

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.

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

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.

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

Mobile app

Directly referral form that includes signatures with dates on it.

Organizations sometimes do not offer the requested service

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

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

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**