

Quality Improvement Committee

Thursday May 10, 2018 1:30pm – 3:30pm

Announcements/ Actions Items

Announcements

- ◇ EQRO Final Report issued April 16th – Recommendations
- ◇ DHCS Triennial Final Report issued – Results and POC
- ◇ New NOABD process coming!
- ◇ New CANS and PSC-35 process coming!
- ◇ New Provider Enrollment process coming!
- ◇ System Adequacy – ongoing!

Actions Items

- ◇ These initiatives will require a lot of action by everyone in the MHP

Quality Improvement Work Plan

Quarter 3

I. Cultural Competence

Quarter 3

I. Cultural Competence

- ◇ AG-1: Cultural Competence Committee
 - ◇ Public meetings held quarterly
 - ◇ Closed meetings held monthly (sub-committees)
 - ◇ Outreach Sub-committee
 - ◇ Language Assistance Sub-committee

- ◇ Next Public Meeting:
 - June 12, 2018**
 - 1:30p – 3:30p**
 - Vallejo, CA**

II. Wellness & Recovery

Quarter 3

II. Wellness & Recovery

- ◇ AG-1: Provide Family Support Groups facilitated by the Family Liaison and a community family member
 - ◇ Goal: Increase the % of unduplicated participants in Family Support Groups who respond to post group survey that they felt welcome, they worked on something important to them, and that they believe life is improving because of the group (per Session Rating Scale)



Under Construction

II. Wellness & Recovery

- ◇ AG-2: Provide Peer Support Groups
 - ◇ Goal: Increase the % of unduplicated participants in Peer Support Groups who respond to post group survey that they felt welcome, they worked on something important to them, and that they believe life is improving because of the group (per Session Rating Scale)

Under Construction

III. Beneficiary Satisfaction & Protection

Quarter 3

III. Beneficiary Satisfaction & Protection

- ◆ AG-1: Consumer Perception Survey
 - ◆ Most recent survey period: November 2017
 - ◆ Next survey period: May 2018
 - ◆ Nov. 2017 Survey Report Pending
- ◆ Other Consumer Satisfaction Survey Initiatives
 - ◆ County Adult Outpatient Clinic Customer Service Survey
 - ◆ Customer Satisfaction Surveys from Contractors
 - ◆ Access Unit Customer Service Phone Surveys

III. Beneficiary Satisfaction & Protection

SV Satisfaction Survey (Contractors)		
Program	Total Surveys	Result
Fairfield Adult	71	90%
Fairfield Youth	72	93%
FACT	19	94%
Fairfield Youth FSP	26	98%
Foster Care Treatment Unit	22	95%
Vacaville Adult	69	91%
Vallejo Adult	34	85%
Vallejo Adult FSP	33	88%
Vallejo Youth	65	92%
Vallejo Youth FSP	5	84%
Totals:	416	91%

CFT meetings have been meaningful & productive. Great staff to work with.
-Vallejo Youth

I am pleased with all the healing work and feel as though I have progressed.
- Vacaville Adult

The front desk ladies are nice and they explain things to you.
-Fairfield Adult

III. Beneficiary Satisfaction & Protection

January					
Q#	Rating Scale				
	1	2	3	4	5
1	0%	0%	14%	27%	59%
2	0%	5%	5%	23%	68%
3	0%	0%	14%	18%	68%
4	0%	9%	18%	23%	50%
Total Surveys: 22					

February					
Q#	Rating Scale				
	1	2	3	4	5
1	0%	3%	11%	14%	72%
2	6%	0%	3%	19%	72%
3	3%	0%	3%	14%	80%
4	6%	3%	11%	19%	61%
Total Surveys: 36					

March					
Q#	Rating Scale				
	1	2	3	4	5
1	0%	0%	0%	25%	75%
2	0%	0%	0%	10%	90%
3	0%	5%	5%	15%	75%
4	5%	0%	10%	10%	75%
Total Surveys: 20					

IV. Beneficiary Outcomes & System Utilization

Quarter 3

IV. Beneficiary Outcomes & System Utilization

◇ AG-1: Full Service Partnership

Program	Total Served	#/% Hospitalized 1x	# Hospitalized >1x	# Incarcerated 1x	# exp. 1x incidence of homelessness	Loss of Placement (Youth Only)
VJO Adult FSP	53	6% (3)	4% (2)	0%	0%	NA
FACT/AB109	69	1% (1)	0%	3% (2)	1% (1)	NA
Caminar Adult	28	0%	0%	0%	0%	NA
Caminar OA	11	0%	0%	0%	0%	NA
Caminar HOME	24	0%	0%	0%	0%	NA
Seneca TAY	17	6% (1)	0%	0%	6% (1)	0%
FCTU	59	2% (1)	0%	0%	0%	14% (8)
FF Youth	39	5% (2)	3% (1)	0%	0%	3% (1)
VV Youth	12	8% (1)	0%	0%	0%	0%
VJO Youth	15	0%	0%	0%	0%	0%
Totals:	327	3% (9)	1% (3)	1% (2)	1% (2)	3% (9)
Previous Qtr:	323	6% (20)	0.6% (2)	1.5% (5)	2% (7)	2% (7)

IV. Beneficiary Outcomes & System Utilization

◇ AG-2: Hospitalizations (Adults)

Month	Total Adult Inpatient Hospitalizations	Total Adult Discharges	Total #/% Adult Rehospitalizations (within 30 days of discharge)	
January	54	56	7	12.5%
February	44	44	9	20%
March	42	40	10	25%
Totals:	140	140	26	18.5%
Previous Qtr:	171	157	16	10.20%

FY 2016/17				
Quarter 1	142	139	14	10.1%
Quarter 2	105	103	12	11.6%
Quarter 3	112	113	16	14.1%
Quarter 4	132	135	19	14.1%
FY TOTAL:	491	490	61	12.4%

IV. Beneficiary Outcomes & System Utilization

◇ AG-2: Hospitalizations (Youth)

Month	Total Youth Inpatient Hospitalizations	Total Youth Discharges	Total #/% Youth Re-hospitalizations (within 30 days of discharge)	
January	9	6	0	0
February	11	10	2	20%
March	8	8	3	37.5%
Totals:	28	24	5	20.8%
Previous Qtr:	26	26	5	19.23%

FY 2016/17				
Quarter 1	21	20	5	25%
Quarter 2	19	22	4	18.1%
Quarter 3	20	17	2	11.8%
Quarter 4	14	17	1	5.9%
FY TOTAL	74	76	12	15.8%

IV. Beneficiary Outcomes & System Utilization

◇ AG-4: Homeless Outreach Services

Program	# of HOS Activities	Total contacted at least 1x	Total Screened	Total New to MHP (Linked to ACCESS)	Total Re-connected w/ Tx Provider (existing)	Total Linked to SA	Total Linked to Other Basic Needs (food, clothing, etc)
Adult ARCH	26	146	77	33	22	0	95
TAY ARCH	9	44	35	18	6	0	10

Total of unduplicated individuals

IV. Beneficiary Outcomes & System Utilization

◇ AG-5: TF-CBT

Program	Total Clients Treated w/ TF-CBT	Total Post-Assessments Completed	Total Clients Showing Clinical Improvement (based on Post-Assessment)
VV Youth	Data Not Available		
FF Youth			
VJO Youth			

Total of unduplicated individuals

V. Service Access & Timeliness

Quarter 3

V. Service Access & Timeliness

◇ AG-1: Service Request to First Offered Assessment Appointment (Child)

Request Type		Service Request to Offered Ax Appt*	Avg # of Business Days from Service Request to Actual Ax Appt	Avg # of Business Days from Service Request to First Tx Service
Routine	n=148	76%	10.58	21.88
Urgent	n=8	50%	5.00	29.67
Total:		75%	10.28	22.27
Previous Qtr:		70%	8.64	21.63

* Percentage within 10 business days for Routine & 3 business days for Urgent

V. Service Access & Timeliness

◇ AG-2: Service Request to First Offered Assessment Appointment (Adult)

Request Type	Service Request to Offered Ax Appt*	Avg # of Business Days from Service Request to Actual Ax Appt	Avg # of Business Days from Service Request to First Med Service
Routine	64%	8.13	17.25
Urgent	82%	6.89	19.29
Total:	65%	8.08	17.33
Previous Qtr:	68%	8.41	21.87

* Percentage within 10 business days for Routine & 3 business days for Urgent

V. Service Access & Timeliness

◇ AG-3: Service Request to First Offered Assessment Appointment (Children's Retention)

Request Type	Total Service Requests	% Receiving an Assessment	% Who Initiated Treatment
Routine	148	81%	39%
Urgent	8	88%	38%
Total:	156	81%	38%
Previous Qtr:	145	72%	34%

V. Service Access & Timeliness

◇ AG-4: Service Request to First Offered Assessment Appointment (Adult Retention)

Request Type	Total Service Requests	% Receiving an Assessment	% Who Initiated Psychiatric Treatment
Routine	335	64%	47%
Urgent	11	82%	64%
Total:	346	65%	48%
Previous Qtr:	340	61%	44%

V. Service Access & Timeliness

◇ AG-5: Access Test Calls

	Business Hours After Hours	Total Test Calls	Total Test Calls that meet Standards	% of Calls that met Standards	% of Calls that met Standards in FY16/17
Threshold Language Tested: Tagalog	B	1	1	100%	0%
	A	1	0	0%	0%
Access to SMHS (including Ax)	B	2	2	100%	50%
	A	4	1	25%	33%
Urgent condition	B	1	1	100%	25%
	A	1	1	100%	42%
Problem Resolution/ Fair Hearing process.	B	2	2	100%	75%
	A	1	0	0%	42%
Logging name of client, date of request, & initial disposition.	B	5	4	80%	83%
	A	6	2	33%	14%

VI. Program Integrity

Quarter 3

VI. Program Integrity

◇ AG-1: Service Verification (County)

Program	% of Verified Services	Previous Quarter	Cost of NOBE's (for Unverified Services Only)
FF Youth FSP		98%	
FF Youth		100%	
FF Adult		99%	
VV Youth FSP		100%	
VV Youth		100%	
VV Adult	100%	95%	---
VJO Youth FSP	100%	100%	---
VJO Youth	100%	100%	---
VJO Adult		98%	
VJO Adult FSP		87%	
FCTU	100%	98%	---
FACT/AB109		100%	
Average:		Average: 98%	Total: \$ Previous: \$5,539.08

VII. Quality Improvement

Quarter 3

VII. Quality Improvement

◇ AG-1: Annual Utilization Review Audits

Qtr	Total Programs Audited	% of Programs Receiving a UR Audit Report w/in 60 days	% of Programs Requiring a CAP	% of Programs that submitted an adequate CAP
1	2	0%	100%	50%
2	9	0%	Pending	Pending
3	7	Pending	Pending	Pending
4				

Qtr	Total Programs Audited	% of Programs Receiving a UR Audit Report w/in 60 days	# Programs Requiring a CAP	% of Programs that submitted an adequate CAP
1	6	0%	100%	40%
2	5	0%	80%	0%
3	7	86%	100%	14%
4	19	16% (32% w/in 65 days)	89%	57%

VII. Quality Improvement

◇ AG-2: Annual Utilization Review (Inter-rater Reliability)

Month	% of Concurrent Review cases w/in 1 standard deviation	Did the UR Audit Warm Up yield <5% Response Variation	Are 90% of Service Authorizations responded to w/in 10 business days
January			
February			
March			

Next Meeting

Quality Improvement Committee: Quarter 4

August 9th, 2018

1:30p – 3:30p

275 Beck Ave. Conference Room 1

Fairfield, CA 94533

Solano County Mental Health

Quality Improvement

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