

Department: Health Department **Program Contact:** Jennifer Gulzow
Program Offer Type: Support **Program Offer Stage:** As Requested
Related Programs: 40065, 40067
Program Characteristics: In Target

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, and reporting for the Division Multnomah Mental Health Plan billing support.

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; facilitating Critical Incident Reviews for high risk incidents; assisting the State with licensing visits and Oregon Administrative Rules (OARs) compliance for residential treatment homes and facilities; investigating complaints about residential care; and monitoring progress of providers found to be out of compliance with OARs.

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	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	# of clinical reviews and incident reports reviewed ¹	14,812	22,637	14,800	13,800
Outcome	Percent of protective service reports investigated ²	9%	35%	19%	N/A
Output	Number of requests managed by Decision Support ³	12,877	13,000	12,800	12,800
Outcome	Percent of incident reports reviewed that resulted in a Critical Incident Review meeting with the program ¹	N/A	N/A	N/A	2%

Performance Measures Descriptions

¹ Decrease in contacts due mainly to a significant decrease in incident reports processed. APS Incidents removed for next year offer. Added outcome for next year to measure the percent of incident reports that require a formal critical incident review meeting with the residential program. If the incidents being reviewed are tracked and responded to in a timely manner there should be a low percentage of CIRs needed.

²Next year offer N/A because program moved to CMHP

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.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$570,143	\$3,395,912	\$563,723	\$3,611,600
Contractual Services	\$0	\$3,091,435	\$0	\$998,348
Materials & Supplies	\$292	\$297,658	\$946	\$325,938
Internal Services	\$84,549	\$815,613	\$38,417	\$914,678
Total GF/non-GF	\$654,984	\$7,600,618	\$603,086	\$5,850,564
Program Total:	\$8,255,602		\$6,453,650	
Program FTE	4.49	28.11	4.35	27.35

Program Revenues				
Indirect for Dept. Admin	\$264,499	\$0	\$0	\$0
Intergovernmental	\$0	\$7,600,618	\$0	\$5,730,564
Beginning Working Capital	\$0	\$0	\$0	\$120,000
Total Revenue	\$264,499	\$7,600,618	\$0	\$5,850,564

Explanation of Revenues

\$ 4,867,552 - Health Share of Oregon (Medicaid): Based on FY19 Medicaid Rates
\$ 732,012 - State Mental Health Grant: LA 01 System Management and Coordination
\$ 131,000 - Clackamas County Intergovernmental Agreement
\$ 120,000 - Beginning Working Capital

Significant Program Changes

Last Year this program was: FY 2019: 40068-19 Mental Health Quality Management & Protective Services

APS was removed from Quality Management and added to CMHP in August 2018.