Program #40068B - Behavioral Health Quality Management - Retain Staffing 5/2/2022

Department:	Health Department	**Program Contact:**	Jennifer Gulzow
Program Offer Type:	Support	**Program Offer Stage:**	As Proposed
Related Programs:	40065, 40067		
Program Characteristics:	Backfill State/Federal/Grant		

Executive Summary

Quality Management (QM) includes the Compliance, Quality Improvement (QI), Records, Reporting, Evolv and Billing teams. The teams work collaboratively to assure the Division is able to rapidly identify, prevent and mitigate risk; provide timely and meaningful data and outcomes to demonstrate appropriate stewardship of public funds and inform program development; maintain secure electronic health records and billing; and assure compliance with licensing, Oregon Administrative Rules, and other appropriate policies. These teams advance racial equity by providing real time information and data on systems, programs and policies that perpetuate systemic barriers to opportunities and benefits for BIPOC and other underserved populations.

Program Summary

This restoration provides stable funding to 2.26 FTE in the Quality Management unit, and increases one .8 FTE to 1.0 FTE to process the increase in support needs as the Division adds programs and staff.

The QM, QI and Compliance teams conduct: internal and external agency audits, internal investigations and Root Cause Analysis, onboarding, policy and procedure development and review, contract reviews, timely responses to complaints and assure compliance with grievance procedures, 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.

The Evolv team provides oversight/administration of the Evolv EHR. They build custom forms and fields in the system for teams to collect data and work in conjunction with the Reporting team for the data entering and exiting the system. They perform ongoing upgrades and system maintenance to ensure system efficiencies. The team has representation at the National level in the roles of Board Immediate Past President and Chair of the West User Group, helping to support big improvements in Netsmart's approach to our experience as an Evolv customer.

This restoration also includes the cost of the Electronic Health Record system, Evolv that the Division uses for all client records and care coordination.

Performance Measures

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Number of requests managed by Evolv Support Line staff in Decision Support Unit[1]	329	330	330	350
Outcome	100% of policies and procedures will be transitioned into Health Department platform Compliance 360 in FY23	N/A	N/A	20%	100%

Performance Measures Descriptions

[1]This is 20% of the Evolv support line tickets that are also factored into PO40068 Output Measure 3.

Legal / Contractual Obligation

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. OAR also requires all services to be documented and maintained per retention rules. We meet this requirement with Evolv, our Electronic Health Record.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	**2022**	**2022**	**2023**	**2023**
Personnel	$0	$0	$0	$367,232
Contractual Services	$0	$0	$0	$177,403
Materials & Supplies	$0	$0	$0	$873
Internal Services	$0	$0	$0	$49,356
Total GF/non-GF	**$0**	**$0**	**$0**	**$594,864**
Program Total:	**$0**		**$594,864**	
Program FTE	0.00	0.00	0.00	2.46

Program Revenues				
Beginning Working Capital	$0	$0	$0	$594,864
Total Revenue	**$0**	**$0**	**$0**	**$594,864**

Explanation of Revenues

This program generates $49,356 in indirect revenues.
$ 255,662 MH Quality Management BWC
$ 339,202 MH Decision Support BWC

Significant Program Changes

Last Year this program was:

Increases .80 FTE to 1.00 FTE Data Analyst to manage the Evolv/Electronic Health Record helpline to address increased demands due to program growth across BHD. The helpline manages 1,645 requests annually. Provides funding for Division Electronic Health Record. Provides funding to 2.26 FTE in QM unit.