

Request for DHHS-OCQI Services

➤ Request – Definitions

Name of the Request: A brief name for the evaluation, design, data analysis, literature search, training, coaching or mentoring being requested. For example: Multi-Year MH Crisis Services Utilization; Reportable Events-DD Critical Incidents, OFI Across-Program Eligibility Review, OFI Consumer Survey.

Requester Name, Title, Phone: The name, title, and contact information for the person initiating the request.

Detailed Description of Request: This is intended for a full description of the specific problem, need, data, information, evaluation, gap or challenge to be explored, evaluated or improved. The description should be sufficient for the DHHS Office of Continuous Quality Improvement to begin to substantially understand what is being requested, as well as the scope of the work requested.

It is likely that additional information will be needed. In most cases, the requester will be contacted by OCQI for further information, including:

Importance of the requested work: For example, in a MH Crisis Services process, it might be noted that the current outputs and outcomes appear to be highly variable among not only departmental offices and programs but also among the many contracted provider agencies (as would be noted in the description above). This is a service that is critical in itself, serving individuals in crisis, so that it is essential that crisis services are timely, consistent, appropriate, and reliable across providers and service areas.

Urgency: A brief timeline description of the urgency for the information to be addressed. For example, that the AMHI Consent Decree mandates the timely and appropriate provision of services to adults with serious mental illness with the report due as quickly as possible. The specific deadlines, if any, for the OCQI results to be provided to the requester and/or to the ultimate user should be provided.

Anticipated Results – What do you expect will be gained? Briefly, what are the benefits or gains you see resulting from your use of the completed request? These can be qualitative and quantitative.

Program Area(s) Involved/Affected: Brief description of the program, business and organizational areas that are affected or somehow related to the information need or problem.

Number and Nature of Persons Affected: Brief statement of the numbers and nature of staff (and/or customers as appropriate) involved and affected.

Any Related Impending Changes, if known: For example, is a rule going to change shortly which will have an impact on the area you need to understand and know more about? Is funding going to increase or decrease?

Send Request for OCQI Services to:

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