

Program # 25043 - MHASD Quality Management**Version 2/14/2005 s****Priority:** Accountability**Lead Agency:** County Human**Program Offer Type:** Support**Program Contact:** Joan Rice**Related Programs:** 25021, 25022, 25044, 25066, 25069, 25093**Frameworks:****Executive Summary**

The Quality Management Program investigates abuse of mentally ill adults, protects victims, and prevents future abuse. The program holds mental health agencies accountable for continuous improvement, safety, and compliance through intensive certification audits and corrective actions. For Multnomah County's 75,000 Verity Oregon Health Plan members, program staff assure fiscal accountability, resolve complaints, monitor quality, and educate members about services available.

Program Description

The program has four distinct functions: 1) Protective Services including investigation and intervention for allegations of abuse of mentally ill adults. 2) Quality Assurance through regular auditing of all mental health providers for compliance with Oregon Administrative Rules and approving specific agencies for mental health certification by the State Office of Mental Health and Addiction Services. 3) Performance measurement and quality improvement activities at the contract provider level and for the Mental Health and Addiction Services Division including administration and analysis of Verity satisfaction surveys, health plan needs assessments, complaint and grievance resolution, conducting consumer focus groups, working with the Verity Quality Management committee on improvement projects, and reviewing critical incidents including injuries and suicide attempts of Verity members. 4) The medical records function of the Quality Management program ensures that all Mental Health and Addiction Services Division records comply with State and Federal documentation and confidentiality rules and regulations. The unit is responsible for 30,000 charts. These functions protect and support some of the most vulnerable persons living in our community.

Program Justification

The Quality Management program links to the Basic Needs and Accountability strategies by monitoring whether Multnomah County residents receiving behavioral health care are receiving quality service and are satisfied with their care and intervening directly when problems or issues arise. The protective service investigators intervene directly when a mentally ill adult's safety is jeopardized by abuse. Critical incidents, including deaths, are reviewed with providers with the expectation of having outcomes that reduce client self-harm that may result in hospitalization or death. Providers change procedures based on reviews and improve services for clients.

Performance Measures

Increase community capacity to serve consumers with both chemical dependency and mental health diagnoses.

Increase community capacity to serve child and family at same location.

Increase the ability to measure performance of internal and contracted providers.

Summary of last year's program results and this year's expected results

Total Abuse Investigations Completed FY04 was 195.

Total Mental Health Certificates of Approval Overseen included 39 state issued certificates of approval to provide mental health services (4 new in FY04 2 adults/2 child). Eighteen Adult agency reviews, Nineteen Child/Adolescent agency reviews, and two Psychiatric Security Review Board Adult agency reviews completed FY04.

Five new adult certificate applications from mental health agencies were processed by staff between July 1, 2004 and December 31, 2005. Two new adult certificates applied for by drug and alcohol providers with additional applications anticipated in FY05.

Program Mandate: 2 Mandated Program with Funding/Service Level Choice

OMHAS could designate a county even if it did not operate as a CMHP. Definitions for ORS 430.735 to 430.765, (430.737-Mandatory reporting policy), (430.743 Abuse report; content; action on report; notice to law enforcement agency and Dept of Human Services), (430.745- Investigation of abuse report; notice to medical exam

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2005	2005	2006	2006
Personnel	\$463,219	\$1,097,646	\$580,668	\$1,060,358
Contracts	\$0	\$0	\$0	\$100,000
Materials & Supplies	\$18,352	\$13,594	\$0	\$74,583
Internal Services	\$120,154	\$546	\$21,057	\$454,421
Subtotal: Direct Exps:	\$601,725	\$1,111,786	\$601,725	\$1,689,362
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$601,725	\$1,111,786	\$601,725	\$1,689,362
Program Total:	\$1,713,511		\$2,291,087	
Program FTE	0.00	0.00	8.00	14.10
Program Revenues				
Intergovernmental	\$0	\$1,111,786	\$0	\$1,689,362
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$1,111,786	\$0	\$1,689,362

Explanation of Revenues

This program is funded by \$1,639,362 from Oregon Health Plan Premium, \$50,000 from the State Mental Health Grant and \$601,725 in County General Funds.

Significant Program Changes