

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 (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	FY16 Actual	FY17 Purchased	FY17 Estimate	FY18 Offer
Output	# of clinical reviews/protective service investigations/incident reports reviewed	16,106	13,350	16,200	16,200
Outcome	Percent of protective service reports investigated (NEW)	43%	na/-	43%	43%
Output	Number of requests managed by Decision Support	8,740	6,650	9,000	9,000

Performance Measures Descriptions

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
Program Expenses	2017	2017	2018	2018
Personnel	\$820,677	\$2,876,736	\$816,884	\$3,063,682
Contractual Services	\$0	\$623,003	\$0	\$2,940,240
Materials & Supplies	\$1,414	\$186,028	\$878	\$421,339
Internal Services	\$99,040	\$403,910	\$72,188	\$685,783
Total GF/non-GF	\$921,131	\$4,089,677	\$889,950	\$7,111,044
Program Total:	\$5,010,808		\$8,000,994	
Program FTE	7.30	25.60	7.04	25.79

Program Revenues				
Indirect for Dept. Admin	\$202,517	\$0	\$221,377	\$0
Intergovernmental	\$0	\$4,089,677	\$0	\$7,111,044
Total Revenue	\$202,517	\$4,089,677	\$221,377	\$7,111,044

Explanation of Revenues

\$ 6,136,589 - Health Share of Oregon (Medicaid): Based on FY17 Medicaid Rates.

\$ 974,455 - 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 2017: 40068 Mental Health Quality Management & Protective Services