

Quality Improvement: What can we do?

Users are actively engaging by sending referrals, however, sometimes referrals do not align with service offerings or eligibility criteria.

Organizations send referrals for clients that do not meet the qualification criteria.

Organizations sometimes do not offer the requested service

Automatic reminders if a referral hasn't been address in a certain time period

Mobile app

Clearer categories within behavioral health services specifically (i.e counseling, psychiatry)

Filters: "Psychiatric Med Management" & "Counseling" or "Mental Health Services"

Is there a way to gather gaps in services available to make referrals?

To address the organizations sometimes do not offer the requested services - response to gathering information question

After a referral is completed, being able to go back in and changing status. Ex: Accidentally rejecting and wanting to go back in to change to could not contact.

Directly referral form that includes signatures with dates on it.

Include a space for the child's name in the referral. Currently, the parent's name is being used in the referral and sometimes, parents and children have different surnames.

Goal Setting: What what would we like to accomplish?

Utilize Notes Section and communication center in IRIS

Shared, specific definitions of the difference between could not contact and declined statuses

Onboard more schools and senior services

Developmental Disability Services

Expand the use of the Social Determinants of Health screening tool