

Performance Outcomes Adult Specialty Mental Health Services Report

Report Date September, 2016

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) 11/12, 12/13, 13/14, and 14/15.

Definitions

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

- Age 22 or older during the approved date of service on the claim; or
- Age 21 during the approved date of the service on the claim and a birth date on or after July 1st of the Fiscal Year.

Data Sources -

- Short-Doyle/Medi-Cal II (SD/MC II) claims with dates of service in FY 11/12 through FY 14/15.
- Medi-Cal Eligibility Data System (MEDS) data from the Management Information System/Decision Support System (MIS/DSS) FY 11/12 through 14/15.

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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

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 FY14/15. 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 for any questions regarding this report.

**Demographics Report: Unique Count of Adults Receiving SMHS by Fiscal Year
Contra Costa County**

SFY	Unique Count Receiving SMHS*	Year-Over-Year Percentage Change	Unique Count of Medi-Cal Eligibles	Year-Over-Year Percentage Change
FY 11-12	6,915		69,598	
FY 12-13	7,277	5.2%	72,000	3.5%
FY 13-14	9,184	26.2%	118,305	64.3%
FY 14-15	10,434	13.6%	150,354	27.1%
Compound Annual Growth Rate SFY**		14.7%		29.3%

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

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

**** Additional Adult disclaimer text here.*

**Demographics Report: Unique Count of Adults Receiving SMHS by Fiscal Year
Contra Costa County**

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 11-12	51	0.7%	543	7.9%	1,792	25.9%	926	13.4%	2,818	40.8%	249	3.6%	536	7.8%
FY 12-13	68	0.9%	549	7.5%	1,893	26.0%	952	13.1%	2,937	40.4%	265	3.6%	613	8.4%
FY 13-14	71	0.8%	653	7.1%	2,198	23.9%	1,173	12.8%	3,778	41.1%	497	5.4%	814	8.9%
FY 14-15	72	0.7%	821	7.9%	2,344	22.5%	1,347	12.9%	4,071	39.0%	834	8.0%	945	9.1%

**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
Contra Costa County**

Fiscal Year	Adults 21-44 Count	Adults 21-44 %	Adults 45-64 Count	Adults 45-64 %	Adults 65+ Count	Adults 65+ %
FY 11-12	3,297	47.7%	3,131	45.3%	487	7.0%
FY 12-13	3,428	47.1%	3,282	45.1%	567	7.8%
FY 13-14	4,403	47.9%	4,158	45.3%	623	6.8%
FY 14-15	5,218	50.0%	4,546	43.6%	670	6.4%

**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
Contra Costa County**

Fiscal Year	Female Count	Female %	Male Count	Male %
FY 11-12	4,384	63.4%	2,531	36.6%
FY 12-13	4,563	62.7%	2,714	37.3%
FY 13-14	5,493	59.8%	3,691	40.2%
FY 14-15	6,049	58.0%	4,385	42.0%

Penetration Rates* Report: Adults With At Least One SMHS Visit
Contra Costa County**

	FY 11-12			FY 12-13			FY 13-14			FY 14-15		
	Adults with 1 or more SMHS Visits	Certified Eligible Adults	Penetration Rate	Adults with 1 or more SMHS Visits	Certified Eligible Adults	Penetration Rate	Adults with 1 or more SMHS Visits	Certified Eligible Adults	Penetration Rate	Adults with 1 or more SMHS Visits	Certified Eligible Adults	Penetration Rate
All	6,915	69,598	9.9%	7,277	72,000	10.1%	9,184	118,305	7.8%	10,434	150,354	6.9%
Adults 21-44	3,297	29,805	11.1%	3,428	31,049	11.0%	4,403	56,087	7.9%	5,218	75,874	6.9%
Adults 45-64	3,131	19,890	15.7%	3,282	20,257	16.2%	4,158	40,233	10.3%	4,546	50,567	9.0%
Adults 65+	487	19,903	2.4%	567	20,694	2.7%	623	21,985	2.8%	670	23,913	2.8%
Alaskan Native or American Indian	51	345	14.8%	68	342	19.9%	71	523	13.6%	72	655	11.0%
Asian or Pacific Islander	543	10,996	4.9%	549	11,244	4.9%	653	21,086	3.1%	821	28,066	2.9%
Black	1,792	14,941	12.0%	1,893	15,558	12.2%	2,198	21,792	10.1%	2,344	25,812	9.1%
Hispanic	926	13,420	6.9%	952	14,257	6.7%	1,173	21,523	5.4%	1,347	27,734	4.9%
White	2,818	19,751	14.3%	2,937	19,736	14.9%	3,778	33,853	11.2%	4,071	42,134	9.7%
Other	249	5,049	4.9%	265	5,334	5.0%	497	11,881	4.2%	834	16,631	5.0%
Unknown	536	5,096	10.5%	613	5,529	11.1%	814	7,647	10.6%	945	9,322	10.1%
Female	4,384	45,097	9.7%	4,563	46,685	9.8%	5,493	70,282	7.8%	6,049	86,271	7.0%
Male	2,531	24,501	10.3%	2,714	25,315	10.7%	3,691	48,023	7.7%	4,385	64,083	6.8%

*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 that have received 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**
Contra Costa County

	FY 11-12			FY 12-13			FY 13-14			FY 14-15		
	Adults with 5 or more SMHS Visits	Certified Eligible Adults	Penetration Rate	Adults with 5 or more SMHS Visits	Certified Eligible Adults	Penetration Rate	Adults with 5 or more SMHS Visits	Certified Eligible Adults	Penetration Rate	Adults with 5 or more SMHS Visits	Certified Eligible Adults	Penetration Rate
All	4,595	69,598	6.6%	5,077	72,000	7.1%	5,807	118,305	4.9%	6,622	150,354	4.4%
Adults 21-44	2,117	29,805	7.1%	2,292	31,049	7.4%	2,639	56,087	4.7%	3,054	75,874	4.0%
Adults 45-64	2,159	19,890	10.9%	2,380	20,257	11.7%	2,705	40,233	6.7%	3,063	50,567	6.1%
Adults 65+	319	19,903	1.6%	405	20,694	2.0%	463	21,985	2.1%	505	23,913	2.1%
Alaskan Native or American Indian	34	345	9.9%	44	342	12.9%	37	523	7.1%	51	655	7.8%
Asian or Pacific Islander	366	10,996	3.3%	391	11,244	3.5%	426	21,086	2.0%	560	28,066	2.0%
Black	1,123	14,941	7.5%	1,245	15,558	8.0%	1,331	21,792	6.1%	1,409	25,812	5.5%
Hispanic	604	13,420	4.5%	647	14,257	4.5%	707	21,523	3.3%	801	27,734	2.9%
White	1,941	19,751	9.8%	2,122	19,736	10.8%	2,452	33,853	7.2%	2,675	42,134	6.3%
Other	160	5,049	3.2%	179	5,334	3.4%	285	11,881	2.4%	462	16,631	2.8%
Unknown	367	5,096	7.2%	449	5,529	8.1%	569	7,647	7.4%	664	9,322	7.1%
Female	2,882	45,097	6.4%	3,154	46,685	6.8%	3,482	70,282	5.0%	3,855	86,271	4.5%
Male	1,713	24,501	7.0%	1,923	25,315	7.6%	2,325	48,023	4.8%	2,767	64,083	4.3%

*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 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.

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

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 11-12	3,555	649	865	339	168	21	0	245	11	12	19	15	103	0
FY 12-13	4,033	660	869	363	179	26	0	309	11	5	8	16	105	0
FY 13-14	3,592	564	767	322	163	23	0	290	11	6	16	19	132	0
FY 14-15	3,921	626	841	362	170	25	0	300	10	16	27	20	148	0
MEAN	\$ 3,775.08	625	836	346	170	24	0	286	11	10	18	17	122	0

*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 adults that received the SMHS represented in their respective graph by Fiscal Year.

**Snapshot Report: Unique Count of Adults Receiving SMHS
Arriving, Exiting, and with Service Continuance by Fiscal Year
Contra Costa County**

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 (>= 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 (>= 2 YR) Count	Service Continuance (>= 2 YR) %	Service Continuance (<2 YR) Count	Service Continuance (< 2 YR) %	Exiting Count	Exiting %	Arriving & Exiting Count	Arriving & Exiting %	Service Continuance (>= 2 YR) & Exiting Count	Service Continuance (>= 2 YR) and Exiting %	Total Count	Total %
FY 12-13	1,408	19.3%	1,276	17.5%	1,114	15.3%	1,238	17.0%	2,156	29.6%	101	1.4%	7,293	100%
FY 13-14	2,219	24.1%	1,247	13.6%	975	10.6%	1,439	15.7%	3,170	34.5%	139	1.5%	9,189	100%
FY 14 - 15	1,791	17.2%	1,241	11.9%	1,347	12.9%	1,726	16.5%	4,207	40.3%	119	1.1%	10,431	100%

Time to Step Down Report: Adults Stepping Down in SMHS Services Post Inpatient Discharge*
Contra Costa County

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 11-12	179	55.9%	97	30.3%	^	^	^	^	0	365	34.8	6
FY 12-13	^	^	0	0.0%	^	^	^	^	0	365	84.1	4
FY 13-14	^	^	^	^	^	^	^	^	0	66	23.0	13
FY 14-15	^	^	^	^	0	0.0%	^	^	0	25	4.0	0

* **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.

^ Data has been suppressed to protect patient privacy.