

Department: Health Department

Program Contact: Joan Rice

Program Offer Type: Support

Program Offer Stage: As Adopted

Related Programs: 40065, 40067

Program Characteristics:
Executive Summary

Quality Management works to assure quality of contracted providers through mental health agency audits, investigations, and monitoring mental health contract performance. The program serves approximately 135,000 Multnomah Mental Health Oregon Health Plan (OHP) members, 52 mental health agencies and 72 residential/foster facilities.

Program Summary

Quality Management protects and supports mentally ill adults and children in Multnomah County by providing specific services including: coordinating compliance with Health Insurance Portability and Accountability Act (HIPAA) rules and Multnomah Mental Health contracts; measuring client outcomes; conducting certification audits for community mental health agencies; assuring compliance with grievance procedures; auditing and providing technical support to 52 mental health agencies; coordinating residential quality and tracking approximately 10,000 reportable residential adverse events annually; assisting the State with licensing visits and Oregon Administrative Rules (OARs) compliance for residential treatment homes and facilities; investigating complaints about residential care; monitoring progress of providers found out of compliance with OARs; and investigating abuse allegations and providing protective services to approximately 250 mental health clients annually. These investigations serve to protect some of the most vulnerable individuals in our mental health system.

Performance Measures

Measure Type	Primary Measure	FY14 Actual	FY15 Purchased	FY15 Estimate	FY16 Offer
Output	# of clinical reviews/protective service investigations/incident reports reviewed ¹	11,333	12,091	11,104	11,104
Outcome	Percent of certification reviews conducted within 3 year maximum OAR mandate ²	100.0%	100.0%	100.0%	100.0%

Performance Measures Descriptions

¹ Residential critical incidents + total protective service investigations/screenings + total clinical reviews (treatment records reviewed for mental health agency certification or Multnomah Mental Health compliance)

² Percentage of reviews conducted within a 3-year period does not include Oregon Addiction and Mental Health Services Division authorized extensions

Legal / Contractual Obligation

1) Each provider of community mental health and developmental disability service must implement and maintain a QA program. Elements of the QA program include maintaining policies and procedures, grievance management, fraud and abuse monitoring, performance measurement, and contract management. 2) As a function of the Multnomah County, Mental Health and Addiction Services Division representing the Local Mental Health Authority (LMHA), provides oversight and makes recommendations to the State Addictions and Mental Health Division regarding the issuing of Certificates of Approval held by Community Mental Health Agencies for Medicaid populations as outlined in OARs 309-012-0130 through 309-012-0220. 3) The LMHA shall conduct the investigations and make the findings required by ORS 430.735 to 430.765 for allegations of abuse of a person with mental illness being served in a program paid for by Multnomah County.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2015	2015	2016	2016
Personnel	\$934,780	\$1,640,738	\$1,035,213	\$2,264,343
Contractual Services	\$198,323	\$1,426,576	\$809,220	\$787,063
Materials & Supplies	\$15,841	\$70,283	\$10,700	\$88,181
Internal Services	\$79,476	\$267,631	\$45,903	\$511,162
Total GF/non-GF	\$1,228,420	\$3,405,228	\$1,901,036	\$3,650,749
Program Total:	\$4,633,648		\$5,551,785	
Program FTE	9.53	13.57	9.38	21.32

Program Revenues				
Indirect for Dept. Admin	\$63,094	\$0	\$157,904	\$0
Intergovernmental	\$0	\$3,405,228	\$0	\$3,650,749
Other / Miscellaneous	\$0	\$0	\$1,162,520	\$0
Total Revenue	\$63,094	\$3,405,228	\$1,320,424	\$3,650,749

Explanation of Revenues

\$2,626,449 - Healthshare of Oregon (Medicaid): Based on FY15 Rate per Client times number of clients as of 12/31/14

\$893,524 - State Mental Health Grant Flex Funds: Based on FY15 grant award

\$130,776 - State Mental Health Grant Older/Disabled MHS: Based on FY15 grant award

Significant Program Changes

Last Year this program was: FY 2015: 25053 Mental Health Quality Management & Protective Services