

Exhibit P - Performance Measures - Continuous Quality Improvement Programs

The Provider shall track by Program, as applicable, the following performance measures and report as part of its Quality Assurance (“QA”)/Quality Improvement (“QI”). This information shall be made available to BBHC upon request.

I. Mental Health Services (Admission type):

Cost Centers

01-Assessment	19- Residential Level 2
03- Crisis Stabilization Unit	20- Residential Level 3
06 Day/Night	21 Residential Level 4
08- In Home/ On-Site	34- FACT
09-Inpatient	35- Outpatient Group
12-Medical Services (psychiatric)	39-Short-term Residential Treatment
14-Outpatient Individual	Miscellaneous - Peer Support Services
18- Residential Level 1	

- A. Average number of calendar days between a request for service and the date of the initially scheduled face-to-face appointment, tracked by intake, assessment, counseling/psychotherapy and psychiatric appointments.
- B. Percent of clients who do not appear for their initial appointment tracked by intake, assessments, counseling/psychotherapy and psychiatric appointments.
- C. Percent of appointments cancelled by the client tracked for all initial appointments by intake, assessments, counseling/psychotherapy and psychiatric services.
- D. Percent of appointments cancelled by the staff for all initial appointments for intake, assessment, counseling/psychotherapy and psychiatric services.
- E. When funded for Medical Services - Medication error percentage, as documented during the reporting period including: wrong medication, wrong dose or wrong time of administration as reported in inpatient/CSU and residential settings.