

Department: County Human Services

Program Contact: Joan Rice

Program Offer Type: Support

Program Offer Stage: As Adopted

Related Programs: 25050A, 25053

Program Characteristics:
Executive Summary

The Medical Records Program is responsible for the internal management of all of the Mental Health and Addiction Services Division's clinical records, including more than 75,000 adult and children's mental health and alcohol and drug client records, and Multnomah Mental Health (previously known as Verity) MHO records required by Oregon Administrative Rules.

Program Summary

Mental Health and Addiction Services Division (MHASD) Medical Records Unit ensures that mental health, alcohol and drug, and Multnomah Mental Health managed care records are maintained in accordance with federal and state laws and regulations, and county and departmental rules, policies, and procedures.

Program staff provide multiple client records services including: access; inventory; retrieval; billing and administrative rule compliance auditing; archiving; forms design and management; authorization/release of information; legal requests for records; data analysis; and technical assistance to community agencies and county staff.

In FY13, the Division implemented an electronic health record system (EHR). This required multiple process changes for the Records Unit and the Division. The Records Unit scans collateral documents, including historical and current documents, and attaches them to the client record in the EHR.

As the Local Mental Health Authority, MHASD is responsible for programs such as involuntary commitment, commitment monitor, trial visit and residential services. In FY15, these programs will require the creation of approximately 5,500 individual records. The MHASD programs where services are provided by county staff are expected to serve more than 1,350 individuals, each requiring a medical record.

Performance Measures

Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	Count of record items processed annually plus scanned page count. ¹	224,284	178,521	280,236	250,340
Outcome	Percent of representative sample audited for compliance with Medicaid billing rules. ²	100%	100%	100%	100%

Performance Measures Descriptions

¹ Electronic Health Record (EHR) was implemented 2nd Quarter 2013. Some processing tasks have been eliminated while new ones have been created such as scanning which was underestimated for FY13 due to new state requirements. The first Output in FY13 has been absorbed into the first Output for FY14.

² Records Program auditing function changed to an audit sample in FY13 rather than 100% because the EHR has enhanced the auditing process via reports. These are then analyzed by health information technicians.

Legal / Contractual Obligation

The following guidelines are utilized in monitoring MHASD compliance to federal, state and county rules and audits regarding client confidentiality and release of clinical records, record retention, responding to subpoenas and court orders for confidential client records and standards for clinical documentation: HIPAA, DSM IV "Diagnostics & Statistical Manual of Mental Disorders", Children's & Adult's State of Oregon Administrative Rules, Oregon Revised Statutes related to medical records & client confidentiality, State Archiving rules, CFR 42 Public Health, Chapter 1 Part 2, Public Law 94-142, Public Law 99-57, State of Oregon Mandatory Child Abuse Reporting Laws, Oregon Health Plan, Mental Health Organization Contract, Multnomah Mental Health HSO Policies & Procedures, Practice Guidelines of the American Health Information Management Association, and Centers for Medicare and Medicaid billing regulations.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$634,680	\$57,754	\$646,633	\$69,552
Materials & Supplies	\$3,533	\$0	\$3,214	\$357
Internal Services	\$88,551	\$7,778	\$79,600	\$8,600
Total GF/non-GF	\$726,764	\$65,532	\$729,447	\$78,509
Program Total:	\$792,296		\$807,955	
Program FTE	8.00	1.00	8.00	1.00

Program Revenues				
Intergovernmental	\$0	\$65,532	\$0	\$78,509
Total Revenue	\$0	\$65,532	\$0	\$78,509

Explanation of Revenues

\$78,509 - State Mental Health Grant Flex Funds: Based on FY14 grant award

Significant Program Changes

Last Year this program was: 25052 Medical Records for MHASD