

Information, Coordination, Quality and Evaluation

Have systems in place to collect information that informs us about client flows through all Mental Health Services and how their needs are being met or not met to ensure best purchasing decisions are made in future.

Key Performance Indicators

Ability to produce reports on access, use and outcomes of services (including MHS, NGOs, and PHOs)

Evaluation framework with continuous improvement requirements to inform change management and purchasing decisions

Increased flexibility in micro purchasing by service coordination & alignment with P&F to provide flexible tailored services

Integrated phone, web, public information and access systems in place



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