

**Lead Agency:** County Human Services  
**Program Offer Type:** Administration  
**Related Programs:** 25053

**Program Contact:** Joan Rice

**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 75,000 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. The Commitment Services program is now storing reports electronically which decreases their need to retrieve a medical record to access the report again. As a result, the number of requests for records retrieval has declined and, in FY12, anticipated volume is more than 8,000 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 FY12, 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 1,400 individuals, each requiring a medical record. The medical records unit is responsible for these.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY09-10)	Current Year Purchased (FY10-11)	Current Year Estimate (FY10-11)	Next Year Offer (FY11-12)
Output	Count of clinical and managed care record items processed annually <sup>1</sup>	20,378	27,175	24,704	25,340
Outcome	Total MHASD medical records reviewed for completeness <sup>2</sup>	6,380	6,278	6,533	6,710

**Performance Measure - Description**

<sup>1</sup> 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.

<sup>2</sup> 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, School based and Early Childhood/Cares, Family Care Coordinators and Alcohol and Drug. Note: An error was detected during the development of the FY10-11 Program Offer: the count for the SOCCF program had been omitted from the total. This resulted in an undercounting of the number of client records opened annually and reviewed by 715. The correct count (6278) is included here rather than the 5563 included last year.

## 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
<b>Program Expenses</b>	2011	2011	2012	2012
Personnel	\$578,544	\$0	\$593,554	\$0
Materials & Supplies	\$15,128	\$0	\$19,966	\$0
Internal Services	\$101,944	\$0	\$89,490	\$0
Total GF/non-GF:	<b>\$695,616</b>	<b>\$0</b>	<b>\$703,010</b>	<b>\$0</b>
Program Total:	<b>\$695,616</b>		<b>\$703,010</b>	
Program FTE	8.00	0.00	8.00	0.00
<b>Program Revenues</b>				
Total Revenue:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

\$703,010 - County General Fund

## Significant Program Changes

Last year this program was: