

## Performance Outcomes Adult Specialty Mental Health Services Report

### Report Date August, 2017

#### Background

This report measures the effectiveness of adult specialty mental health services. It models reports developed to measure Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) mental health services as mandated by Welfare and Institutions Code Section 14707.5. The intent of these reports is to improve outcomes at the individual, program, and system levels and inform fiscal decision-making related to the purchase of services.

Since 2012 DHCS has worked with several groups of stakeholders to create a structure for reporting, to develop a Performance Measurement Paradigm, and to design indicators and measures. The Performance Outcomes System will be used to evaluate the domains of access, engagement, service appropriateness to need, service effectiveness, linkages, cost effectiveness and satisfaction. Further information on the Performance Measures System implementation is available on the DHCS website. Documents posted include the relevant legislation, plans submitted to the Legislature, and handouts for meetings with the Stakeholder Advisory Committee back to the first meeting in 2012. To obtain this information go to: <http://www.dhcs.ca.gov/provgovpart/pos/Pages/default.aspx>.

#### Overview

Three reports will be provided: statewide aggregate data; population-based county groups; and county-specific data. These aggregate reports provide adult information on the initial indicators that were developed for the Performance Outcomes System. DHCS plans to move to annual reporting of these data for the Performance Outcomes System.

The first series of charts and tables focus on the demographics of adults 21\* and older who are receiving SMHS based on approved claims for Medi-Cal eligible beneficiaries. Specifically, this includes demographics tables of this population by age, gender, and race/ethnicity. Utilization of services reports are shown in terms of dollars, as well as by service in time increments. Two types of penetration information are provided; both penetration rate tables are also broken out by demographic characteristics. The snapshot table provides a point-in-time view of adults arriving, exiting, and continuing services over a two-year period. The time-to-step-down table provides a view over the past four years of the time to stepdown services following inpatient discharge.

Where possible, the reports provide trend information by displaying information for Fiscal Years (FY) 12/13, 13/14, 14/15, and 15/16.

#### Definitions

**\*Population** - Beneficiaries with approved services adjudicated through the Short Doyle/Medi-Cal II claiming system that were:

- Age 21 or older during the approved date of service on the claim.

#### Data Sources -

•Short-Doyle/Medi-Cal II (SD/MC II) claims with dates of service in FY 12/13 through FY 15/16.

•Medi-Cal Eligibility Data System (MEDS) data from the Management Information System/Decision Support System (MIS/DSS) FY 12/13 through 15/16.

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#### Additional Information

The **Measures Catalog** is the companion document for these reports and provides the methodology and definitions for the measures. Each measure is defined and the numerator and denominator used to develop the metrics are provided with relevant notes and additional references. The Measures Catalog may be found at:

[http://www.dhcs.ca.gov/services/MH/Documents/MedCCC/Library/POSMeasuresCatalog\\_Sept15Reporting\\_Final\\_1.11.15.pdf](http://www.dhcs.ca.gov/services/MH/Documents/MedCCC/Library/POSMeasuresCatalog_Sept15Reporting_Final_1.11.15.pdf)

#### Note on Privacy:

The Health Insurance Portability and Accountability Act (HIPAA) and Code of Federal Regulations (CFR) 42 rules protect most individually identifiable health information in any form or medium; whether electronic, on paper, or oral. DHCS has strict rules in place to protect the identification of individuals in public reports. A "Public Aggregate Reporting – DHCS Business Reports" process has been established to maintain confidentiality of client Personal Information. The Performance Outcomes System complies with Federal and State privacy laws. Thus, the POS must appropriately and accurately de-identify data for public reporting. Due to privacy concerns, some cells in this report may have been suppressed to comply with state and federal rules. When necessary, these data are represented as follows: 1) Data that are missing is indicated as "-" 2) Data that have been suppressed due to privacy concerns is indicated as "^".

#### Report Highlights

\*County-specific findings may be interpreted alongside the POS statewide and population-based report findings.

\*The **penetration** rates reported here were calculated using a different methodology than that used by the External Quality Review Organization (EQRO). The differences in methodology makes comparison between the POS penetration rates and the EQRO penetration rates not appropriate nor useful. The POS methodology for calculating penetration rates was selected because it is easier to compute, more straightforward to interpret, and is in use by other states and counties. For the POS, the penetration rate is calculated by taking the total number of adults who received a number of SMHS (1 or 5 for POS) in a FY and dividing that by the total number of Medi-Cal eligible adults for that FY. This methodology results in lower penetration rates as compared to the EQRO rates, but it does so across the board so that all counties and the state will be similarly impacted.

\*The **snapshot** report provides a point-in-time look at adults' movement through the SMHS system. The report uses five general categories to classify if an adult is entering, exiting, continuing services, or a combination of these categories (e.g., arriving and exiting). As of now, this report only classifies adults and their service usage for FY 12/13 through FY15/16. Eventually the snapshot data will be used along with measures of service effectiveness to identify whether adults are improving as a result of receiving services from the time they first arrived in the system to when they exit the system. This methodology was adapted from the California Mental Health and Substance Use System Needs Assessment (2012). More information on the original methodology can be found here: <http://www.dhcs.ca.gov/provgovpart/pos/Pages/Performance-Outcomes-System-Reports-and-Measures-Catalog.aspx>

\*The psychiatric emergency services/hospital data measured in the **time to step-down services** report relies solely on claims data from Short Doyle/Medi-Cal II. Currently, the number of days is capped at 365 days (to mitigate the impact of extreme statistical anomalies) when calculating the mean and max for time between discharge and step down service. This methodology will be updated in the next reporting cycle. Additionally, county specific and population-based reports are based on the county of the hospital from which the patient is discharged and receives step-down services.

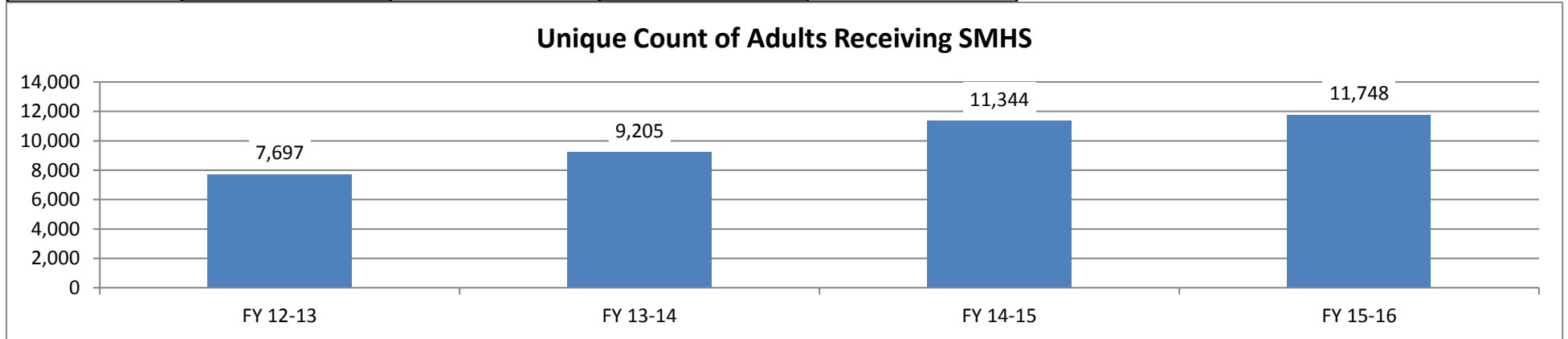
Please contact [cmhpos@dhcs.ca.gov](mailto:cmhpos@dhcs.ca.gov) for any questions regarding this report.

# Demographics Report: Unique Count of Adults Receiving SMHS by Fiscal Year

Santa Clara County as of August, 2017

SFY	Unique Count Receiving SMHS*	Year-Over-Year Percentage Change	Unique Count of Medi-Cal Eligibles	Year-Over-Year Percentage Change
FY 12-13	7,697		131,351	
FY 13-14	9,205	19.6%	205,208	56.2%
FY 14-15	11,344	23.2%	253,781	23.7%
FY 15-16	11,748	3.6%	271,737	7.1%
<b>Compound Annual Growth Rate SFY**</b>		<b>15.1%</b>		<b>27.4%</b>

### Unique Count of Adults Receiving SMHS



\*SMHS = Specialty Mental Health Services. See Measures Catalog for more detailed information.

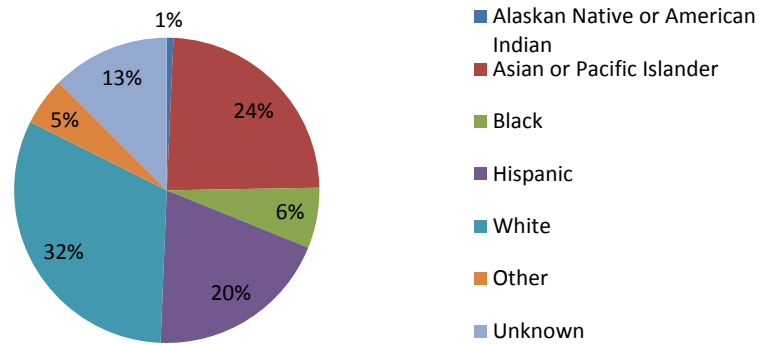
\*\*SFY = State Fiscal Year which is July 1 through June 30.

## Demographics Report: Unique Count of Adults Receiving SMHS by Fiscal Year

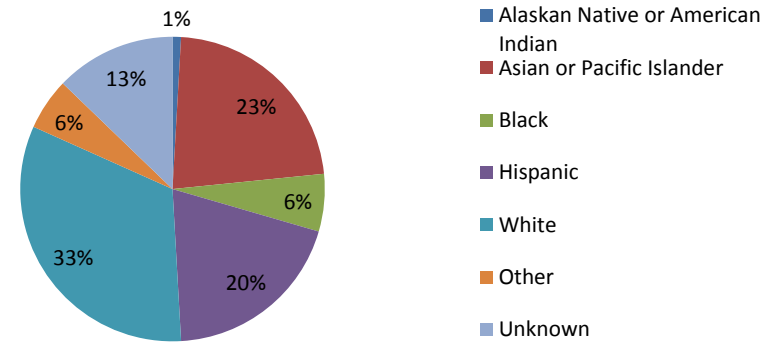
Santa Clara County as of August, 2017

Fiscal Year	Alaskan Native or American Indian Count	Alaskan Native or American Indian %	Asian or Pacific Islander Count	Asian or Pacific Islander %	Black Count	Black %	Hispanic Count	Hispanic %	White Count	White %	Other Count	Other %	Unknown Count	Unknown %
FY 12-13	57	0.7%	1,845	24.0%	495	6.4%	1,502	19.5%	2,437	31.7%	396	5.1%	965	12.5%
FY 13-14	80	0.9%	2,073	22.5%	564	6.1%	1,807	19.6%	2,998	32.6%	505	5.5%	1,178	12.8%
FY 14-15	109	1.0%	2,361	20.8%	750	6.6%	2,258	19.9%	3,747	33.0%	733	6.5%	1,386	12.2%
FY 15-16	114	1.0%	2,385	20.3%	740	6.3%	2,450	20.9%	3,834	32.6%	834	7.1%	1,391	11.8%

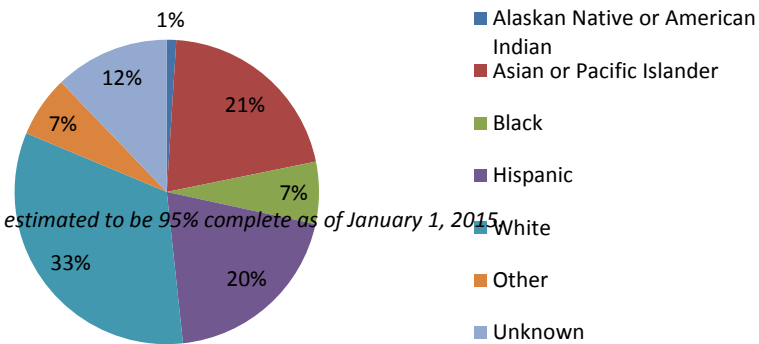
**Fiscal Year 12-13 Race Distribution**



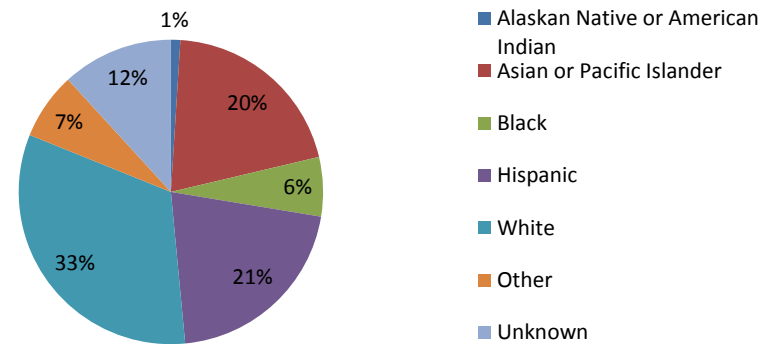
**Fiscal Year 13-14 Race Distribution**



**Fiscal Year 14-15 Race Distribution**



**Fiscal Year 15-16 Race Distribution**



\*FY 13-14 claims are estimated to be 95% complete as of January 1, 2015.

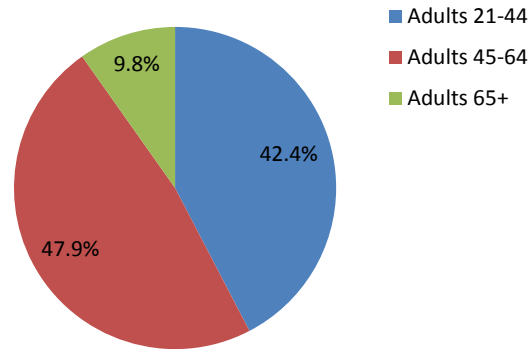
Please note: This report uses the Medi-Cal Eligibility Data System to obtain race/ethnicity data. CDSS uses Child Welfare Services/Case Management System to obtain race/ethnicity data. For more information, please refer to the Measures Catalog.

# Demographics Report: Unique Count of Adults Receiving SMHS by Fiscal Year

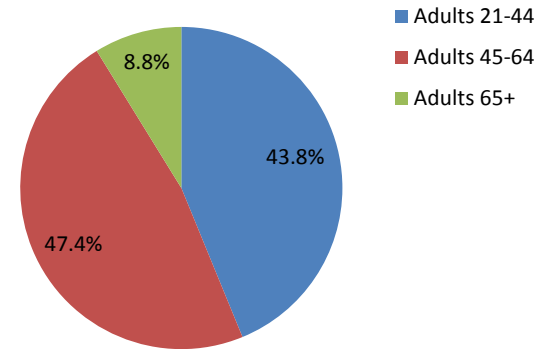
Santa Clara County as of August, 2017

Fiscal Year	Adults 21-44 Count	Adults 21-44 %	Adults 45-64 Count	Adults 45-64 %	Adults 65+ Count	Adults 65+ %
FY 12-13	3,261	42.4%	3,684	47.9%	752	9.8%
FY 13-14	4,032	43.8%	4,367	47.4%	806	8.8%
FY 14-15	5,276	46.5%	5,130	45.2%	938	8.3%
FY 15-16	5,663	48.2%	5,104	43.4%	981	8.4%

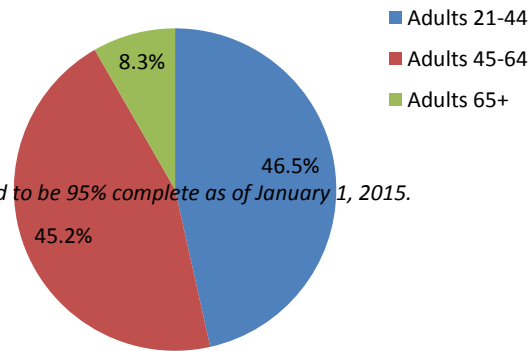
**Fiscal Year 12-13 Age Group Distribution**



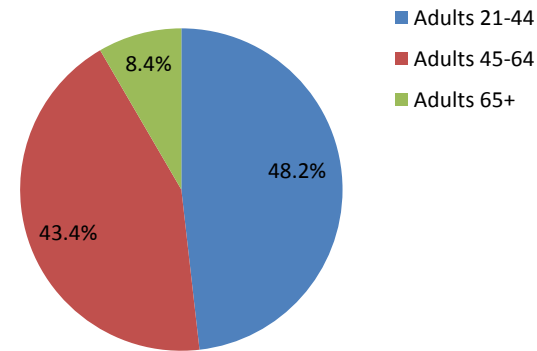
**Fiscal Year 13-14 Age Group Distribution**



**Fiscal Year 14-15 Age Group Distribution**



**Fiscal Year 15-16 Age Group Distribution**

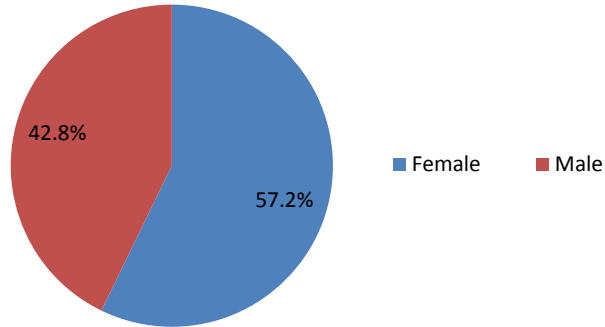


\*FY 13-14 claims are estimated to be 95% complete as of January 1, 2015.

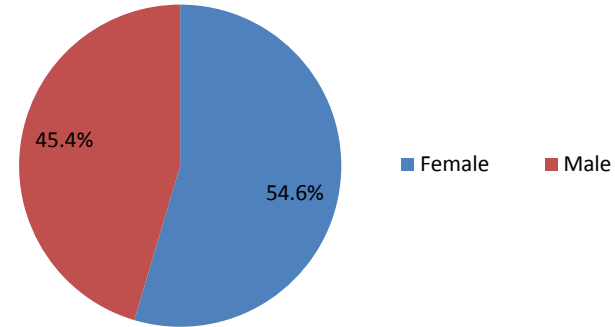
**Demographics Report: Unique Count of Adults Receiving SMHS by Fiscal Year**  
 Santa Clara County as of August, 2017

Fiscal Year	Female Count	Female %	Male Count	Male %
FY 12-13	4,403	57.2%	3,294	42.8%
FY 13-14	5,029	54.6%	4,176	45.4%
FY 14-15	5,858	51.6%	5,486	48.4%
FY 15-16	5,970	50.8%	5,778	49.2%

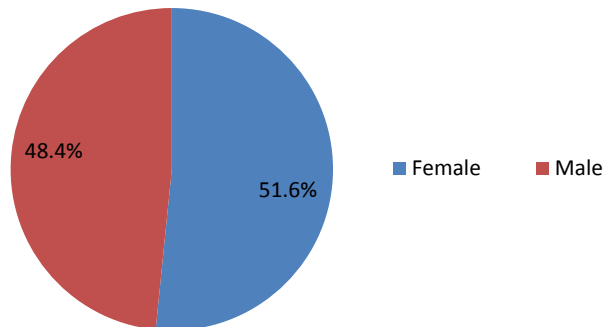
**Fiscal Year 12-13 Gender Distribution**



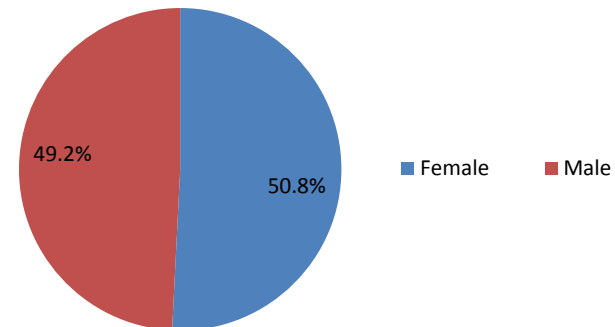
**Fiscal Year 13-14 Gender Distribution**



**Fiscal Year 14-15 Gender Distribution**



**Fiscal Year 15-16 Gender Distribution**

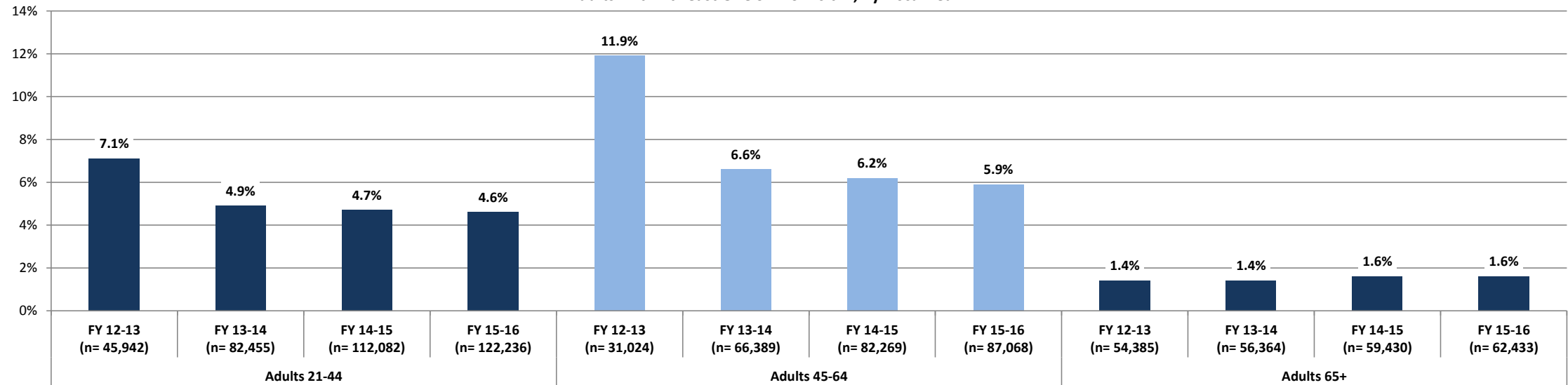


## Penetration Rates\* Report: Adults With At Least One SMHS Visit\*\*

Santa Clara County as of August, 2017

	FY 12-13			FY 13-14			FY 14-15			FY 15-16		
	Adults and Older Adults with 1 or more SMHS	Certified Eligible Adults and Older Adults	Penetration Rate	Adults and Older Adults with 1 or more SMHS	Certified Eligible Adults and Older Adults	Penetration Rate	Adults and Older Adults with 1 or more SMHS Visits	Certified Eligible Adults and Older Adults	Penetration Rate	Adults and Older Adults with 1 or more SMHS Visits	Certified Eligible Adults and Older Adults	Penetration Rate
<b>All</b>	<b>7,697</b>	<b>131,351</b>	<b>5.9%</b>	<b>9,205</b>	<b>205,208</b>	<b>4.5%</b>	<b>11,344</b>	<b>253,781</b>	<b>4.5%</b>	<b>11,748</b>	<b>271,737</b>	<b>4.3%</b>
Adults 21-44	3,261	45,942	7.1%	4,032	82,455	4.9%	5,276	112,082	4.7%	5,663	122,236	4.6%
Adults 45-64	3,684	31,024	11.9%	4,367	66,389	6.6%	5,130	82,269	6.2%	5,104	87,068	5.9%
Adults 65+	752	54,385	1.4%	806	56,364	1.4%	938	59,430	1.6%	981	62,433	1.6%
Alaskan Native or American Indian	57	622	9.2%	80	1,009	7.9%	109	1,267	8.6%	114	1,322	8.6%
Asian or Pacific Islander	1,845	50,470	3.7%	2,073	80,015	2.6%	2,361	97,314	2.4%	2,385	105,261	2.3%
Black	495	5,499	9.0%	564	8,141	6.9%	750	9,972	7.5%	740	10,497	7.0%
Hispanic	1,502	32,270	4.7%	1,807	46,668	3.9%	2,258	57,952	3.9%	2,450	61,969	4.0%
White	2,437	23,755	10.3%	2,998	39,162	7.7%	3,747	48,496	7.7%	3,834	50,331	7.6%
Other	396	7,009	5.6%	505	13,803	3.7%	733	19,201	3.8%	834	21,752	3.8%
Unknown	965	11,726	8.2%	1,178	16,410	7.2%	1,386	19,579	7.1%	1,391	20,605	6.8%
Female	4,403	81,215	5.4%	5,029	118,396	4.2%	5,858	141,348	4.1%	5,970	150,156	4.0%
Male	3,294	50,136	6.6%	4,176	86,812	4.8%	5,486	112,433	4.9%	5,778	121,581	4.8%

**Penetration Rates by Age**  
Adults With At Least One SMHS Visit\*\*, By Fiscal Year

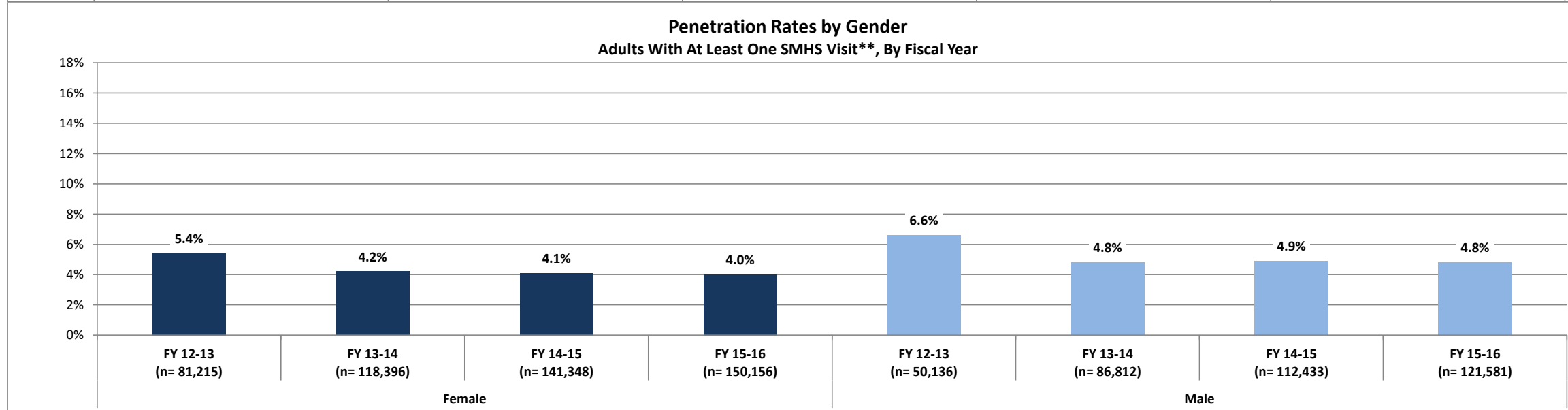
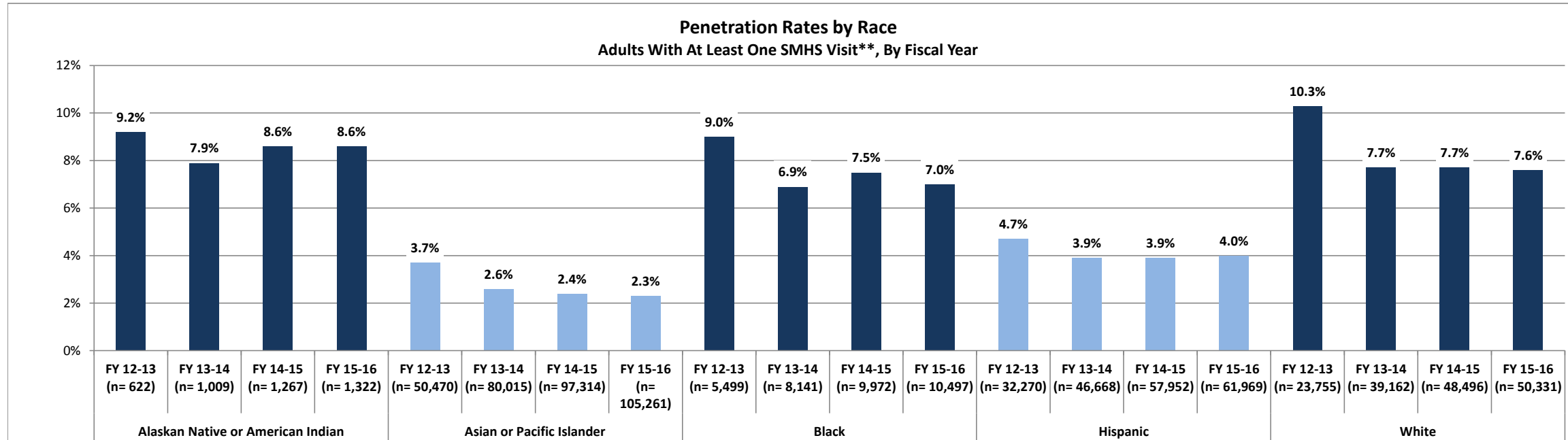


\*Penetration Rate is defined as the percentage of SMHS eligible beneficiaries that have received a SMHS that was claimed via the Short-Doyle/Medi-Cal claiming system. This does not include non-specialty mental health services provided in Medi-Cal Managed Care system.

\*\*Adults and Older Adults at least one SMHS that was claimed through the Short-Doyle/ Medi-Cal claiming system on at least one (1) day in the Fiscal Year.

# Penetration Rates\* Report: Adults With At Least One SMHS Visit\*\*

Santa Clara County as of August, 2017



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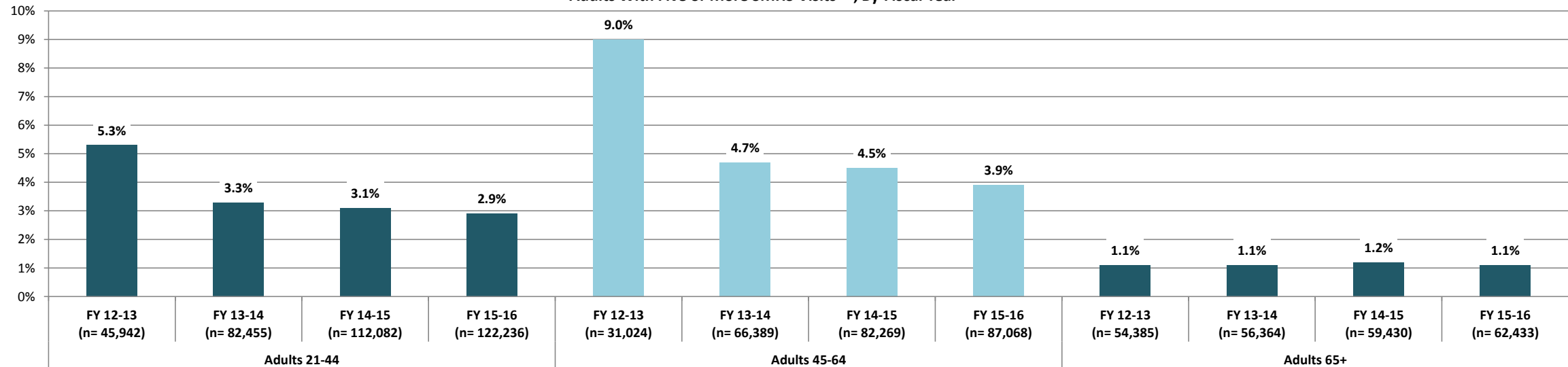
## Penetration Rates\* Report: Adults with Five or More SMHS Visits\*\*

Santa Clara County as of August, 2017

	FY 12-13			FY 13-14			FY 14-15			FY 15-16		
	Adults and Older Adults with 5 or more SMHS Visits	Certified Eligible Adults and Older Adults	Penetration Rate	Adults and Older Adults with 5 or more SMHS Visits	Certified Eligible Adults and Older Adults	Penetration Rate	Adults and Older Adults with 5 or more SMHS Visits	Certified Eligible Adults and Older Adults	Penetration Rate	Adults and Older Adults with 5 or more SMHS Visits	Certified Eligible Adults and Older Adults	Penetration Rate
<b>All</b>	<b>5,788</b>	<b>131,351</b>	<b>4.4%</b>	<b>6,418</b>	<b>205,208</b>	<b>3.1%</b>	<b>7,884</b>	<b>253,781</b>	<b>3.1%</b>	<b>7,697</b>	<b>271,737</b>	<b>2.8%</b>
Adults 21-44	2,417	45,942	5.3%	2,697	82,455	3.3%	3,525	112,082	3.1%	3,579	122,236	2.9%
Adults 45-64	2,797	31,024	9.0%	3,102	66,389	4.7%	3,665	82,269	4.5%	3,416	87,068	3.9%
Adults 65+	574	54,385	1.1%	619	56,364	1.1%	694	59,430	1.2%	702	62,433	1.1%
Alaskan Native or American Indian	36	622	5.8%	53	1,009	5.3%	68	1,267	5.4%	72	1,322	5.4%
Asian or Pacific Islander	1,361	50,470	2.7%	1,436	80,015	1.8%	1,566	97,314	1.6%	1,376	105,261	1.3%
Black	364	5,499	6.6%	393	8,141	4.8%	517	9,972	5.2%	490	10,497	4.7%
Hispanic	1,119	32,270	3.5%	1,234	46,668	2.6%	1,528	57,952	2.6%	1,621	61,969	2.6%
White	1,878	23,755	7.9%	2,096	39,162	5.4%	2,691	48,496	5.5%	2,644	50,331	5.3%
Other	285	7,009	4.1%	332	13,803	2.4%	473	19,201	2.5%	499	21,752	2.3%
Unknown	745	11,726	6.4%	874	16,410	5.3%	1,041	19,579	5.3%	995	20,605	4.8%
Female	3,269	81,215	4.0%	3,518	118,396	3.0%	4,101	141,348	2.9%	3,891	150,156	2.6%
Male	2,519	50,136	5.0%	2,900	86,812	3.3%	3,783	112,433	3.4%	3,806	121,581	3.1%

### Penetration Rates by Age

Adults With Five or More SMHS Visits\*\*, By Fiscal Year

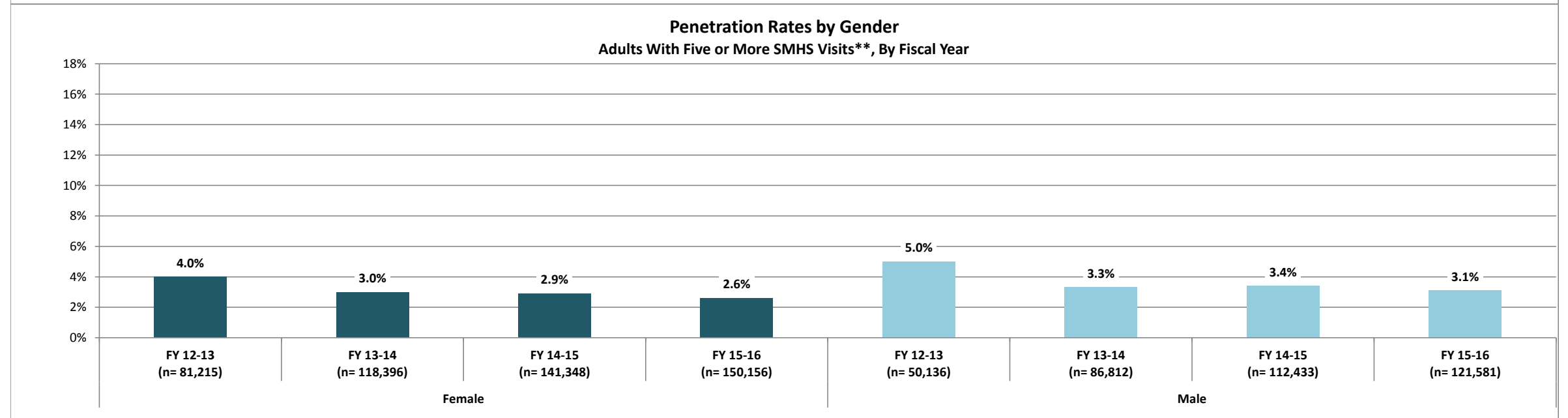
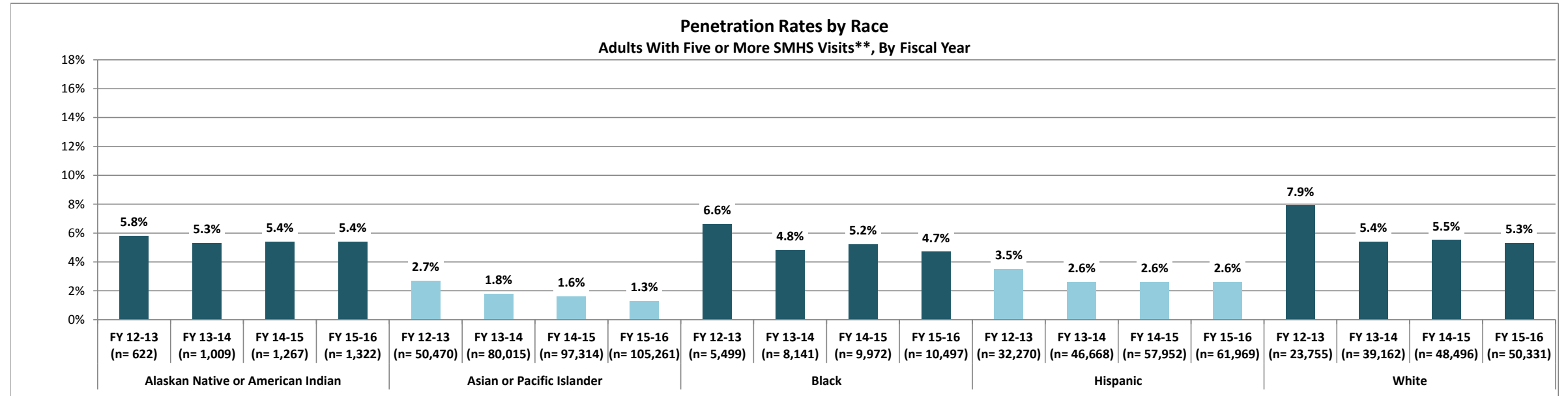


\*Penetration Rate is defined as the percentage of SMHS eligible beneficiaries that have received a SMHS that was claimed via the Short-Doyle/Medi-Cal claiming system. This does not include non-specialty mental health services provided in Medi-Cal Managed Care system.

\*\*Adults and Older Adults that have received at least five SMHS that were claimed through the Short-Doyle/ Medi-Cal claiming system on at least five (5) or more different days in the Fiscal Year.

# Penetration Rates\* Report: Adults with Five or More SMHS Visits\*\*

Santa Clara County as of August, 2017



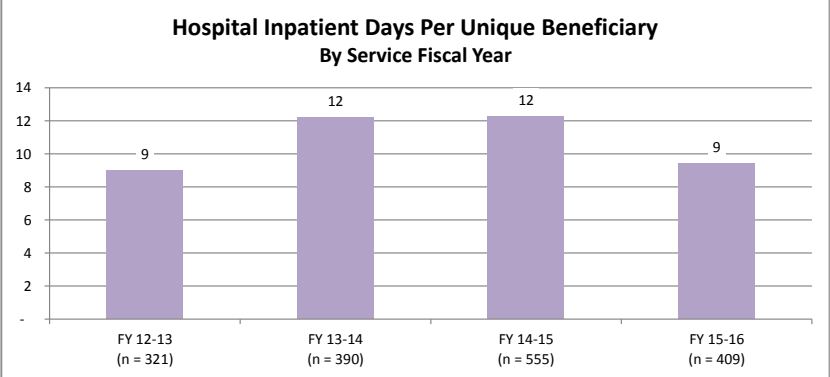
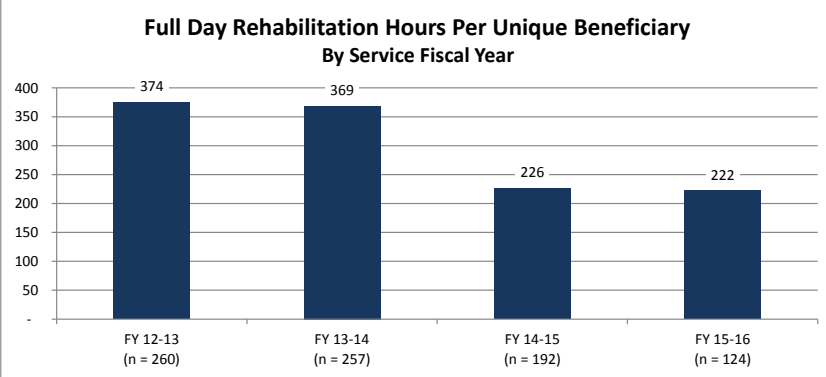
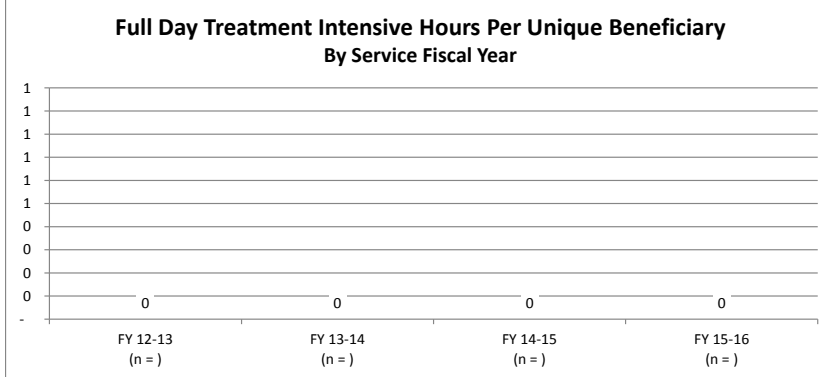
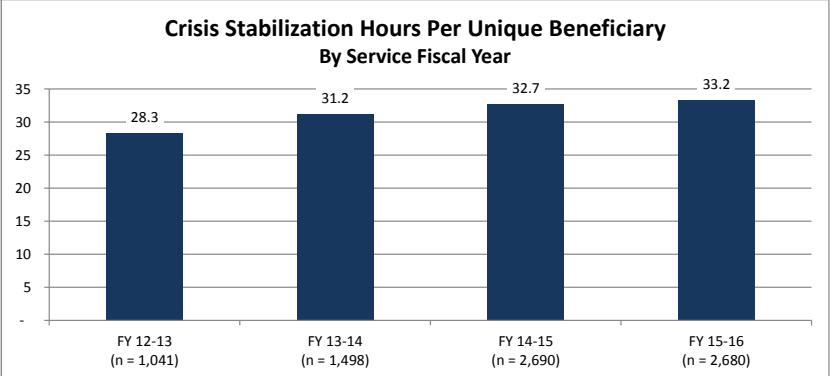
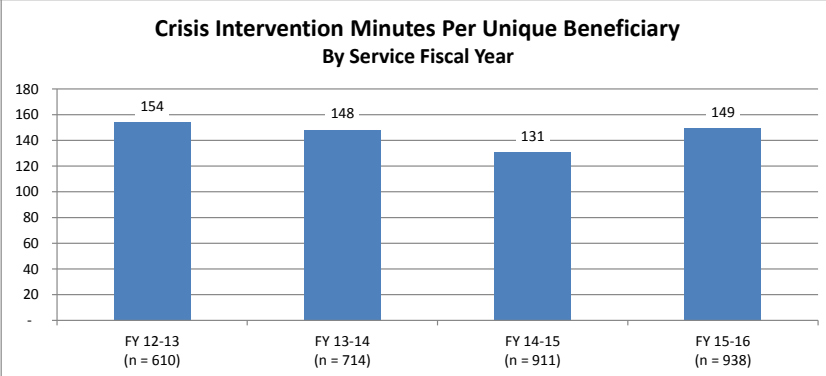
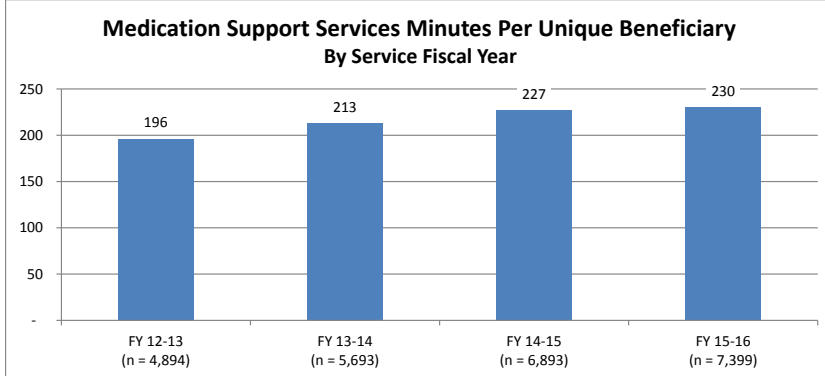
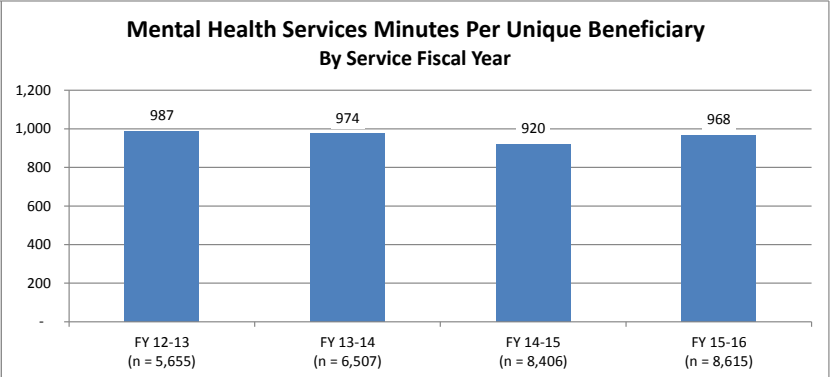
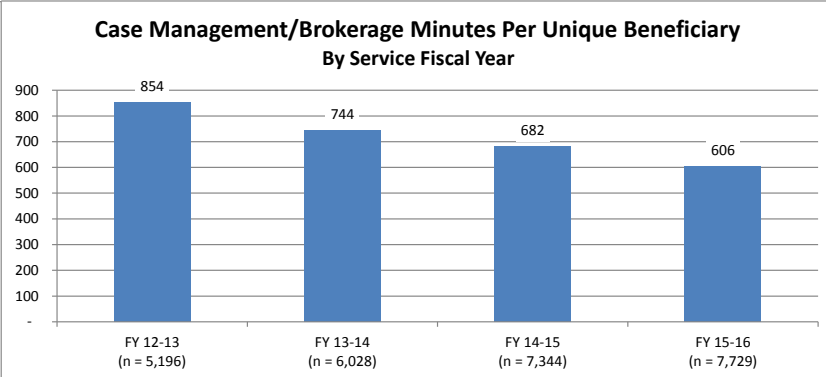
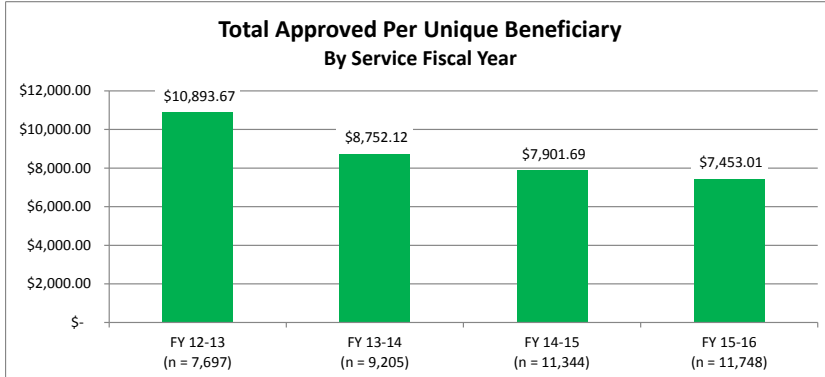
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\*\*Adults and Older Adultsthat have received at least five SMHS that were claimed through the Short-Doyle/ Medi-Cal claiming system on at least five (5) or more different days in the Fiscal Year.

**Utilization Report\*: Approved Specialty Mental Health Services for Adults  
Mean Expenditures and Mean Service Quantity per Unique Beneficiary by Fiscal Year\***

Santa Clara County as of August, 2017

Fiscal Year	SDMC Total Approved	Case Management/ Brokerage (Minutes)	Mental Health Services (Minutes)	Medication Support Services (Minutes)	Crisis Intervention (Minutes)	Crisis Stabilization (Hours)	Full Day Treatment Intensive (Hours)	Full Day Rehabilitation (Hours)	Hospital Inpatient (Days)	Hospital Inpatient Admin (Days)	Fee for Service Inpatient (Days)	Crisis Residential Treatment Services (Days)	Adult Residential Treatment Services (Days)	Psychiatric Health Facility (Days)
FY 12-13	\$ 10,893.67	854	987	196	154	28	0	374	9	19	9	43	103	9
FY 13-14	\$ 8,752.12	744	974	213	148	31	0	369	12	19	9	25	69	10
FY 14-15	\$ 7,901.69	682	920	227	131	33	0	226	12	19	9	24	64	10
FY 15-16	\$ 7,453.01	606	968	230	149	33	0	222	9	24	7	25	69	9
<b>MEAN</b>	<b>\$ 8,750.12</b>	<b>721</b>	<b>962</b>	<b>217</b>	<b>146</b>	<b>31</b>	<b>0</b>	<b>298</b>	<b>11</b>	<b>20</b>	<b>9</b>	<b>29</b>	<b>76</b>	<b>9</b>



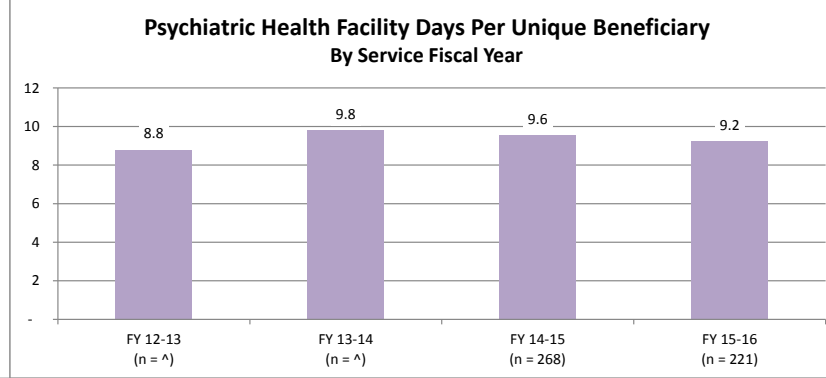
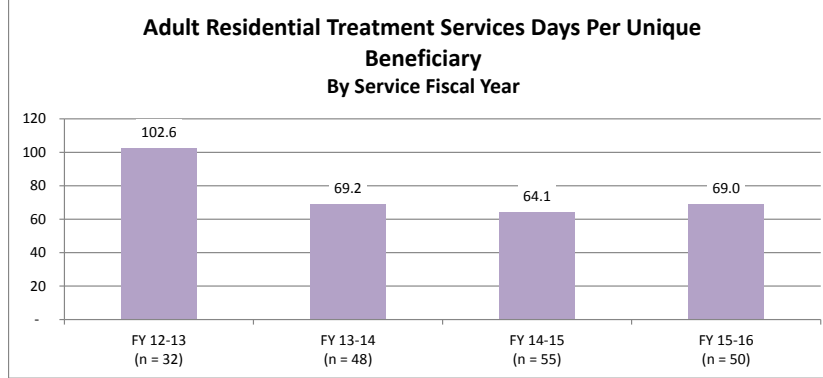
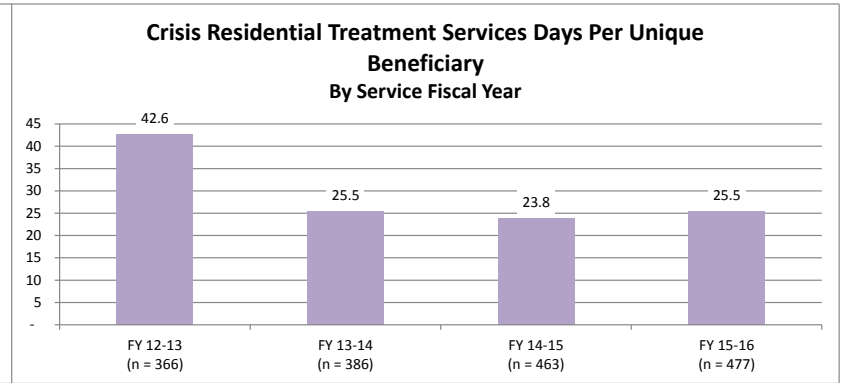
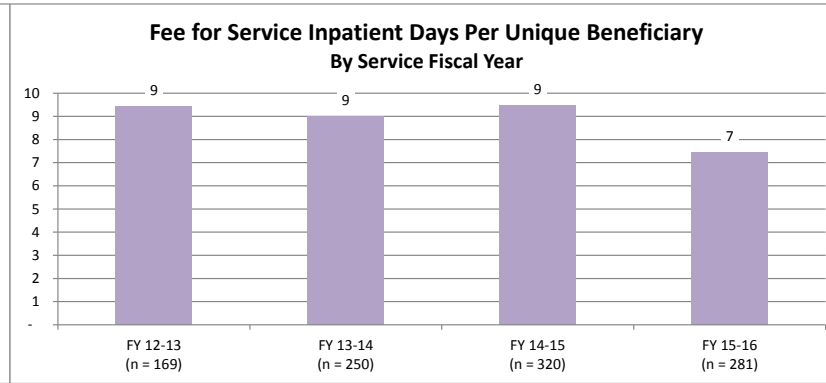
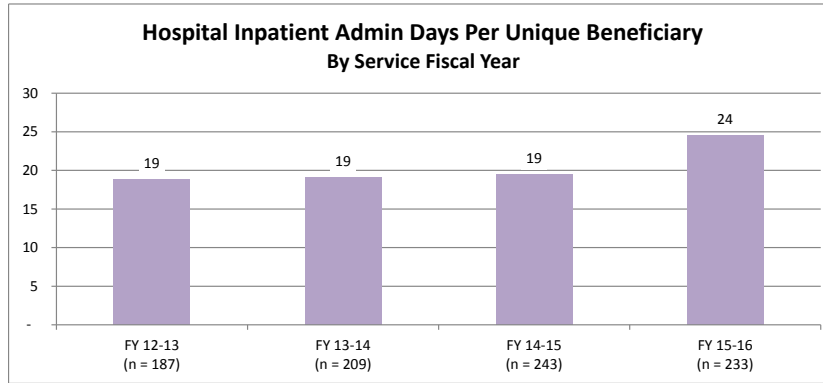
\*The graphs are color coded so that those reported in the same unit of analysis (e.g., minutes) are colored similarly.

Please note that (n) values listed at the bottom of each bar graph represent the actual number of children/youth that received the SMHS represented in their respective graph by Fiscal Year.

^ Data has been suppressed to protect patient privacy.

**Utilization Report\*: Approved Specialty Mental Health Services for Adults  
Mean Expenditures and Mean Service Quantity per Unique Beneficiary by Fiscal Year\***

Santa Clara County as of August, 2017



\*The graphs are color coded so that those reported in the same unit of analysis (e.g., minutes) are colored similarly.

Please note that (n) values listed at the bottom of each bar graph represent the actual number of children/youth that received the SMHS represented in their respective graph by Fiscal Year.

^ Data has been suppressed to protect patient privacy.

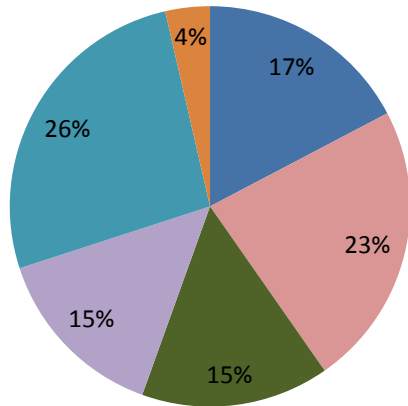
## Snapshot Report: Unique Count of Adults Receiving SMHS Arriving, Exiting, and with Service Continuance by Fiscal Year

Santa Clara County as of August, 2017

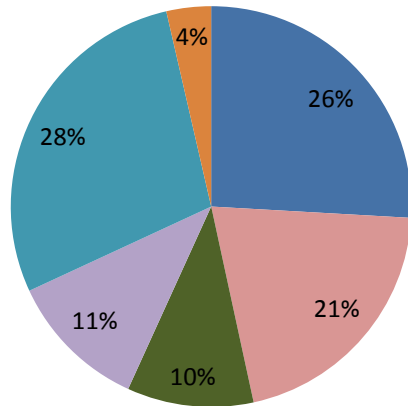
Category	Description (Please refer to the Measures Catalog for more detailed descriptions on all Performance Outcomes System measures.)
Arrivals	Adults that did not receive any SMHS within 3 months of their first date of service in the Fiscal Year.
Service Continuance	Adults receiving continuous services with no breaks in service greater than 90 days for a period of at least 2 years ( $\geq 2$ YR) or a period of 1 to 2 years ( $< 2$ YR).
Exiting	Adults that did not receive any SMHS within 3 months after their last date of service in the Fiscal Year.
Arriving & Exiting	A distinct category in which Adults met both the criteria for Arrivals and Exiting above for the fiscal year.
Service Continuance & Exiting	A distinct category in which Adults had at least 2 years of Service Continuance going into the Fiscal Year and then Exited within the same Fiscal Year.

Service Fiscal Year	Arrivals Count	Arrivals %	Service Continuance ( $\geq 2$ YR) Count	Service Continuance ( $\geq 2$ YR) %	Service Continuance ( $< 2$ YR) Count	Service Continuance ( $< 2$ YR) %	Exiting Count	Exiting %	Arriving & Exiting Count	Arriving & Exiting %	Service Continuance ( $\geq 2$ YR) & Exiting Count	Service Continuance ( $\geq 2$ YR) and Exiting %	Total Count	Total %
FY 12-13	1,329	17.3%	1,772	23.0%	1,172	15.2%	1,115	14.5%	2,033	26.4%	276	3.6%	7,697	100%
FY 13-14	2,380	25.9%	1,910	20.7%	936	10.2%	1,040	11.3%	2,605	28.3%	334	3.6%	9,205	100%
FY 14-15	2,317	20.4%	1,914	16.9%	1,425	12.6%	1,532	13.5%	3,868	34.1%	288	2.5%	11,344	100%
FY 15-16	2,213	18.8%	1,968	16.8%	1,514	12.9%	1,755	14.9%	3,968	33.8%	330	2.8%	11,748	100%

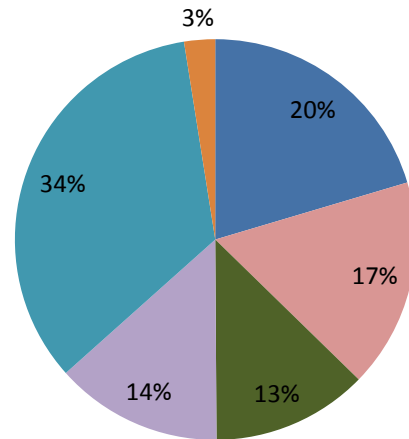
**Fiscal Year 12-13 Arrivals, Service Continuance, & Exits Distribution**



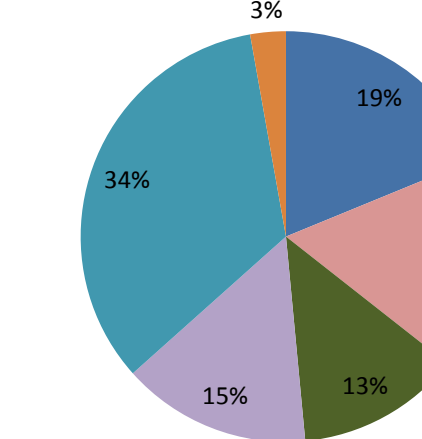
**Fiscal Year 13-14 Arrivals, Service Continuance, & Exits Distribution**



**Fiscal Year 14-15 Arrivals, Service Continuance, & Exits Distribution**



**Fiscal Year 15-16 Arrivals, Service Continuance, & Exits Distribution**



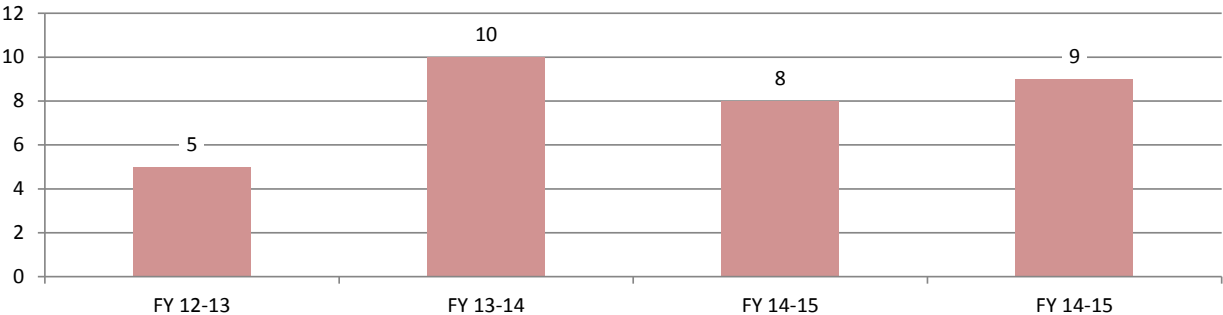
- Arrivals
- Service Continuance ( $\geq 2$  YR)
- Service Continuance ( $< 2$  YR)
- Exiting
- Arriving & Exiting
- Service Continuance ( $\geq 2$  YR) & Exiting

# Time to Step Down Report: Adults Stepping Down in SMHS Services Post Inpatient Discharge\*

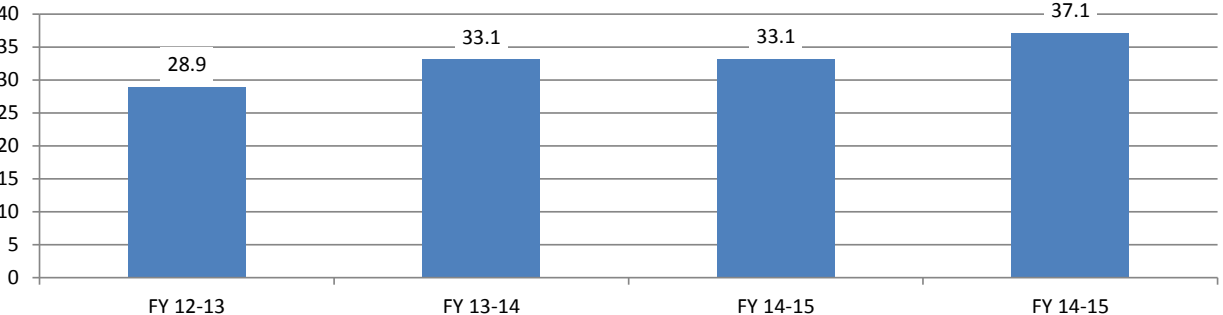
Santa Clara County as of August, 2017

Service FY	Count of Inpatient Discharges with Step Down within 7 Days of Discharge	Percentage of Inpatient Discharges with Step Down within 7 Days of Discharge	Count of Inpatient Discharges with Step Down Between 8 and 30 Days	Percentage of Inpatient Discharges with Step Down Between 8 and 30 Days	Count of Inpatient Discharges with a Step Down > 30 Days from Discharge	Percentage of Inpatient Discharges with a Step Down > 30 Days from Discharge	Count of Inpatient Discharges with No Step Down*	Percentage of Inpatient Discharges with No Step Down*	Minimum Number of Days between Discharge and Step Down	Maximum Number of Days between Discharge and Step Down	Mean Time to Next Contact Post Inpatient Discharge (Days)	Median Time to Next Contact Post Inpatient Discharge (Days)
FY 12-13	299	52.1%	126	22.0%	120	20.9%	29	5.1%	0	363	28.9	5
FY 13-14	301	44.7%	156	23.1%	175	26.0%	42	6.2%	0	345	33.1	10
FY 14-15	476	48.4%	209	21.3%	204	20.8%	94	9.6%	0	358	33.1	8
FY 14-15	338	45.4%	152	20.4%	156	20.9%	99	13.3%	0	343	37.1	9

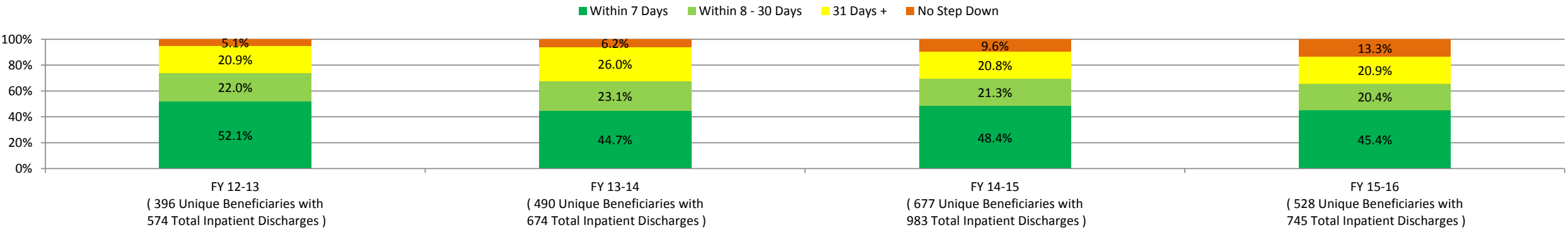
### Median Time Between Inpatient Discharge and Step Down Service in Days



### Mean Time Between Inpatient Discharge and Step Down Service in Days



### Percentage of Discharges by Time Between Inpatient Discharge and Step Down Service



\* **No Step Down** is defined as no Medi-Cal eligible service was claimed through Short-Doyle/Medi-Cal after a claimed inpatient service was billed with a discharge date. This category may include data currently unavailable to DHCS, such as beneficiaries that were moved to a community-based program or beneficiaries that were incarcerated.