

Lead Agency: County Human Services

Program Contact: Karl Brimmer

Program Offer Type: Support

Related Programs:

Program Characteristics:

Executive Summary

The Medical Records Program is responsible for the internal management of all of the Mental Health and Addiction Services Division's clinical records, including more than 62,000 adult and children's mental health and alcohol and drug client records, and Verity MHO records required by Oregon Administrative Rules.

Program Description

Mental Health and Addiction Services Division (MHASD) Medical Records ensures that mental health, alcohol and drug, and Verity managed care records are maintained in accordance with federal and state laws and regulations, and county and departmental rules, policies, and procedures.

Program staff provide multiple client records services including: access, inventory, retrieval, billing and administrative rule compliance auditing, archiving, forms design and management, authorization/release of records, legal requests for records, data analysis, and technical assistance to community agencies and county staff. In FY11, anticipated volume is more than 11,700 records requests, archiving 13,000 records and more than 500 records requests from providers for treatment purposes.

As the Local Mental Health Authority, MHASD is responsible for programs such as involuntary commitment, commitment monitors, trial visits and residential services. In FY11, these programs will require the creation of approximately 5,000 individual records. The MHASD programs where services are provided by county staff are expected to serve more than 900 individuals, each requiring a medical record. The medical records unit is responsible for these.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY08-09)	Current Year Purchased (FY09-10)	Current Year Estimate (FY09-10)	Next Year Offer (FY10-11)
Output	Count of clinical and managed care record items processed annually ¹	29,400	30,550	26,552	27,175
Outcome	Total MHASD medical records reviewed for completeness ²	7,066	7,200	5,243	5,563

Performance Measure - Description

¹ Count of elements of client records processed in following programs: Involuntary Commitment Investigators, Commitment Monitors and Trial Visit, School-based and Early Childhood/Cares, Family Care Coordinators, Early Assessment and Support Alliance, 370 Project, Intensive Transition Project, Verity Authorizations and Residential Records. Minimum of two elements each record plus all in house Verity authorizations.

² Count of number of new client records opened annually and reviewed by records staff for completeness. Includes new records in the following programs: Involuntary Commitment Investigators, Commitment Monitors and Trial Visit, School based and Early Childhood/Cares, Family Care Coordinators, Alcohol and Drug, and Residential Records. The Next Year Offer is reduced because the DUII program has closed and so no new records will be created, analyzed or monitored for completeness.

Legal/Contractual Obligation

The following guidelines are utilized in monitoring MHASD compliance to Federal, State and County rules and audits regarding client confidentiality of clinical records, the release of any confidential client information, the retention of client confidential information, responding to subpoenas and court orders for confidential client records and standards for clinical documentation:

State of Oregon Mental Health & Developmental Disability Services Division "Handbook of Confidentiality", HIPAA, DSM IV "Diagnostics & Statistical Manual of Mental Disorders", Children's & Adult State of Oregon Administrative Rules, Oregon Revised Statutes related to medical records & client confidentiality, State Archiving rules, Code of Federal Regulations Title 42 Public Health, Chapter 1 Part 2, Public Law 94-142, Public Law 99-57, State of Oregon Mandatory Child Abuse Reporting Laws, Oregon Health Plan, Mental Health Organization Contract, Verity Policies & Procedures, Practice Guidelines for the Oregon Health Information Management Association and the American Health Information Management Association, and the American Health Information Management Association, and Centers for Medicare and Medicaid billing regulations.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2010	2010	2011	2011
Personnel	\$522,373	\$0	\$578,544	\$0
Materials & Supplies	\$20,737	\$0	\$15,128	\$0
Internal Services	\$129,826	\$0	\$101,944	\$0
Total GF/non-GF:	\$672,936	\$0	\$695,616	\$0
Program Total:	\$672,936		\$695,616	
Program FTE	8.00	0.00	8.00	0.00
Program Revenues				
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues

\$695,616 - County General Fund

Significant Program Changes

✔ Significantly Changed

Last year this program was: #25052, Medical Records for Mental Health & Addiction Services

The DUII program closed in December 2008 (Fiscal Year 2009). As a result, during the first six months of 2009, nearly 10,000 records were analyzed for compliance with court requirements (Diversion or Conviction), coordinated for release to new agency, and/or archived.