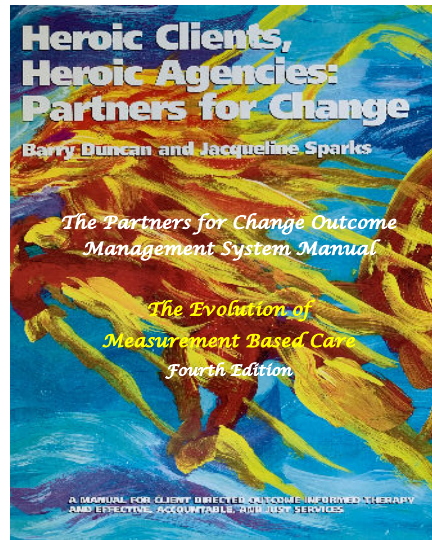




BON Implementation Readiness Checklist

1. The Agency/Organization/Behavioral Health Care System has secured Board of Director approval and support for PCOMS and its web application, Better Outcomes Now (BON).
2. Has consensus among the agency director/CEO and senior managers that consumer partnership, accountability, quality improvement, and PCOMS are central features of service delivery.
3. Has a business/financial plan that incorporates PCOMS training and Better Outcomes Now.
4. Promotes regular communication with funders about PCOMS data as it applies to agency effectiveness and efficiency.
5. Has a human resource training and development plan that supports ongoing PCOMS training, *including a core group of internal trainers*, and that integrates PCOMS into individual development plans, performance appraisals, and hiring practices.
6. Has the infrastructure (computer hardware, software, Internet capability) to support the collection and analysis of BON data at the individual consumer, provider, program, and agency levels.
7. Has a supervisory infrastructure to use BON data to identify nonresponding clients, proactively address their needs, and improve provider and agency outcomes.
8. Has a structure to support and a policy for addressing clients who are not progressing that ensures rapid transfer and continuity of care.
9. Has a Mission Statement that incorporates consumer partnership and accountability as central features of service delivery.
10. Has a Client Rights and Responsibilities Statement that emphasizes consumer feedback and partnership to guide services.



[The PCOMS Manual](#) provides a comprehensive training and implementation resource.