



Program #40068 - Mental Health Quality Management & Protective Services 6/27/2018

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	FY17 Actual	FY18 Purchased	FY18 Estimate	FY19 Offer
Output	# of clinical reviews/protective service investigations/incident reports reviewed ¹	19,206	16,200	22,464	22,637
Outcome	Percent of protective service reports investigated ²	39%	43%	20%	35%
Output	Number of requests managed by Decision Support ³	10,440	9,000	11,500	13,000

Performance Measures Descriptions

¹17% increase in incident reports reviewed as acuity in adult residential treatment facilities increases due to decreases state hospital length of stay. Additional 17% increase in adult abuse reports screened. ²As number of abuse reports increases and statutory changes increase the number of reports meeting abuse definitions but staffing stays the same, the percent of reports investigated decreases unless additional state funding is available. ³Increases due to 60,000 additional members-reporting. importing client record. provider requests for billing assistance. additional support for division growth.

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	2018	2018	2019	2019
Personnel	\$816,884	\$3,063,682	\$773,439	\$3,649,427
Contractual Services	\$0	\$2,940,240	\$0	\$3,091,435
Materials & Supplies	\$878	\$421,339	\$1,221	\$297,804
Internal Services	\$72,188	\$685,783	\$149,569	\$834,209
Total GF/non-GF	\$889,950	\$7,111,044	\$924,229	\$7,872,875
Program Total:	\$8,000,994		\$8,797,104	
Program FTE	7.04	25.79	6.09	30.11

Program Revenues				
Indirect for Dept. Admin	\$221,377	\$0	\$264,499	\$0
Intergovernmental	\$0	\$7,111,044	\$0	\$7,872,875
Total Revenue	\$221,377	\$7,111,044	\$264,499	\$7,872,875

Explanation of Revenues

\$ 6,866,245 - Health Share of Oregon (Medicaid): Based on FY18 Medicaid Rates
\$ 1,006,630 - State Mental Health Grant: LA 01 System Management and Coordination

Significant Program Changes

Last Year this program was: FY 2018: 40068 Mental Health Quality Management & Protective Services