



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: ADMHS
Department No.: 043
For Agenda Of: February 9, 2015
Placement: Departmental
Estimated Time: 30 minutes
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Alice Gleghorn, PhD, Director
Director(s) Alcohol, Drug, and Mental Health Services 805-681-5220
Contact Info: April Howard, PhD, Research & Program Evaluation Manager
Alcohol, Drug, and Mental Health Services 805-681-4908

SUBJECT: ADMHS Semi-Annual Metrics Dashboard

County Counsel Concurrence

As to form: Yes

Other Concurrence:

As to form: N/A

Auditor-Controller Concurrence

As to form: N/A

Recommended Actions:

That the Board of Supervisors:

- A. Receive and file the proposed Alcohol, Drug and Mental Health Services Semi-Annual Metrics Report.
- B. Determine that the proposed action is not subject to the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Section 15378(b)(5) as it is an administrative action that will not result in direct or indirect changes to the environment.

Summary Text:

The purpose of this agenda item is to present to the Board of Supervisors proposed semi-annual outcome measurement metrics (Attachment A) for the Department of Alcohol, Drug and Mental Health Services (ADMHS).

Over the past decade, the field of behavioral health has experienced an increasing demand for accountability in a broad range of service settings. Funding agencies and managed care entities, including state mental health agencies, mandate that providers examine the effectiveness of services and measure outcomes among consumers served. Within ADMHS we are responsible to such bodies as the Department of Health Care Services monitored through regular system reviews and audits, Centers for Medicare and Medicaid Services (CMS) as well as other State and Federal funders.

Throughout the country there is increasing focus on improving accountability in the behavioral health field. Our goal is to increase system accountability as a part of systems change, views outcome measurement and service effectiveness as critical elements to address quality improvement and the capacity of management. Outcome measurement is also an important reflection of any organization's core values and a way to obtain valuable input from consumers about the services received.

The outcome measurement metrics proposed for ADMHS will measure the two core areas of **Client Care** and **Staff Accountability**.

- *Client care* metrics include clients served (by age group, ethnicity and region), crisis services (number of clients served, percent stabilized at the Crisis Stabilization Unit (CSU) not needing higher levels of care and crisis services provided in the Emergency Room by ADMHS mobile teams), timeliness to care (time from first contact through the 24/7 access line to first specialty mental health service, time to first Medical appointment), client outcomes (Milestones of Recovery Scale (MORS) and Child and Adolescent Needs and Strengths (CANS) measurements) and inpatient admissions and access to care.
- *Staff accountability* metrics include client service provision (total and average face to face services provided by team/provider) and service documentation (clinical progress note completion timeliness).

Background:

As part of the System Transformation process and in response to the TriWest consultant report as well as the above describe the changing landscape in behavioral health care outcome measurement, ADMHS has focused on becoming a more data-driven system such that the Department can better demonstrate accountability, effectiveness, and community impact. Consistent with its mission and guiding principles, the Department has improved the capacity to utilize data to monitor client progress, improve programs, and inform practices and policies. Utilization of data to make informed decisions and engage in continuous quality improvement is becoming a more routine practice at all levels of the organization.

On December 15, 2015, the Board of Supervisors requested that ADMHS develop a summary report of key metrics related to client care and outcomes, staff accountability, and system or departmental accountability. ADMHS has developed a report of key system metrics which may be used for system management purposes as well as shared with the Board of Supervisors. While a more extensive set of variables has been presented to the Board in the Systems Change update presentations, the selected metrics mirror many which are required by Title 9 regulations governing ADMHS as a Mental Health Plan and monitored by the Department of Health Care Services as well as others which are required for reporting for State and/or Federal grants. Data for the included measures are readily accessible to the Department through the ADMHS electronic health record system.

“The quality of life of people with severe mental disorders can be improved by making the delivery of services an object of rigorous scientific inquiry to determine what works, and by assuring that the results are applied to systems of care...”

—National Institute of Mental Health (NIMH), (2001)

Performance Measure:

See Attachment A.

Fiscal and Facilities Impacts:

There are no fiscal impacts.

Fiscal Analysis:

<u>Funding Sources</u>	<u>Annualized</u>		<u>Total One-Time Project Cost</u>	
General Fund				
State				
Federal				
Fees				
Other:				
Total	\$	-	\$	-

Narrative:

Key Contract Risks:

There are no contract risks.

Staffing Impacts:

Legal Positions:

FTEs:

There are no staffing impacts.

Special Instructions:

Please send a scanned copy of one (1) Minute Order to ADMHScontractsstaff@co.santa-barbara.ca.us.

Attachments:

- Attachment A: ADMHS Semi-Annual Metrics Report
- Attachment B: Milestones of Recovery Scale (MORS)
- Attachment C: Child and Adolescent Needs and Strengths (CANS)

Authored by:

April Howard, PhD, ADMHS/DM

cc: