

California Department of Health Care Services

Performance Outcomes System Implementation Newsletter

August 12, 2014



What is the Performance Outcomes System?

Welfare and Institutions Code Section 14707.5 (Senate Bill 1009) which was enacted July 1, 2012 and amended in June 2013 (by Assembly Bill 82) requires the California Department of Health Care Services (DHCS) to develop a performance and outcomes system (POS) for Medi-Cal Specialty Mental Health Services (SMHS) for children and youth to improve outcomes and inform decision-making, and to improve the continuum of care between Managed Care Plans (MCP) and Mental Health Plans (MHP).

The Performance Outcomes System implementation will establish a process for bringing together information from multiple sources in order to better understand the results of Medi-Cal SMHS provided to children and youth. The intent of the system is to gather information relevant to particular mental health outcomes from current and enhanced county reporting and state databases to provide useful summary reports for ongoing quality improvement processes and decision-making.

There is a profound need, and strong stakeholder demand, for a reporting “dashboard” to monitor several care domains and demographics including: who are receiving services; what services are provided and at what cost; and service accessibility and effectiveness. The reported data will be assessed to help improve the system.

Stakeholder Communication

Stakeholder participation and communication are critical to the Performance Outcomes System implementation and DHCS has many stakeholders - including child and youth clients, family members, mental health service providers, managed care plans, counties, other State departments, and the Legislature. This is a large group and new people are

frequently added to the list of partners/stakeholders who have asked to be a part of the DHCS Performance Outcomes System Stakeholder Advisory Committee. In order to ensure that all interested individuals are kept up-to-date on the latest information, DHCS will continue providing periodic updates, such as this newsletter. We will distribute updates via email and post them online to the DHCS website for the Performance Outcomes System Stakeholder Advisory Committee¹ (see web link below).

Project Activities

With the passage of the Fiscal Year 2014-15 Budget, DHCS received four positions (of which one of the four positions was filled as of August 1st) to support the Performance Outcomes System implementation efforts. Since the release of the System Plan² in November 2013 and the System Implementation Plan³ in January 2014, DHCS has made progress in the following areas:

Data Review

In September 2013, DHCS staff began reviewing the status of county data submission to the Client and Services Information (CSI) System. As of May 31, 2014, 81% of counties had submitted CSI data within the 60-day submission window. Data review and cleanup, as well as timely submission of data, is critical to the quality of data for the Performance Outcomes System. Beginning in September 2014, DHCS will provide quality improvement reports to the counties in order to prepare for the initial outcomes reports, which are scheduled to be released in December 2014.

Quality Improvement (QI)

Currently, DHCS is conducting interviews with other states, counties and local provider organizations to discuss their QI processes and lessons learned during the development of their performance and outcomes systems. So far, 20 states, 4 counties and 5 provider

organizations have answered questions regarding the type and mode of performance and outcome data collection, as well as how the information is used to improve the quality of their mental health services. DHCS staff are in the process of creating a proposed quality improvement committee structure aimed at improving mental health services for children and youth in California. Additional interviews are occurring this month. The exchange of information has been very helpful in determining future steps of the Performance Outcomes System development including components for an effective QI process. Recently, DHCS Quality Assurance Unit staff met with DHCS Quality Strategists to link the QI efforts from this project with the Department's Quality Strategy.

Performance Outcomes Measures

Critical to the project is determining a reliable and consistent statewide approach to evaluate the functional status of children and youth who receive SMHS. DHCS and a group of subject matter experts (the Measures Task Force) collaborated to attempt to identify a method to track outcomes that would allow for comparisons to be made across counties. However, challenges were met with regard to the variety of methods and tools currently used internally by counties to track outcomes information. This led DHCS to issue a Request for Information to conduct a study to identify an optimal methodology to assess child and youth functioning. DHCS plans to enter into an Interagency Agreement with a University to perform this work.

Coordination for Consistency of Reporting

DHCS intends to collaborate and coordinate with various data improvement effort teams in order to

reduce effort duplication and to maintain consistency in reporting about children across the various efforts. Some other reporting efforts include: Katie A. settlement reporting for foster children who receive Medi-Cal SMHS, reporting of children and youth who receive mental health services from Managed Care Plans or are referred to Mental Health Plans by the Managed Care Plans, and outcome evaluation efforts by the Mental Health Services Oversight and Accountability Commission (MHSOAC).

Katie A. - DHCS and CDSS are laying the groundwork between departments in order to be able to share data for the purpose of reporting on the Katie A. subclass. The initial reports will focus on data elements currently gathered from the counties. **Continuum of Care** – DHCS' Medi-Cal Managed Care Division (MMCD) is already working with the Managed Care Plans to develop a Medi-Cal Managed Care Performance Dashboard. DHCS will provide initial reports about referrals and "handoffs" between MCP and MHP in September 2014. The MMCD dashboard⁴ currently provides information about Medi-Cal Managed Care Performance. **Data Strengthening** – DHCS and the MHSOAC are working together to determine what statewide data reporting system changes are needed to improve the timeliness, completeness, accuracy, and reasonableness of mental health data for outcomes and evaluation purposes.

Questions or Comments?

Please send them to the Performance Outcomes System mailbox at cmhpos@dhcs.ca.gov.

¹Performance Outcomes System Stakeholder Advisory Committee:

<http://www.dhcs.ca.gov/individuals/Pages/PerformanceandOutcomesSystemforMedi-CalSpecialtyMentalHealthServices-StakeholderAdvisoryCommittee.aspx>

²Performance Outcomes System Plan:

http://www.dhcs.ca.gov/formsandpubs/Documents/Legislative%20Reports/Mental%20Health/SMHS_Perf_Outcomes_System-Plan11-01-13.pdf

³Performance Outcomes System Implementation Plan:

<http://www.dhcs.ca.gov/individuals/Documents/StakeholderAdvisoryCommittee/Performance%20Outcomes%20System%20Implementation%20Plan%20-%20Final%202014-01-10.pdf>

⁴Medi-Cal Managed Care Division Dashboard:

<http://www.dhcs.ca.gov/services/Pages/MngdCarePerformDashboard.aspx>