Program Performance Improvement | Overview

BACKGROUND

As part of the County of San Diego Behavioral Health Services mission to support providers, improve quality, and enhance services, UC San Diego's Research Centers (CASRC and HSRC) will engage programs in a Program Performance Improvement (PPI) review process personalized to that program's specific needs and challenges.

ROLE OF THE RESEARCH CENTERS

The PPI protocol leverages the analytic and applied expertise of the research centers to streamline the process for you. You will have access to a PPI Toolkit, comprised of worksheets and resources to facilitate problem-solving and goal-setting. CASRC and HSRC will train key staff to use the PPI Toolkit, fill in resource gaps, and support implementation and evaluation of action plans.

PROCESS

REVEAL

Identify barriers, inefficiencies, and/or areas for enhancement

CASRC/HSRC works with CORs, PMs, clinicians, and program staff to identify strategic areas for performance improvement

REALIZE

Develop actionable goals and intervention plans

CASRC/HSRC collaborates with staff/administrators and the BHS Network Quality and Planning Team to understand the problem, isolate causes, develop strategies, and plan interventions

RESOLVE

Implement successful strategies

CASRC/HSRC supports evaluation of interventions to determine success of the strategy and feasibility of broader implementation

HOW TO GET STARTED

If you have an idea for a PPI for your program, please let your Supervisor/Program Manager know!

Program Managers, please contact your UC San Diego PPI leads:

CASRC (CY): Amy Chadwick, aechadwick@health.ucsd.edu

HSRC (AOA/SUD): Katie Rule, klrule@health.ucsd.edu

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