

## The Right Door for Hope, Recovery and Wellness

| Chapter Title  | Chapter #             |                             | Subject #  |
|--|-----------------------|-----------------------------|--|
| Fiscal   | F                     |                             | 282.8  |
| Subject Title<br><b>Data and Information - Reporting</b> | Adopted<br><br>3/1/96 | Last Revised<br><br>3/17/17 | Reviewed<br>4/12/02; 4/23/10;<br>2/24/14; 5/12/15;<br>3/17/17; 3/18/19;<br>5/12/20; 4/6/21;<br>4/21/22 |

### PROCEDURE

#### Application

This procedure shall apply to The Right Door for Hope, Recovery and Wellness.

#### 1.0 Scope

This procedure speaks to organizational reports only. These reports may be classified as confidential organizational data and information or non-confidential public information. The development of confidential reports specific to individual person served supports and services are covered in the Recipient Rights Procedures.

#### 2.0 Routine Reporting

Routine organizational reports are structured and defined reports constructed on a scheduled basis and contribute to the knowledge of organizational performance, lend to decision making relative to the improvement of organizational performance, and/or lend to decision making relative to program development. Procedures relative to routine reports are described in the following subsections.

##### 2.1 Organizational Performance Reports

Organizational Performance Reports shall be submitted to the MDHHS and PIHP as requested and per contract timelines. Any corrective action plans shall be developed and implemented by the QI Director. The following subsections describe the process and contents of the report.

##### 2.2 Agency Outcomes Reports

Agency Outcome Reports shall be provided to Leadership staff and the Board of Directors by the QI Director, minimally on a quarterly basis. Any action plans for improvement shall be developed and implemented by leadership staff. Outcome reports include analysis of the accessibility, effectiveness, and efficiency of services, as well as persons served and stakeholder satisfaction with services. Outcomes reports also include analysis of the effectiveness of various business practices of the agency.

##### 2.3 Board Reports

The CEO shall provide, either verbally or in writing executive summaries of leadership and Affiliation activities and information and will serve as the monthly report to the Board. Other reports shall include monthly fiscal reports, and others

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as requested or required. These reports will be issued to the Board in their monthly Board packets.

### 2.4 Annual Report

An annual report will be developed for distribution to the community. The report will be primarily constructed from the Board reports developed during the fiscal year and will be reviewed and approved by the Board prior to distribution.

### 2.5 Other Reports

Other reports shall be developed and disseminated to appropriate agency staff or the Board as requested by leadership QI Committees, the CEO or the Board of Directors. Said reports may include Service Utilization Reports, Staff Productivity, and Timeliness reports, reports on populations served, and specific financial reports.

## 3.0 Requests for Reports or the Development of Special Reports

Any external request for an existing report will be responded to in accordance with the classification of said report. Any external request for a report that would need to be developed from existing data and information must be reviewed and approved by the CEO and/or designee.

## 4.0 Internal Requests for Reports

All report requests shall be submitted in writing to the MIS-IT Director. Report requests shall contain the following information.

- a. Date of Request
- b. Name of person requesting report
- c. Date report needed
- d. Purpose of the report
- e. Will report be shared externally?
- f. If report will be shared externally, who will it be shared with
- g. Will it be a one time or ongoing report?
- h. Data fields required
- i. Data filters required

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| Kerry Possehn, Chief Executive Officer | Date |  |  |