

**Lead Agency:** County Human Services

**Program Contact:** Joan Rice

**Program Offer Type:** Administration

**Related Programs:**

**Program Characteristics:** In Target

### 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) 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 information; legal requests for records; data analysis; and technical assistance to community agencies and county staff.

In FY13, the Division will implement an electronic health record system (EHR). This will require multiple process changes for the Records unit and the Division. The Records unit will scan collateral documents, including historical and current documents, and attach them to the client record in the EHR.

As the Local Mental Health Authority, MHASD is responsible for programs such as involuntary commitment, commitment monitor, trial visit and residential services. In FY13, these programs will require the creation of approximately 5,500 individual records. The MHASD programs where services are provided by county staff are expected to serve more than 1,300 individuals, each requiring a medical record.

### Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Count of clinical and managed care records items processed annually	26,594	25,340	26,996	0
Outcome	New Measure: Count of record items processed annually plus scanned page count. <sup>1</sup>	0	0	0	619,714
Output	New Measure: Total MHASD medical records reviewed for compliance. <sup>2</sup>	2,984	2,640	2,640	2,624
Outcome	Percent of direct service records audited for compliance with rules/contracts.	75.0%	100.0%	100.0%	100.0%

### Performance Measure - Description

✓ **Measure Changed**

<sup>1</sup> New Measure. Notarizing, subpoenas/court orders and other requests for information will remain after the implementation of the EHR. Retrieval, refiling, and archiving paper records will be eliminated over time (4-5 years). Creation of new paper charts will discontinue in FY13. Minimum of 2 elements each record. New tasks will include scanning collateral documents and registration of certain clients into EHR. The count of images scanned (605,000) will decrease by about half in subsequent years since this first year includes both historical and ongoing data.

<sup>2</sup> New measure. Records Program auditing function expanded in FY12. Count of client records reviewed for compliance with administrative rule. Minimum of 2 required elements in each record are audited by certified records techs.

### 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 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>	2012	2012	2013	2013
Personnel	\$593,554	\$0	\$596,933	\$0
Materials & Supplies	\$19,966	\$0	\$24,234	\$0
Internal Services	\$89,490	\$0	\$89,470	\$0
Total GF/non-GF:	<b>\$703,010</b>	<b>\$0</b>	<b>\$710,637</b>	<b>\$0</b>
Program Total:	<b>\$703,010</b>		<b>\$710,637</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

\$710,637 - County General Fund

### Significant Program Changes

Last year this program was: #25052, Medical Records for MHASD