



# Did you know.....



Shiawassee Health & Wellness is evaluated by the Mid-State Health Network (MSHN), to make sure we provide access to high-quality, local, effective, and accountable services. SHW's Performance Improvement (PI) Department does this by maintaining a QAPIP (Quality Assessment and Performance Improvement Plan).

One of SHW's goals is to make sure individuals who are seeking treatment get timely access to care and services, with appointments & follow-up appointments. **Look at our data:**

	Goal:	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4
SHW Medicaid children	95%	100%	100%	100%	100%
SHW Medicaid adult	95%	100%	100%	98.92%	100%

**Prescreen Within 3 hours of Request**  
 \*Percentage shows how many children & adults who have Medicaid insurance coverage received a Prescreen within 3 hours of a request.

**Hospitalization Follow-Up Appointments**  
 \*Percentage shows how many individuals who went into hospital, showed for a follow-up appointment at SHW within 14 days. This is the comparison between SHW and other Community Mental Health agencies in our region.

Adult	FY24	Child	FY24
BABH	95.77%	BABH	98.55%
CEI	96.43%	CEI	98.55%
CMHCM	98.29%	CMHCM	91.88%
GIHN	95.22%	GIHN	100.00%
HBH	100.00%	HBH	100.00%
The Right Door	94.87%	The Right Door	100.00%
LifeWays	93.48%	LifeWays	94.08%
MCN	98.67%	MCN	91.67%
NCHM	96.11%	NCHM	100.00%
Saginaw	98.58%	Saginaw	100.00%
Shiawassee	89.03%	Shiawassee	93.33%
TBHS	95.35%	TBHS	100.00%

SHW values feedback from the people who are receiving services.



**Perception of Care Survey**  
 In 2024 SHW surveyed individuals in services to get their opinion of those services.

Survey	SHW FY24 Response Rate	Total calls made to individuals to Survey	Total Responses Received
Adult FY24	23%	399	91
Children FY24	24%	300	72

**SHW will provide care and services while making sure safety & rights are upheld.**  
 Reporting of Recipient Rights complaints, Critical Incidents and Behavior Treatment related data is reviewed by UMPI Committee, the state of Michigan and then on to MDHHS.

Reference	Standard	FY24
Recipient Rights	The number of Recipient rights complaints filed: Abuse I & II	18
Recipient Rights	The number of Recipient rights complaints filed: Neglect I & II	10
Critical Incidents	The number of critical events: Suicide	1
Critical Incidents	The number of critical events: Arrest	4

The full report is available upon request. Please email Performance Improvement Manager at [aphillips@shiabewell.org](mailto:aphillips@shiabewell.org)

SHW has a Utilization Management/Performance Improvement (UMPI) Committee that reviews data and decides which items need improvement. This committee's job is to make sure SHW keeps compliant