



**Program #40068 - Mental Health Quality Management & Protective Services** 4/15/2016

**Department:** Health Department **Program Contact:** Joan Rice  
**Program Offer Type:** Support **Program Offer Stage:** As Proposed  
**Related Programs:** 40065, 40067  
**Program Characteristics:**

**Executive Summary**

Quality Management (QM) assures quality of MHASD and contracted providers by: agency audits, investigations, and monitoring mental health contract performance. MHASD serves approximately 135,000 Multnomah Mental Health Oregon Health Plan (OHP) members, 52 mental health agencies and 72 residential/foster facilities. QM offer also includes the Decision Support Unit which is responsible for oversight and maintenance of the central Electronic Health Record system, reporting for the Division Multnomah Mental Health Plan billing support, as well as Adult Protective Services

**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 Medicaid compliance 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 13,000 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.

Additionally, QM includes the Decision Support Unit which is responsible for oversight/administration of the MHASD central Electronic Health Record (EHR) system, Multnomah Mental Health Plan Billing Support and reporting for the Division.

**Performance Measures**

Measure Type	Primary Measure	FY15 Actual	FY16 Purchased	FY16 Estimate	FY17 Offer
Output	# of clinical reviews/protective service investigations/incident reports reviewed <sup>1</sup>	11,333	11,104	13,350	13,350
Outcome	Percent of certification reviews conducted within 3 year maximum OAR mandate <sup>2</sup>	100.0%	100.0%	0%	0%
Output	Number of assistance requests managed by the Decision Support Unit	6348	0	6650	6650

**Performance Measures Descriptions**

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

<sup>2</sup> Certification reviews were taken over by Oregon Health Authority in July 2015.

<sup>3</sup> Assistance requests for the Decision Support Unit includes Evolv Support Requests, report requests and billing support tickets.

## 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) 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
<b>Program Expenses</b>	<b>2016</b>	<b>2016</b>	<b>2017</b>	<b>2017</b>
Personnel	\$1,035,213	\$2,451,625	\$820,677	\$3,077,247
Contractual Services	\$809,220	\$1,069,515	\$196,555	\$969,341
Materials & Supplies	\$10,700	\$105,381	\$1,414	\$191,993
Internal Services	\$45,903	\$511,162	\$99,040	\$403,910
<b>Total GF/non-GF</b>	<b>\$1,901,036</b>	<b>\$4,137,683</b>	<b>\$1,117,686</b>	<b>\$4,642,491</b>
<b>Program Total:</b>	<b>\$6,038,719</b>		<b>\$5,760,177</b>	
<b>Program FTE</b>	9.38	23.32	7.30	27.60

<b>Program Revenues</b>				
Indirect for Dept. Admin	\$157,904	\$0	\$202,517	\$0
Intergovernmental	\$0	\$4,137,683	\$0	\$4,642,491
Other / Miscellaneous	\$1,162,520	\$0	\$0	\$0
<b>Total Revenue</b>	<b>\$1,320,424</b>	<b>\$4,137,683</b>	<b>\$202,517</b>	<b>\$4,642,491</b>

## Explanation of Revenues

\$ 3,302,154 - Health Share of Oregon (Medicaid): Based on FY16 Medicaid Rates  
\$ 33,543 - Washington County Older Adult Grant  
\$ 33,543 - Clackamas County Older Adult Grant  
\$ 485,728 - State Mental Health Grant: MH Older/Disabled Adult based on 2015-2017 IGA with State of Oregon  
\$ 787,523 - State Mental Health Grant: MH Special Projects based on 2015-2017 IGA with State of Oregon

## Significant Program Changes

**Last Year this program was:** FY 2016: 40068-16 Mental Health Quality Management & Protective Services