



Dear Clients, Staff, Community Members, and Friends:

New Beginnings Behavioral Health Services, LLC (NBBHS) promotes a culture that values excellence and continual improvement. NBBHS works hard to adhere to established standards and accepted best practices, in an effort to provide the best possible care and services to our neighbors and friends in Central Arkansas.

By integrating performance quality improvement efforts into everything we do as an agency, we ensure high quality of care and services, efficient and accountable administrative operations, and a commitment of our resources to the agency mission to: “Provide affordable, ethical, high quality behavioral health services designed to meet the individual, family, organizational and community needs while serving Arkansas’ families”.

Because we believe that quality improvement is so important, we have established a Performance Quality Improvement (PQI) team that is responsible for overseeing the complete process detailed in our agency PQI Plan.

NBBHS, its leadership team, and staff, place top priority on a PQI plan and structure to manage all areas of the agency to ensure delivery of the best possible care for NBBHS clients. It is the goal of this plan to provide a mechanism and process designed to identify opportunities to improve client services, outcome measures, community and stakeholder involvement, client satisfaction, personnel satisfaction and retention, and environmental safety and security by measuring, assessing and improving these areas in a systematic and ongoing manner.

A well-defined, implemented, and continuously evaluated PQI plan enables NBBHS to develop short and long term goals that are clear, flexible, responsive, pace setting, and secure.

NBBHS leadership team members and staff are committed to maintaining a high standard of values and personal accountability which are inclusive of all parts of the organization as well as its identified stakeholders. The PQI plan for NBBHS demands evaluation of every program and service against unbiased standards to measure organizational and programmatic innovation, methodology, execution and effectiveness.

The guiding principles of the agency’s PQI approach include:

- A strong focus on client centered care and services
- Utilization of an agency wide approach to improve important functions carried out by this organization by utilizing team efforts, stakeholder involvement and community resources.
- Increasing the probability of desired service outcomes, including client satisfaction, by assessing and improving governance, managerial, clinical and support processes that most effect those outcomes.
- Identifying opportunities to improve client care and services provided.



- Establishing priorities for improving care and services that have the greatest impact on client care outcomes and client satisfaction.
- Alignment of practice with long-term and short-term planning
- A strong emphasis on data collection and the conversion of “data” to review ready information used in the on-going process of continuously modifying practice to meet stakeholder demands
- An organizational culture of on-going learning and capacity development based on findings of PQI activities.
- Coordinated performance improvement activities and integrated efforts of all disciplines/departments throughout the organization.
- Increasing the safety of clients and staff by analyzing processes that pose high risk.

For a complete copy of our agency PQI Plan, consumer survey results, and additional agency information, please call the office at: 501.683.1837 / 501.812.3647 or visit our website at www.nbbhs.org

We are proud of the work our agency and staff does every day helping families and individuals in our community. However, it takes all of us working together to really make a difference in the lives of those we serve. It takes a concerted effort to address areas of concern, offer suggestions for improvement, implement change and celebrate the success of our efforts.

We at NBBHS consider you an important part of the team and your input is always valued. For this purpose we invite you to offer any questions, suggestions, feedback or concerns you may have at info@nbbhs.org

Thank you for being a part of this collaborative effort to improve our abilities to offer excellence in care to the people in our community.

Sincerely,

Chirie Bazzelle, CEO
New Beginnings Behavioral Health Services, LLC