



# Harbor

## Behavioral Healthcare

# Quality Improvement

**Examples of how we're working to improve FOR YOU!**

Performance Indicators:

	<u>Current Results</u>	<u>Targeted Expectancy</u>
» Maximize the response time of on-call staff after hours	3.77 minutes	15 minutes
» Maximize the % of clients reporting that they were given the opportunity to participate in decisions regarding their treatment	95%	95%
» Maximize the % of clients who report that quality of care and services received was "excellent"	96%	95%
» Maximize the scores reported by stakeholders when surveyed regarding their satisfaction with HBH's practices and services	3.85	3.81
» Maximize the satisfaction scores reported by referral and funding sources regarding HBH's handling of clients/customers referred for services	Referral Source: 1.95 Funding Source: 4.00	Referral Source: 1.90 Funding Source: 3.81

*Additionally, we are trying to improve our scheduling practices to meet your needs and to provide appointments at times that work for you. Our staff is also working to provide you the most effective treatment methods available.*