

Lead Agency: County Human Services

Program Contact: Joan Rice

Program Offer Type: Support

Related Programs: 25050A, 25053

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 Multnomah Mental Health (previously known as Verity) MHO records required by Oregon Administrative Rules.

Program Description

Mental Health and Addiction Services Division (MHASD) Medical Records Unit ensures that mental health, alcohol and drug, and Multnomah Mental Health 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 implemented an electronic health record system (EHR). This required 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 FY14, 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 (FY11-12)	Current Year Purchased (FY12-13)	Current Year Estimate (FY12-13)	Next Year Offer (FY13-14)
Output	Count of clinical and managed care records items processed annually ¹	26,215	0	0	0
Outcome	New Measure: Count of record items processed annually plus scanned page count. ²	26,215	619,714	190,626	178,521
Output	New Measure: Total MHASD medical records reviewed for compliance. ³	3,498	2,624	1,658	2,196
Outcome	Percent of direct service records audited for compliance with rules/contracts	100.0%	100.0%	100.0%	100.0%

Performance Measure - Description

¹ Count for this Output is now included in Outcome below.

² New Measure. Electronic Health Record (EHR) was implemented 2nd Quarter 2013. Certain records processing tasks will be eliminated over time. Processing requires 2-6 elements each record and includes data entry and monitoring for chart completion. New tasks include scanning and indexing documents as well as registration of clients into EHR. The scanned page count purchased FY13 was over-estimated by clinical programs and is a 12 month projection while the FY13 estimate is a 9 month estimate due to delayed EHR implementation. Scanning is more complicated and lengthier than projected, however, the end result is faster access to all records and better care for clients. The count of scanned documents should continue to decrease until it levels off in 4-5 years.

³ Records Program auditing function was expanded in FY12 and will continue at that level in FY13-14. Count of client records reviewed for compliance with state administrative rule. Minimum of 2 required elements in each record are audited by certified health information technicians

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
Program Expenses	2013	2013	2014	2014
Personnel	\$596,933	\$0	\$624,091	\$57,754
Materials & Supplies	\$24,234	\$0	\$14,122	\$0
Internal Services	\$89,470	\$0	\$88,551	\$7,778
Total GF/non-GF:	\$710,637	\$0	\$726,764	\$65,532
Program Total:	\$710,637		\$792,296	
Program FTE	8.00	0.00	8.00	1.00
Program Revenues				
Intergovernmental	\$0	\$0	\$0	\$65,532
Total Revenue:	\$0	\$0	\$0	\$65,532

Explanation of Revenues

\$65,532 - State Mental Health Grant Flex Funds: Based on FY13 grant award
\$726,764 - County General Fund

Significant Program Changes

Last year this program was: #25052, Medical Records for MHASD
Moved 1.0 OA2 from Program Offer 25058-Mental Health Commitment Services to Program Offer 25052-Medical Records for MHASD.