

POLICY AND PROCEDURE

REACH for Tomorrow

Performance Indicator Monitoring Policy (Clinical and Operational) Partial Hospitalization Program (PHP)

Effective Date: 08/15/2025

Approved By: Director of Medical and Clinical Services

Review Schedule: Annually or as Needed

Applies To: All Programs — Outpatient MH/SUD, IOP, PHP, and Integrated Primary Care/Behavioral Health

Purpose

To establish a structured process for monitoring clinical and operational performance indicators within the Partial Hospitalization Program (PHP). Performance monitoring supports quality improvement, program effectiveness, regulatory compliance, and data-driven decision-making.

Policy

The organization maintains a system for collecting, analyzing, and reviewing performance indicators that measure both clinical outcomes and operational effectiveness. Data collected through performance monitoring supports continuous quality improvement and helps leadership identify opportunities for enhancing services.

Scope

This policy applies to all clinical, administrative, and operational aspects of the PHP program including service delivery, safety, documentation practices, and client outcomes.

Performance Indicator Categories

Performance indicators may include both clinical and operational measures such as:

Clinical Indicators:

- Symptom improvement using standardized tools (PHQ-9, GAD-7, etc.)
- Treatment plan goal progress
- Relapse or crisis incidents
- Hospitalization or emergency department utilization

POLICY AND PROCEDURE

REACH for Tomorrow

- Client engagement and participation rates

Operational Indicators:

- Timeliness of admissions and assessments
- Documentation completion and compliance
- Staff productivity or service delivery metrics
- Incident reporting trends
- Discharge follow-up completion

Data Collection

Performance data may be collected through:

- Electronic health record reports
- Client outcome measurement tools
- Incident reports
- Client satisfaction surveys
- Operational and administrative reports

Data Review and Analysis

Program leadership reviews performance indicators on a routine basis. Data review may occur through:

- Monthly or quarterly quality improvement meetings
- Clinical leadership review sessions
- Program evaluation activities
- CARF preparation and internal audits

Use of Performance Data

Performance indicator data is used to:

- Identify trends affecting service quality
- Monitor program effectiveness

POLICY AND PROCEDURE

REACH for Tomorrow

- Improve client outcomes
- Support staff training and supervision
- Guide policy or procedural updates
- Strengthen risk management practices

Corrective Action and Improvement

When performance indicators reveal areas requiring improvement, leadership may implement corrective actions including:

- Staff training initiatives
- Policy or procedure updates
- Process improvements
- Additional supervision or monitoring

Documentation

Performance monitoring activities and findings may be documented through:

- Quality improvement reports
- Performance dashboards
- Meeting minutes
- Corrective action plans

Confidentiality

Performance monitoring data must be handled in a manner that protects client confidentiality and complies with applicable privacy regulations.

Quality Improvement Integration

Performance indicator monitoring is integrated into the organization's continuous quality improvement program to ensure that services remain effective, safe, and responsive to the needs of individuals served.