



# DHHS Systems Outcomes: Quality

Equity is the DHHS philosophy for providing services • Service Integration is how teams implement client services • Quality Service Review is a tool used to measure team formation and team functioning in achieving client outcomes. These are systematically monitored and reported as DHHS Headline Measures.\*



## 1 Engagement

Using effective and innovative outreach and engagement strategies to increase the focus individual's participation in the service process.

## 2 Team Formation\*

The degree to which a group of motivated, qualified people with skills and knowledge appropriate to meet the needs of the focus individual have come together.



## 3 Team Functioning\*

The degree to which the members of the team collaborate, coordinate, and communicate.

## 4 Role & Voice

The degree to which the focus individual is an active voice and influence during service delivery and interventions.

## 5 Assessment & Understanding

The degree to which the team understands what needs to change for the focus individual to Get Better, Do Better, and Stay Better.



## 6 Long-term Goals & Objectives

Clearly stated, well reasoned and agreed upon goals and objectives used to guide services



## 7 Planning of Interventions

A clearly defined plan for services that details what services will be provided, timelines, and responsible parties.



## 8 Intervention Adequacy

An assessment of the intensity, duration, coordination, and continuity of interventions and whether they will help the focus individual meet desired outcomes.



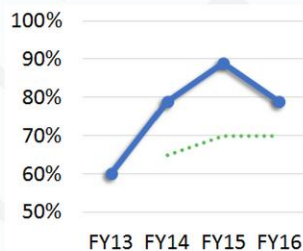
## 9 Tracking & Adjusting

The extent to which the team is dynamically assessing and adjusting services as the focus individual's situation changes.

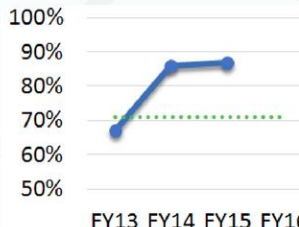
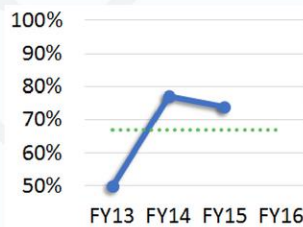
### DHHS Headline Measures\*

Team Formation Success\* Team Functioning Success\*

#### Service Integration



#### Quality Service Review



DHHS Benchmark .....



Montgomery County Department of Health and Human Services  
Planning, Accountability and Customer Service  
401 Hungerford Drive  
Rockville, MD 20850  
Office: 240-777-1098  
Email: DHHS.PACS@montgomerycountymd.gov

