

**BORDER REGION MHMR COMMUNITY CENTER
QUALITY INDICATORS
Attachment D**

| RATIONALE | SERVICE | INDICATOR | METHODOLOGY | FREQUENCY | TARGET |
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| Standards Compliance | MH | Requisite MH Community Standards | Data will be collected through the following mechanisms: <ul style="list-style-type: none"> • Self-Assessments Based on Specific Protocols which will be requested from the Quality Management Department at DSHS • Or BRMHMR QM Department • Desk Reviews; and, • Workgroup Validation | Annually | 100% |
| Standards Compliance | MR | Standards and Quality Assurance for MR Community Services and Supports | Data will be collected through the following mechanisms: <ul style="list-style-type: none"> • The Council's Personal Outcome Measures • Interviews | Annually | 100% |
| Standards Compliance | MH | New Generation Medications | Data will be collected through the following mechanisms: <ul style="list-style-type: none"> • ANASAZI • CARE | Quarterly | 95% |
| Productivity | MR | Direct available service time for <ul style="list-style-type: none"> • Face to Face contacts | Data will be collected on all billable or non-billable, face-to-face contact with the consumer. This information will be obtained through internal and Business Objects reports. | Monthly | 95% |
| Productivity | MH | Direct available service time <ul style="list-style-type: none"> • 86.6 direct billable hours | Data will be collected by Data Warehouse and Anasazi Reports | Daily | 90% |
| Outcomes | MH | Measures <ul style="list-style-type: none"> • Access • Waiting • Criminal Justice Involvement • Functioning • Hospital Days • Co-Occurring Substance Use • Supported Housing | Information will be obtained from Data Warehouse and Business Objects Reports. | Annually | Will Be Tracked and Target Set at a Later Date |
| Outcomes | MH | ACT Consumers Remaining Out of Inpatient Facility and Out of Jail for at Least 90 Days | This information will be obtained from Business Objects reports and record reviews. | Annually | 80% of Active Caseload |
| Access | MH | Number of individuals seen by a Physician (APN) in 14 days of intake, who are accepted | This information will be obtained from ANASAZI and computer-generated reports. | Quarterly | 95% |

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| | | for services. | | | |
| Outcomes | MH | Job Placements within 90 Days of Being Opened into Supported Employment | This information will be obtained via records from supported employment staff and Data Verification audits. | Semi-annually | 95% |
| Outcomes | MR | Job Placement within 90 Days of Being Opened into Individualized Competitive Employment (ICE) | Information will be obtained from supported employment staff. | Annually | 95% |
| Outcomes | MH | Percent of children with improved school behavior | Information will be obtained from CARE, DSHS Risk Assessments, and Business Objects Reports. | Quarterly | 60% |
| Outcomes | MH | Percent of children with history of arrest avoiding arrest | Information will be obtained from CARE, DSHS Risk Assessments, and Business Objects Reports. | Quarterly | 75% |
| Performance Contract Compliance | MH | Percent of children and adolescent served or authorized for services during the quarter that have a completed and current CA-TRAG | Information will be obtained from the Data Warehouse Business Objects Reports | Quarterly | 95% |
| Performance Contract Compliance | MH | Ohio Scales are completed by the parents or primary caregivers at intake every 90 days during treatment and at plan discharge | Information will be obtained from the Data Warehouse Business Objects Reports | Quarterly | 85% |
| Performance Contract Compliance | MH | Children and Adolescent are appropriately authorized | Information will be obtained from the Data Warehouse Business Objects Reports | Quarterly | 85% |
| Performance Contract Compliance | MH | Children and Adolescent receiving at least the minimum number of hours in each service package | Information will be obtained from the Data Warehouse Business Objects Reports | Quarterly | 85% |
| Performance Contract Compliance | MR | Submission of the Following MR Outcomes Data to DADS on a Timely Basis. <ul style="list-style-type: none"> • Self Assessment • Quality Improvement Plan • Quarterly Reviews • Quarterly Critical Issues Data | Information will be obtained from local reports and a standardized tracking form that will be developed. | Quarterly | 100% |
| Performance Contract Compliance | MH | Program Performance Targets <ul style="list-style-type: none"> • Total served • ACT • Total Children • Flexible Community Supports • PATH | This data will be obtained from CARE reports and other reports from DSHS. | Quarterly | As Mandated By DSHS Performance Contract |
| Performance Contract Compliance | MH | Performance Quality Risk Indicators <ul style="list-style-type: none"> • Non-priority • Uniform Assessment Completed • Percent of Consumers with expired TRAG • Number of 3 Hospitalizations in 180 days per 1000 • Percent of Trust Fund used | This data will be obtained from CARE reports and the Performance Profile Report Developed by DSHS. | Quarterly | As Mandated By DSHS Performance Contract |

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| | | <ul style="list-style-type: none"> • Follow-up in 7 Days • Screened Prior to Admission to SMHF • Children’s Risk Indicators • Confirmed Class I Abuse (# of cases) • All confirmed Abuse and Neglect, per 1000 consumers • Number of Appeals • Respect/Dignity/Access Complaints • Data Verification | | | |
| Performance Contract Compliance | MR | Program Performance Targets <ul style="list-style-type: none"> • Total Served • Service Coordination • Supported Employment | This data will be obtained from CARE reports and other reports from DSHS. | Quarterly | As Mandated By DSHS Performance Contract |
| Performance Contract Compliance | MR | Quality Risk Indicators <ul style="list-style-type: none"> • Complaints • Data Verification • Abuse | This data will be obtained from CARE reports and other reports from DSHS. | Quarterly | As Mandated By DSHS Performance Contract. |
| Satisfaction | MH MR | Number of Complaints Compared to Total Persons Served. | This information will be collected from the Rights Office through a standardized report (including definitions) that will be developed. | Quarterly | Tracked Only for Comparison |
| Satisfaction Access Efficiency | MH MR | Telephone Response <ul style="list-style-type: none"> • Answer time • Courtesy and Helpfulness • Transfer Time Crisis Services | Information will be collected through the use of a standardized “Mystery Caller Survey” Protocol. | Monthly | Tracked Only and Target Developed at a Later Date |
| Performance Contract Compliance | MH MR | CARE Encounter Data Accuracy (for MH / CA / and MR service assignments) | Information will be obtained through local random sample audits using a standard protocol | Monthly | 95% |
| Satisfaction | MH MR | Survey Assessing Satisfaction with Services | Survey to be conducted on a pre-selected date for all consumers receiving a service on that date | Annually | 85% Satisfaction; 10% of local authority population surveyed |