

Indicators and Domains for the Performance Indicator and Report Card Data Set

Access

- Timeliness of response
- Penetration rates for specific populations (age, gender, diagnosis, culture)
- Range of services
- Barriers, denials, disenrollment
- Consumers' perceptions of access

Quality/Appropriateness

- Timeless of follow-up after hospitalization
- Availability of services that promote recovery (atypical medications, assertive community treatment [ACT], supported employment, supported housing)
- Availability of consumer choice (provider, plan, treatment, family involvement)
- Access to health services
- Availability of appropriate services/specialists
- Consumers' perceptions of quality/appropriateness

Outcomes

- Reduced severity of problems/symptoms
- Improved functioning
- Employment
- School attendance/performance
- Living situation
- Involvement with the criminal justice system
- Quality of life
- Reduced substance abuse
- Fewer adverse outcomes
- Recovery
- Consumers' perceptions of outcomes

Structure/Plan management

- Cost per unit service
- Cost per consumer
- Administrative costs
- Consumer/family member involvement

Early intervention/Prevention

- Substance abuse screening
- Use of self-help/self-management
- Identification of high risk populations
- Psycho-educational programs