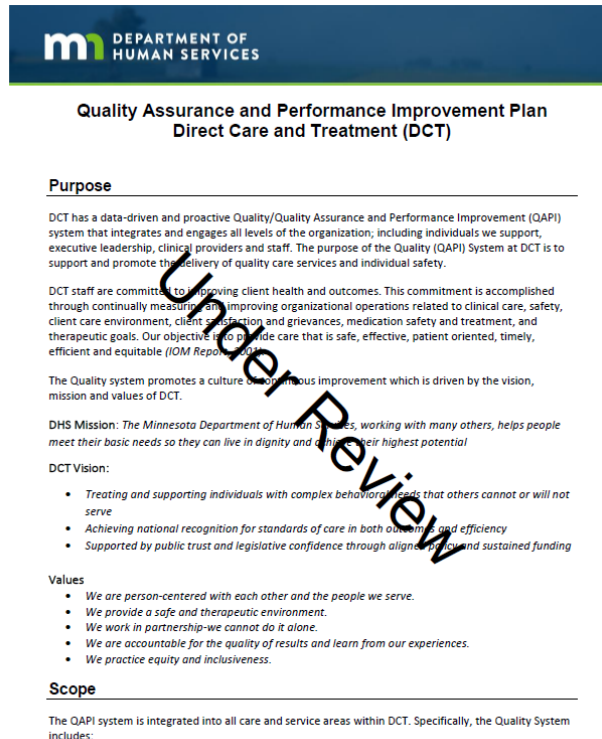
Quality Structure

- Matrixed approach with Centralized SME's and Guidance, with decentralized approach to individualized QAPI/Quality programs based on service line needs
- Direct Reporting for MHSATS, Outpatient, and FS Quality Programming
- Within each program includes either direct staffing of the dimensions outlined in the QAPI Plan, or indirect framework and integration into the overall Quality Management System.
- Every division/work area of the organization engages in quality assurance review and reporting to the DCT Executive Committee using the six domains of quality as a framework for evaluation and reporting.



March 2025

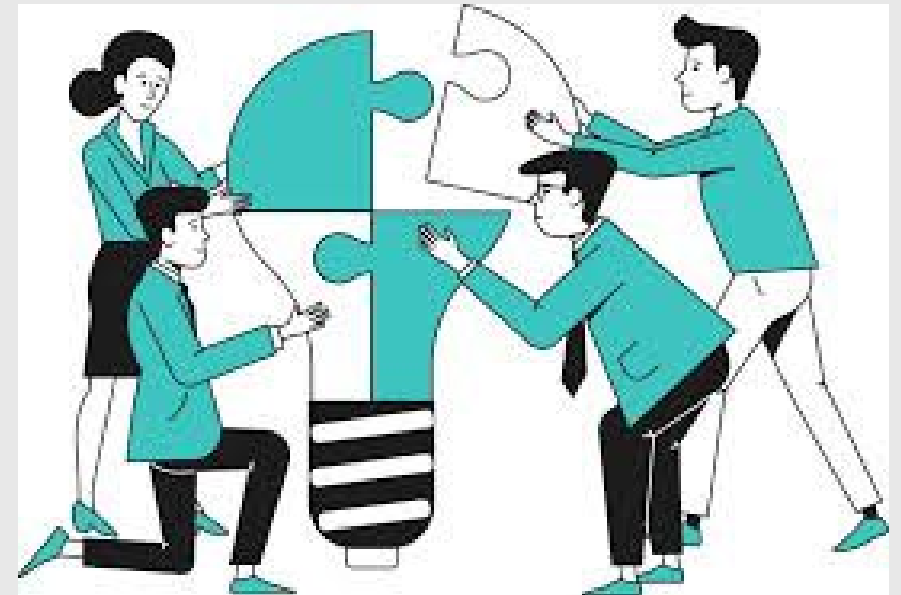
Quality Plan & Assessment



- DCT has a Quality Plan connected to the Quality Systems policy which outlines the ways in which DCT engages in a robust quality program throughout the organization-being updated to reflect the updates to governance as part of separation work
- There are many components to the policy and linkage to various organizational policies including client evaluation of services and peer review processes

Key Components

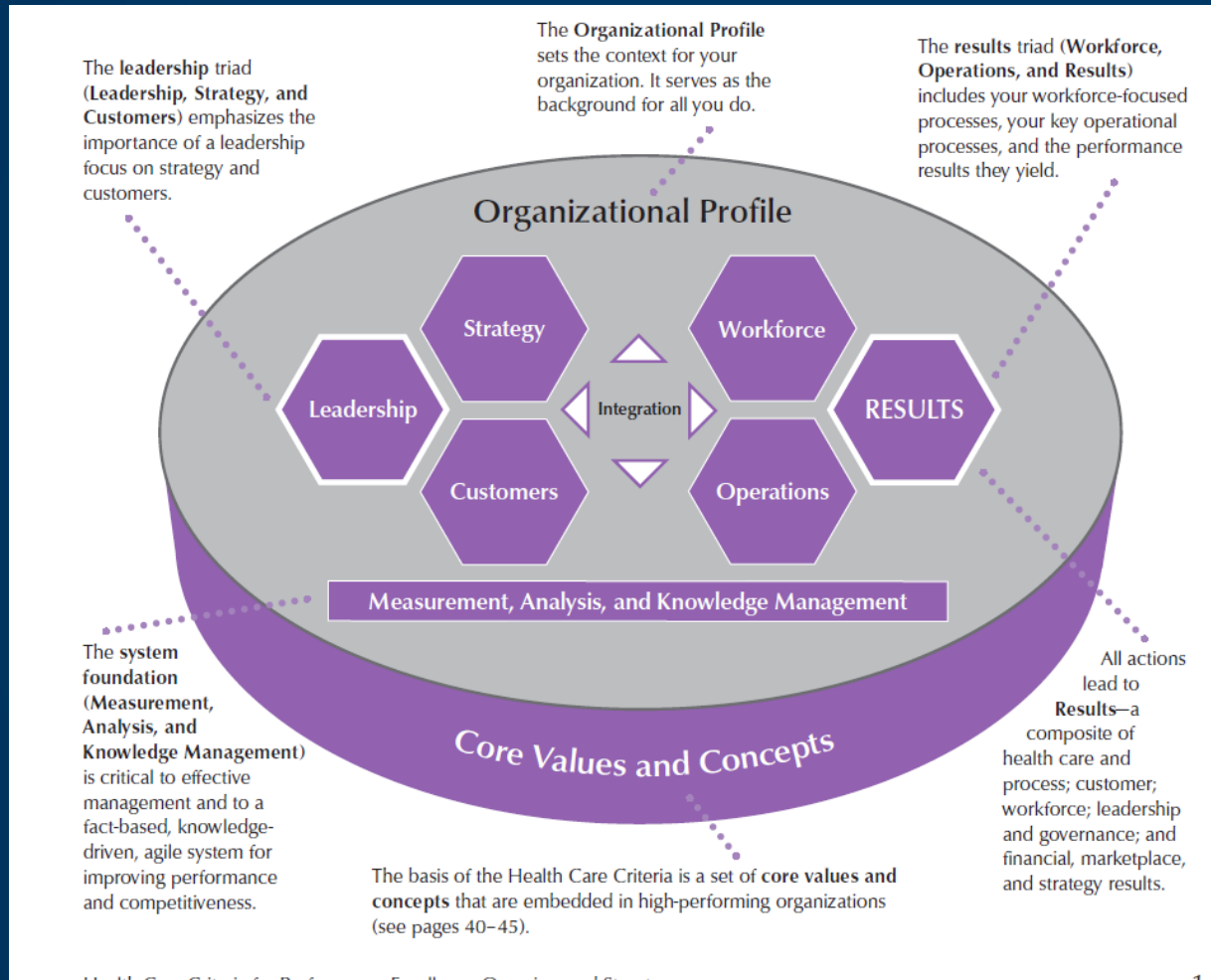
- Focused, benchmarked plans and approaches to Quality:
 - Quality Plan
 - Annual Assessments
 - Event Reviews and Incident Reporting
 - Continuous (Performance) Improvement
 - Framework: Malcolm Baldrige
- Peer Review and Risk Management
 - Standard prompts to reviews and processes
 - Collaborative with staff and leaders to build critical evaluation and detection skills
- Quality Assurance and Corrective/Preventative Actions
- Quality Structure and Tracking



- Celebrate Success and Innovation, while “preoccupation with failure” (High Reliability model)
- Collaboration between systems to supplement traditional “performance management” with Just Culture development.
- Curious in exploring how people provide care and work within their work systems-always looking to improve
- Reporting and Amplification of issues and concerns



Health Care Criteria for Performance Excellence Overview and Structure



- Fully integrated around key processes
 - Admission
 - Treatment
 - Discharge
- Guided by our core values and concepts—our Mission!
- Supported by Quality Systems

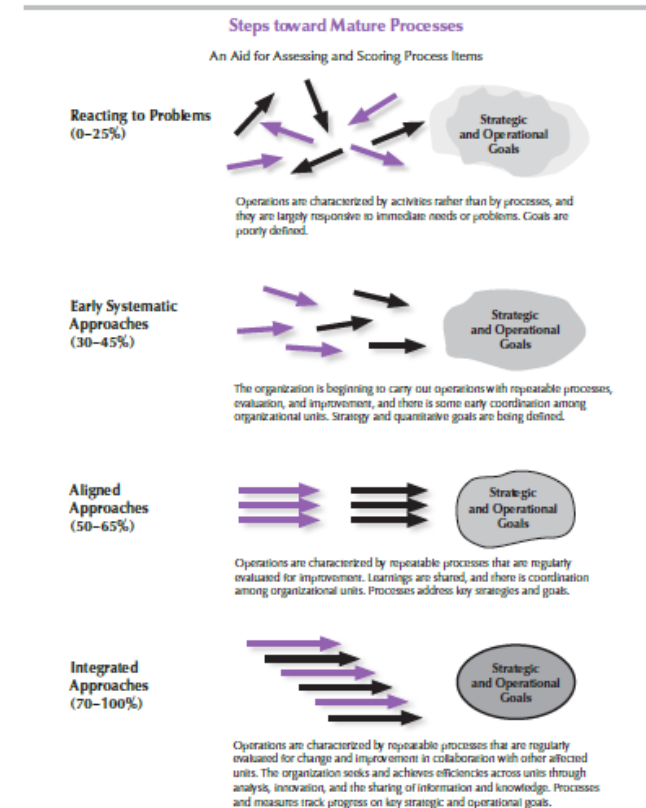
Malcolm Baldrige

	Option 1	Option 2	Option 3
Depth of Evaluation (Baldrige Questions)	Organizational Profile (2 general topics, approximately 35 questions); click here to download the Excellence Builder and flip to the Organizational Profile questions	Organizational Profile plus Basic and Overall Level questions (19 general item topics, approximately 90 questions); click here to download the Excellence Builder and answer all questions in the Profile plus bold questions in each Category	Organizational Profile plus Basic and Overall questions plus Multiple Level questions (19 general topics, approximately 270 questions); click here to purchase/download a copy of the Business/Nonprofit, Healthcare, or Education Baldrige Criteria and answer all questions
Award Eligibility	Commitment	Engagement, Advancement, or Achievement	Advancement, Achievement, or Excellence
Application Length	7 pages	30 pages	55 pages
Focus Areas	Organizational Alignment Improvement Orientation	Level 1 plus Systematic Processes Fact-Based Evaluation & Improvement Key Results/Outcomes	Levels 1-2 plus Organizational Systems Some Innovation High Performance Results
Feedback Guidelines	Summary of findings ("Highlights and Considerations") No scoring	Strengths and OFIs at Overall Level Scoring ranges	Strengths and OFIs at Multiple Level Scoring per Baldrige Item
PEN Team, Process	2 Evaluators - No site visit (optional Improvement Planning session) 90-day cycle time	3-5 Evaluators 1-2 day site visit 120-150 day cycle time	6-10 Evaluators 3-4 day site visit 150-180 day cycle time
Investment*	\$1000 member (\$2K nonmember)	Small/Medium: \$3K (\$6K nonmember) Large: \$5K (\$10K nonmember)	Small: \$8K (\$12K nonmember) Medium: \$12K (\$16K nonmember) Large: \$16K (\$20K nonmember)
Deadlines (all levels)	Cycle 1 (Spring/Summer): Letters of Intent due March 1; Applications due May 1 Cycle 2 (Summer/Fall): Letters of Intent due June 1; Applications due August 1 Cycle 3 (Fall/Winter): Letters of Intent due September 1; Applications due November 1		

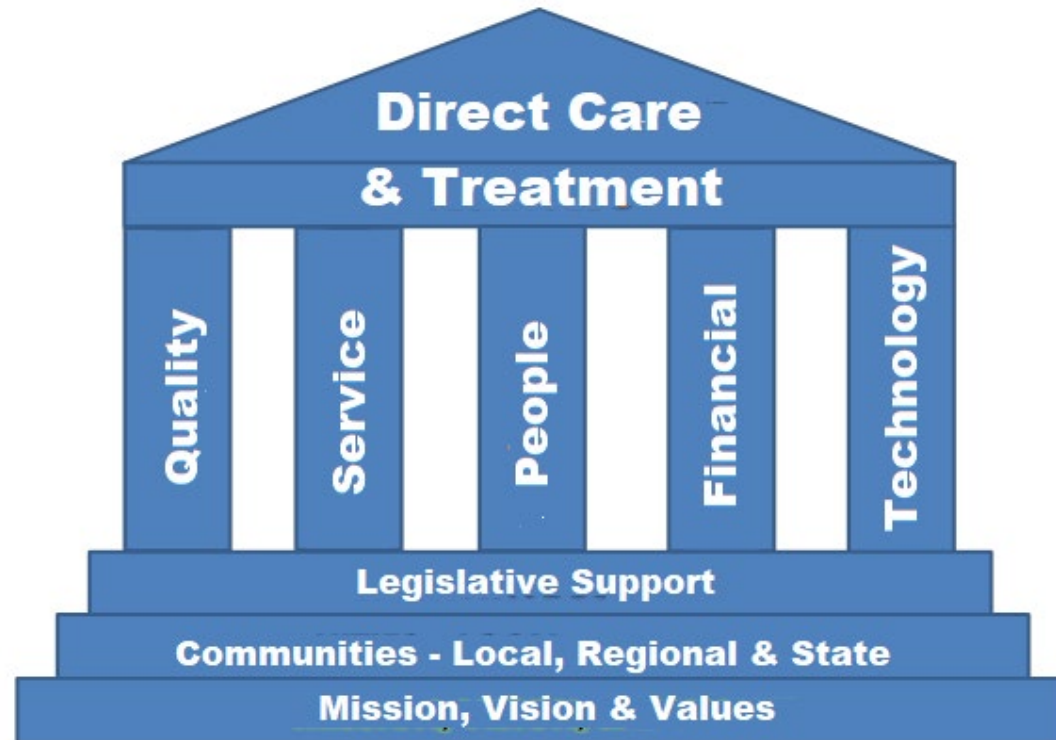


Strategic Planning Systems: Driving Improvement

- Structured approach to review and Strategic Plan Development
- Grown and matured, and continues to evolve and change as competencies and the program advances
- Part of overall initiatives to systematize Project Portfolios, align with Continuous Improvement work and support the organization



Our Five Pillars of Excellence



- DCT's five Pillars of Excellence are Quality, Service, People, Financial and Technology.
- The five Pillars are a framework for prioritizing our goals and plans. Each pillar supports a strategic result (or desired outcome) that is reached by developing objectives.
- The pillars support the DCT health system and ensure excellent care and programming for patients and clients statewide.

