

# SCMH QUALITY IMPROVEMENT COMMITTEE

275 BECK AVE.  
FAIRFIELD, CA

CONFERENCE  
ROOM 1

Wednesday August 3<sup>rd</sup>, 2017

1:30pm – 3:30pm



# QUALITY IMPROVEMENT PLAN

FY 2016/17  
Quarter 4

# I. BENEFICIARY SATISFACTION

FY 2016/17  
Quarter 4

# I-A. GRIEVANCE, APPEAL, & EXPEDITED APPEAL

Communicating significant issues to the Solano MHP's QIC

A-1 Goal: Every QIC meeting will document:

Month Received	Total quarterly # of Problem Resolution issues reported, including quality of care issues	# of System Change Requests	# Referred to Policy Committee
APR	12	0	0
MAY	10	0	0
JUN	16	5*	0
Total	38	5	0

\* 3 staff training  
2 referral process

# I-B. GRIEVANCE, APPEAL, & EXPEDITED APPEAL FOLLOW UP

## Tracking & Trending of Beneficiary Grievances & Appeals

**B-1 Goal:** Quarterly tracking mechanisms will monitor the category of grievance, total numbers & types of grievance process, & disposition of the grievance outcome:

- Were all problem resolution process areas logged, monitored & reported out to the state on a quarterly basis (completed each tracking log quarterly)?
- All of the following are listed: Categories that led an improvement process, the improvement process, & the outcome.

# I-B. GRIEVANCE, APPEAL, & EXPEDITED APPEAL FOLLOW UP

## Tracking & Trending of Beneficiary Grievances & Appeals

Category	Total	Process					Disposition		
		Grievance	Appeal	Expedited Appeal	State Fair Hearing	Expedited Fair Hearing	Refer'd Out	Resolved	Still Pending
<b>ACCESS</b>									
<b>Denied Services</b>	<b>1</b>		<b>1</b>					<b>1</b>	
<b>Change of Provider</b>	<b>16</b>	<b>16</b>						<b>15</b>	<b>1</b>
<b>Quality of Care</b>	<b>17</b>	<b>17</b>						<b>15</b>	<b>2</b>
<b>Confidentiality</b>									
<b>Other</b>	<b>4</b>	<b>4</b>						<b>4</b>	
<b>Q3 Total:</b>	<b>38</b>	<b>37</b>						<b>35</b>	<b>3</b>

# I-C. GRIEVANCE, APPEAL, & EXPEDITED APPEAL FOLLOW UP

Tracking the Compliance of Sending the Beneficiary a Disposition Letter.

**C-1 Goal:** 100% of all Acknowledgement & Disposition Letters will be sent to beneficiaries who submitted a grievance, appeal, or expedited appeal within DHCS & MHP timeframes. 100% of providers cited in the problem resolution process will be notified of the disposition:

Month Rec'd	Total # of Grievances, Appeals and Expedited Appeals Received	Total # of Acknowledgement Letters sent	Total # that Comply with time standard	Total % that Comply	Total # of Dispo Letters sent	Total # that Comply with time standard	Total % that Comply	Total # and % of Providers who were notified of Disposition	
APR	12	12	12	100%	12	12	100%	12	100%
MAY	10	10	10	100%	10	10	100%	10	100%
JUN	16	15	15	94%	13	13	81%	13	81%
<b>Total</b>	38	37	37	97%	35	35	92%	35	92%

# I-D. GRIEVANCE, APPEAL, & EXPEDITED APPEAL FOLLOW UP

## Tracking & Trending of Internal System Improvement Needs

**D-1 Goal:** Quarterly tracking mechanisms will monitor the category of internal system needs. Internally identified system needs will be identified via an incident report review process & result in the following:

1. Led to a system/process change
2. Led to a referral to Policy Committee
3. Resulted in an Adverse Outcome Case Review



# I-D. GRIEVANCE, APPEAL, & EXPEDITED APPEAL FOLLOW UP

## Tracking & Trending of Internal System Improvement Needs

Month	Total quarterly # of Problem Resolution issues reported, including quality of care issues	# of System Change Requests	# Referred to Policy Committee	# of Internally Identified System Needs Resulting in an Adverse Outcome Case Review
APR	12	1	0	1
MAY	17	0	0	0
JUN	18	1	0	1
<b>Total</b>	47	2	0	2

# I-E. CONSUMER PERCEPTION

## Annual Surveying of Client/Family Satisfaction

**E-1 Goal: The Problem Resolution Coordinator will ensure:**

- 1. The Solano MHP participates in one of the bi-annual Consumer Perception Surveys & the MHP is currently working on a goal to improve consumer perception.**
- 2. The Solano MHP obtained survey results from CIBHS for those that were most recently posted & results were shared with the MHP's providers.**
- 3. The Solano MHP will receive consumer ratings exceeding 90% (Strongly Agree, Somewhat Agree, or Agree) with the following Consumer Perception Survey item:**
  - Question 15: Staff told me what side effects to watch out for.**

# I-E. CONSUMER PERCEPTION

## Annual Surveying of Client/Family Satisfaction

Qtr	Date range for the most recent survey	Is the MHP working on a goal?	Date range for the most recent results obtained	Were results shared with providers?	List the most recent survey goal & outcome
4	5/15/17 - 5/19/17	Yes - Continuing on a previous goal	5/16/16 - 5/20/16  Results not available for survey period: Nov 2016	Pending	Q15: Staff told me what side effects to watch out for.
					Adult: 69%
					Older Adult: 75%
					Youth: 43%
					Families: 25%

# II. BENEFICIARY & SYSTEM OUTCOMES

FY 2016/17  
Quarter 4

# II-A. CLINICAL CARE

## Child & Adolescent/Adult Needs & Strengths Assessment

**A-1 Goal: CANS/ANSA data reporting mechanisms will be developed:**

- 1. 100% of d/cing clients will receive a CANS/ANSA at discharge – develop policy**
- 2. Implement a process for tracking Contract Agency clients' CANS/ANSA outcomes – either through Avatar or an external vendor**
- 3. Improve existing report to measure CANS/ANSA outcomes at the clinical provider/client level (County & Contract programs):**
- 4. Create & implement a report to measure CANS/ANSA outcomes at caseload & program levels (County & Contract programs):**
- 5. Create & implement a report to measure CANS/ANSA outcomes at the system level (County & Contract programs):**

## II-B. EVIDENCE-BASED PRACTICE

### Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)

#### B-1 Goal: TF-CBT goals include:

- Increase baseline number of clients treated with TF-CBT by 15%
- 50% of clients treated with TF-CBT will complete the Post-Assessment
- 50% of clients measured will show clinical improvement on the Post-Assessment
- 20% of the cohort that remains in the program through the end of the year will make an audio tape for clinical critique
- 50% of the cohort that remains in the program through the end of the year will be fully certified in TF-CBT

## II-B. EVIDENCE-BASED PRACTICE

### Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)

Program	Total # of clients treated w/ TF-CBT (current qtr)	Total # of approved audio tapes	Total # of clients who completed Post-Assessment	Total # of clients who showed clinical improvement	Total # of staff who were certified in TF-CBT
Child Haven	Pending	Pending	Pending	Pending	2
Uplift	0	0	0	0	1
A Better Way	2	1	2	2	1
SCBH Children's Clinics	5	3	3	3	5
Total	—	—	—	—	10*

# III. UTILIZATION MANAGEMENT

FY 2016/17  
Quarter 4



# III-A. MANAGED CARE PROVIDER NETWORK

## Network of Providers

**A-1 Goal: Solano MHP will maintain or increase items 1 & 4-9 below by 5%:**

- 1. # of network providers in South, Central, & North County regions**
- 2. Percent of network providers in each county region**
- 3. # of anticipated Medi-Cal eligible clients**
- 4. # of Beacon referrals**
- 5. # of Bilingual providers**
- 6. # of providers trained to use an interpreter**
- 7. # of providers who have not accepted a referral in the last 3 months**
- 8. # of providers within 10 minutes walking distance of public transportation**
- 9. # of providers with physical access for disabled services**

# III-A. MANAGED CARE PROVIDER NETWORK

## Network of Providers

Region	# of Providers	% of Providers
North	9	29%
Central	9	29%
South	13	42%

# of Clients Served during the quarter	# of Beacon Referrals	# of Bilingual Providers	# of providers trained to use interpreter	# of providers who haven't taken a referral in 3 months	# of providers within 10mins of public transport	# of providers w/ physical access for the Disabled
56	101	6	28	3	28	19

# III-B. FULL SERVICE PARTNERSHIP UTILIZATION & OUTCOMES

## FSP Utilization & Outcomes

**B-1 Goal: Solano MHP will maintain or increase/decrease items 2-8 below by 5% (or more):**

- 1. Total # of clients – improve capacity by 5%**
- 2. Decrease total FSP inpatient hospitalizations by 10%**
- 3. Decrease the percentage of FSP client hospitalizations by 5%**
- 4. Reduce average inpatient bed days by to 8 bed days/client stay**
- 5. Decrease total FSP clients incarcerated by 5%**
- 6. Reduce # of FSP clients without stable housing**
- 7. Increase average # of services per week delivered to FSP clients to meet or exceed the minimal standard**

# III-B. FULL SERVICE PARTNERSHIP UTILIZATION & OUTCOMES

## FSP Utilization & Outcomes (Adults)

<b>Program</b>	<b># of Clients Served</b>	<b># of clients hospitalized 1x</b>	<b># of clients hospitalized &gt; 1x</b>	<b>Total # incarcerated 1x</b>	<b># of clients exp. 1x incidence of homelessness</b>
<b>VJO Adult FSP</b>	<b>52</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>5</b>
<b>FACT/AB 109</b>	<b>75</b>	<b>5</b>	<b>2</b>	<b>12</b>	<b>8</b>
<b>Caminar Adult FSP</b>	<b>34</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Caminar Older Adult FSP</b>	<b>15</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Caminar HOME FSP</b>	<b>30</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Seneca TAY FSP</b>	<b>12</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>
<b>Total:</b>	<b>216</b>	<b>12</b>	<b>4</b>	<b>14</b>	<b>19</b>

# III-B. FULL SERVICE PARTNERSHIP UTILIZATION & OUTCOMES

## FSP Utilization & Outcomes (Adults)

<b>Program</b>	<b># of Clients Served</b>	<b>A. Avg # of Tx services per client/ week</b>	<b>B. Avg # of CM services per client/ week</b>	<b>C. Avg. # of Non-Revenue Services (FSP/ MHSV CLOCK)</b>	<b>Total (A +B + C) Total Average # of Services (Revenue &amp; Non-Revenue) per clt/wk</b>	<b>LOS Length of Services (Average Weeks)</b>
<b>VJO Adult FSP</b>	<b>52</b>	<b>0.47</b>	<b>0.48</b>	<b>0.57</b>	<b>1.52</b>	<b>10.96</b>
<b>FACT/AB 109</b>	<b>75</b>	<b>0.40</b>	<b>0.18</b>	<b>0.21</b>	<b>0.79</b>	<b>7.5</b>
<b>Caminar Adult FSP</b>	<b>34</b>	<b>0.51</b>	<b>0.24</b>	<b>0.74</b>	<b>1.49</b>	<b>12.86</b>
<b>Caminar Older Adult FSP</b>	<b>15</b>	<b>0.45</b>	<b>0.27</b>	<b>0.83</b>	<b>1.55</b>	<b>9.99</b>
<b>Caminar HOME FSP</b>	<b>30</b>	<b>0.18</b>	<b>0.22</b>	<b>0.38</b>	<b>0.78</b>	<b>10.54</b>
<b>Seneca TAY FSP</b>	<b>12</b>	<b>1.38</b>	<b>0.27</b>	<b>NA</b>	<b>1.65</b>	<b>10.70</b>

# III-B. FULL SERVICE PARTNERSHIP UTILIZATION & OUTCOMES

## FSP Utilization & Outcomes (Children)

<b>Program</b>	<b># of Clients Served</b>	<b># of clients hospitalized 1x</b>	<b># of clients hospitalized &gt; 1x</b>	<b>Total # incarcerated 1x</b>	<b># of clients exp. 1x incidence of homelessness</b>	<b>Youth in out-of-home placement</b>
<b>VJO Children's FSP</b>	22	1	2	1	1	1
<b>FF Children's FSP</b>	56	2	0	1	1	5
<b>VV Children's FSP</b>	25	4	1	0	2	2
<b>FCTU</b>	52	1	0	1	0	46
<b>Total:</b>	155	8	3	3	4	54

# III-B. FULL SERVICE PARTNERSHIP UTILIZATION & OUTCOMES

## FSP Utilization & Outcomes (Children)

<b>Program</b>	<b># of Clients Served</b>	<b>A. Avg # of Tx services per client/ week</b>	<b>B. Avg # of CM services per client/ week</b>	<b>C. Avg. # of Non-Revenue Services (FSP/ MHSVCLOCK)</b>	<b>Total (A +B + C) Total Average # of Services (Revenue &amp; Non-Revenue) per clt/wk</b>	<b>LOS Length of Services (Average Weeks)</b>
<b>VJO Children's FSP</b>	22	1.08	0.15	0.37	1.60	10.65
<b>FF Children's FSP</b>	56	0.91	0.17	0.08	1.16	10.73
<b>VV Children's FSP</b>	25	1.07	0.09	0.12	1.28	10.69
<b>FCTU</b>	52	0.69	0.41	0.06	1.16	9.74

# III-C. HOSPITAL-RELATED MEASURES

## Adult & Child Hospitalization

**C-1 Goal:** Maintain or improve the following hospital-related measures for Adult Solano County Medi-Cal clients and clients with no insurance, excluding 0-17 year olds, private insurance, Kaiser Medi-Cal, or other county Medi-Cal:

- 1. Maintain FY15-16 baseline average of 150 inpatient hospitalizations per quarter.**
- 2. Maintain FY15-16 baseline average of 12% or less of clients re-hospitalized within 30 days of discharge from inpatient hospitalization.**

**C-2 Goal:** Monitor data on hospitalization and re-hospitalization rates for Solano County Child clients age 0-17 (excluding private insurance, Kaiser Medi-Cal, and other county Medi-Cal clients).



# III-C. HOSPITAL-RELATED MEASURES

## Adult Hospitalizations

Month	Total # of Adult Inpatient Hospitalizations	Total # of Adult Hospital Discharges	Total # of Adult Rehospitalizations Within 30 Days of Discharge & % of Total Discharges	
			Total #	Total %
APR	44	40	5	12.5%
MAY	46	49	7	14.3%
JUN	42	46	7	15.2%
<b>TOTAL:</b>	<b>132</b>	<b>135</b>	<b>19</b>	<b>14.1%</b>
<b>FY 2016/17</b>				
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%
<b>FY TOTAL:</b>	<b>491 *</b>	<b>490</b>	<b>61</b>	<b>12.4%</b>

\* Average of 123/qtr is below the goal of 150/qtr

# III-C. HOSPITAL-RELATED MEASURES

## Child Hospitalizations

Month	Total # of Child Inpatient Hospitalizations	Total # of Child Hospital Discharges	Total # of Child Rehospitalizations Within 30 Days of Discharge & % of Total Discharges	
			Total #	Total %
APR	6	8	1	12.5%
MAY	5	6	0	0%
JUN	3	3	0	0%
<b>TOTAL:</b>	<b>14</b>	<b>17</b>	<b>1</b>	<b>5.9%</b>
<b>FY 2016/17</b>				
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%
<b>FY TOTAL</b>	<b>74</b>	<b>76</b>	<b>12</b>	<b>15.8%</b>

# III-D. SPECIAL POPULATIONS

## Pathways to Wellbeing – Katie A.

**D-1 Goal: Improve the following measures:**

- 1. 100% of those screened/referred to MHP will be either assessed & referred to MHP for Pathway services or referred to MCP for services**
- 2. 100% of sub-class members who are assigned an ICC Coordinator will receive an initial Child & Family Team Meeting**
- 3. Solano will maintain a network with the overall capacity to serve clients who meet criteria for ICC/IHBS services (based on program average caseload size)**

# III-D. SPECIAL POPULATIONS

## Pathways to Wellbeing – Katie A.

Total # Refer'd to MHP by CWS	Total # Assessed & Refer'd to MHP or refer'd to a MCP		Total # ID'd as Katie A Sub-class (In county vs. out of county)		Rec'd CFT Mtg.	Decl'd Svcs	AWOL	Process of scheduling CFT
	MHP	MCP						
21	13	2	In County	120	113	3		4
	6		Out of County	42*	19**	2		
			Total	162				

Program	Unique ICC/IHBS Clients Served		Quarterly ICC/IHBS Capacity
	ICC	IHBS	
Seneca	13	14	
Foster Care	40	9	
SCBH Children's FSP	0	0	

\*16 SAR Clients

\*\*5 Too far out of county

# IV. CULTURAL COMPETENCE

FY 2016/17  
Quarter 4

# IV-A. CULTURAL COMPETENCE

## Cultural/Linguistic Services: HOLA Outreach

**A-1 Goal: Solano MHP Outreach Coordinator will continue to develop partnerships with community organizations, in an effort to generate HOLA calls for some level of MH services.**

- 1. Engage in 10-15 Outreach initiatives per quarter (presentations at community events, visits to community partner agencies, etc.)**
- 2. Work to an average of 15-20 calls per quarter to the HOLA line as a result of outreach efforts**

# IV-A. CULTURAL COMPETENCE

## Cultural/Linguistic Services: HOLA Outreach

Month	Region	Outreach Activities with Community Partners	# of HOLA calls rec'd
APR	—	—	10
MAY	Central	<ol style="list-style-type: none"><li>1. Voces Unidas</li><li>2. Public Health Nurses of Solano County</li></ol>	16
JUN	Central, South	<ol style="list-style-type: none"><li>1. SCOE</li><li>2. Vallejo City Leadership</li></ol>	11
Totals:	—	4	24

# IV-B. CULTURAL COMPETENCE

## Cultural/Linguistic Services: Kaagapay Outreach

**B-1 Goal: Solano MHP Outreach Coordinator will continue to develop partnerships with community organizations, in an effort to generate Kaagapay calls for some level of MH services.**

- 1. Engage in 15-20 Outreach initiatives per quarter (presentations at community events, visits to community partner agencies, etc.)**
- 2. Work to an average of 10-15 calls per quarter to the Kaagapay line and/or ACCESS as a result of outreach efforts**



# IV-B. CULTURAL COMPETENCE

## Cultural/Linguistic Services: KAAGAPAY Outreach

Month	Region	Community Partners		# of Kaagapay calls rec'd
APR	South	<ul style="list-style-type: none"> <li>Vallejo Charter School</li> <li>Jollibee</li> <li>St. Catherine</li> </ul>	<ul style="list-style-type: none"> <li>Tina's Hair Salon</li> <li>Seneca</li> <li>Suisun Library</li> </ul>	7
MAY	Central, South	<ul style="list-style-type: none"> <li>Safequest Presentation</li> <li>All Seasons Care Home</li> </ul>	<ul style="list-style-type: none"> <li>Diamond Care Home</li> <li>Migrante 707</li> </ul>	8
JUN	Central, South	<ul style="list-style-type: none"> <li>A Better Way Presentation</li> <li>District Attorney's</li> </ul>	<ul style="list-style-type: none"> <li>Ms. Ro's Storytelling/ Tagalog Class I, II, &amp; III                             <ul style="list-style-type: none"> <li>14 attendees at each class</li> </ul> </li> </ul>	3
Totals:	—	13		18

# IV-C. CULTURAL COMPETENCE

## Regional Utilizations & Service Penetration by Cultural Group

**C-1 Goal: Solano MHP encourages services in every geographic area & to persons in all ethnic groups to ensure access by members of the target population for all age groups.**

- 1. Total # of Black/African American unique clients will increase by 5% annually**
- 2. Total # of Hispanic/Latino unique clients will increase by 5% annually**
- 3. Total # of Filipino unique clients will increase by 5% annually**
- 4. Total # of LGBTQ unique clients will increase by 5% annually**
- 5. Services are being provided in all regions of the county to Black/African American, Hispanic/Latino, Filipino, & LGBTQ unique clients.**

# IV-C. CULTURAL COMPETENCE

## Utilization of Services by Cultural Group

<b>Date Range</b>	<b>Black/ African American</b>	<b>Hispanic/ Latino</b>	<b>Filipino</b>	<b>LGBTQ</b>	<b>Are Services in all regions?</b>
<b>FY 16-17 Q4</b>	<b>965</b>	<b>566</b>	<b>149</b>	Data Not Available	<b>Yes</b>
<b>FY 15-16 Qtr. Avg (Baseline)</b>	<b>999.50</b>	<b>562.25</b>	<b>141.75</b>	Data Not Available	<b>Yes</b>
<b>FY 16-17 Q3 % of Total Served</b>	<b>26.72%</b>	<b>15.67%</b>	<b>4.13%</b>	Data Not Available	<b>Yes</b>
<b>FY 15-16 Annual % of Total Served</b>	<b>26.3%</b>	<b>15.5%</b>	<b>3.4%</b>	Data Not Available	<b>Yes</b>
<b>FY 16-17 Annual Total</b>	<b>1558</b>	<b>944</b>	<b>221</b>	Data Not Available	<b>Yes</b>
<b>FY 15-16 Annual Total Baseline</b>	<b>1565</b>	<b>922</b>	<b>204</b>	Data Not Available	<b>Yes</b>

# IV-D. CULTURAL COMPETENCE

## Cultural Competency Committee

**D-1 Goal: Solano MHP Cultural Competency Committee (CCC) endeavors to include a diverse group of stakeholders, including county and contract providers, & MHP consumers & family members, & to help the system to be changed & improved through the implementation of the Cultural Competency Plan.**

- 1. CCC will update the CC plan annually**
- 2. CCC will meet at least quarterly as a sub-committee of the QIC**
- 3. CCC will produce an annual report of activities as required in the CCPR**
- 4. CCC will report quarterly progress on CC plan activities & goals at QIC**
- 5. CCC will plan for, monitor, & track attendance of management, clinical providers, & front office staff at annual CC training**

# IV-D. CULTURAL COMPETENCE

## Cultural Competence Committee

<b>Date of CC Plan Update</b>	<b>Date of CCC Meeting</b>	<b>Date of Annual Report</b>	<b>Date of report to QIC</b>	<b>Was CC Training offered?</b>	<b>Title of the training</b>	<b>How many staff attended?</b>
Pending committee approval	June 2017	TBD	Pending plan update	Yes	Cultural Competence 101	45

# V. PROGRAM INTEGRITY

FY 2016/17  
Quarter 4

# V-A. COMPLIANCE

## Compliance Committee

**A-1 Goal:** The MHP will continue to hold Compliance Committee meetings at least quarterly, adhere to a consistent agenda targeting consumer privacy, policy needs, & MHP practices for training/education, & to monitor fraud, waste, & abuse.

<b>Month</b>	<b>Compliance Meeting Held?</b>	<b>Date of Meeting &amp; General Issues Addressed</b>
Jun	Yes	Medical Records Workgroup

# V-B. COMPLIANCE

## Compliance Officer Training & Communication

**B-1 Goal:** The MHP, via the Deputy Compliance Manager, will provide training & regular communication in the following manner:

1. Compliance training will be offered at least quarterly & Behavioral Health staff will attend
2. All MHP staff will receive quarterly communication regarding compliance issues & enforcement of compliance standards/disciplinary guidelines

Month	Was Compliance training offered?	How many BH staff completed training?	Did Compliance Officer send out communication of compliance issues?	Dates & Topics of communication
APR	Yes	1	Yes	4/25 - HIPAA Settlement
MAY	Yes	6	No	—
JUN	Yes	5	Yes	6/27 - DoIT Security Advisory 6/29 - HHS ASPR/CIP Cyber Notice



# V-C. SERVICE VERIFICATION

## County Programs

**C-1 Goal: The MHP will continue to implement a service verification model & demonstrate 100% accountability for each service identified during the sampling period.**

- **Did all applicable County programs participate in the service verification process?**
- **Did all applicable Contracted programs participate in the service verification process?**
- **Were 100% of services billed during the sampling period accounted for?**

**No service verification was done during this quarter, pending rollout of a new service verification process.**

# VI. QUALITY IMPROVEMENT

FY 2016/17  
Quarter 4

# VI-A. QUALITY IMPROVEMENT

## Documentation & Avatar User Training

**A-1 Goal:** Quality Improvement will provide Documentation Training based on the following frequencies:

1. Offer at least 2 Documentation trainings per quarter
2. Offer at least 1 Avatar Phase I training per quarter
3. Offer at least 1 Avatar Phase II training per quarter

Month	Doc training offered?	Date of Training	Avatar Phase I training offered?	Date of Training	Avatar Phase II training offered?	Date of Training
APR	Yes	4/6/17	No	NA	No	NA
MAY	Yes	5/4/17	Yes	5/3/17 5/10/17 5/24/17	No	NA
JUN	Yes	6/1/17	Yes	6/15/17 6/22/17	Yes	6/14/17

# VI-B. QUALITY IMPROVEMENT

## Annual Utilization Review Audits

**B-1 Goal:** The following processes are in place for FY 2016-17 to monitor provider compliance with CCR Title 9 documentation standards:

- 1. Less than 20% of Programs selected for audit will receive a UR Audit Plan of Correction**
- 2. 100% of programs audited who did not meet all compliance standards will submit a Plan of Correction within 30 days of final report**

<b>Month</b>	<b># of programs audited</b>	<b>% of all audited programs which required a Plan of Correction</b>	<b>Were 100% of all Plan of Corrections submitted within 30 days of final report?</b>
<b>APR</b>	<b>7</b>	<b>71%</b>	<b>PENDING</b>
<b>MAY</b>	<b>6</b>	<b>PENDING</b>	<b>PENDING</b>
<b>JUN</b>	<b>6</b>	<b>PENDING</b>	<b>PENDING</b>

# VI-B.1. QUALITY IMPROVEMENT

## Annual Utilization Review Audits: Timeliness & Appropriate Resolution

**B-1.1 Goal:** The following processes are in place for FY 2016-17 to monitor provider compliance with CCR Title 9 documentation standards:

1. At least 75% of UR audits will be completed & submitted to programs' Head of Service within 60 days after the review
2. For reviewed programs requiring a Corrective Action Plan, at least 75% of programs will submit a CAP that adequately addresses the unsatisfactory review findings
3. At least 75% of reviewed programs will provide evidence of their adherence to their Corrective Action Plan

# VI-B.1. QUALITY IMPROVEMENT

## Annual Utilization Review Audits: Timeliness & Appropriate Resolution

Qtr	# of Programs Audited (this quarter)	% of all programs reviewed that received a UR Audit report w/in 60 days	% of programs requiring a CAP	% of programs that submitted an adequate CAP	% of programs that submitted evidence of adherence to CAP
1	6	0%	100%	40%	Mechanism not in place
2	5	0%	80%	0%	Mechanism not in place
3	7	Pending	Pending	Pending	Mechanism not in place
4	20	Pending	90%	Pending	Mechanism not in place

# VI-B.2. QUALITY IMPROVEMENT

## Annual Utilization Review Audits: QI Inter-rater Reliability for Concurrent Review & Audits

**B-1.2 Goal:** The following processes are in place for FY 2016-17 to monitor provider compliance with CCR Title 9 documentation standards:

1. Is the percentage of returned Concurrent Review cases within one standard deviation amongst the QI clinical reviewers?
2. Did the results of each UR Audit Warm-Up review yield less than 5% variation in responses among the reviewers present?

Month	Are the # of Concurrent Review corrections identified within 1 standard deviation amongst the QI clinical reviewers?	Did the UR Audit Warm-Up Review yield < 5% response variation amongst participating reviewers?
APR	—	Mechanism not in place
MAY	Yes	Mechanism not in place
JUN	Pending	Mechanism not in place

# VI-C. QUALITY IMPROVEMENT

## Site Certifications

**C-1 Goal: 100% of programs will be tracked, notified & given the opportunity to be certified in a timely manner or recertified prior to current certification expiring:**

- **Met: 100%** new or expiring programs were (re)certified in a timely manner
- **Partially Met: 80%** new or expiring programs were (re)certified in a timely manner
- **Not Met: Less than 80%** new or expiring programs were (re)certified in a timely manner

Month	Programs (RU's) Certified This Month	Was the MHP's tracking report reviewed to ensure no programs were missed?	Were 100% of certifications due this month facilitated in a timely manner?
APR	2 – Aldea MHS & TVS	Yes	Yes
MAY	1 – Rosewood CRT	Yes	Yes
JUN	2 – Summitview MHS & Day Tx	Yes	Yes



# VI-D. QUALITY IMPROVEMENT

## Medi-Cal Provider Eligibility & Verification

**D-1 Goal: 100% of providers will have their eligibility verified on a monthly basis, based on the following sites:**

- **OIG List of Excluded Individuals/Entities (LEIE)**
- **DHCS Medi-Cal List of Suspended or Ineligible Providers**
- **Excluded Parties List System (EPLS)**

<b>Month</b>	<b># of Providers initially on one of the lists</b>	<b>Was action taken to investigate provider's eligibility to work in the MHP?</b>	<b># of Providers Determined to be Ineligible to Practice</b>	<b>Were 100% of Providers verified on the exclusions lists? (County, Contract, &amp; Network)</b>
<b>APR</b>				
<b>MAY</b>				
<b>JUN</b>				

# VII. SERVICE ACCESS & TIMELINESS

FY 2016/17  
Quarter 4

# VII-A. ACCESS CALLS

## Access Calls Handled

A-1 Goal: Improve the following measures:

1. Maintain Access calls handled “live” at an average of 95%
2. Maintain Access calls abandoned at an average of 5%-8%

Month	Calls Received	Calls Handled	% (Handled/Received)	Calls Abandoned	% (Abandoned/Received)
APR	375	372	99.2%	3	0.8%
MAY	378	377	99.7%	1	0.3%
JUN	384	382	99.4%	2	0.6%
Total:	1137	1131	99.4%	6	0.6%

# VII-B. ACCESS CALLS

## Performance

**B-1 Goal: During QI initiated test calls, the MHP will demonstrate in 80%-100% of both Business & After Hours calls that Access Care Managers provide the required information:**

- **1: Language capabilities**
- **2-4: Appropriate information given**
- **5: Logging all appropriate data**

# VII-B. ACCESS CALLS

## Performance

	Business or After Hours	# of Test Calls This Qtr	# of Test Calls That Met Standards	% of Test Calls That Met Standards this Qtr	% of Test Calls That Met Standards in FY 15-16
Languages Tested: Spanish	B	0	0	0%	0%
	A	0	0	0%	0%
Info about how to access SMHS, including how to get an Ax.	B	3	2	66%	50%
	A	1	0	0%	50%
Info about how to treat an urgent condition	B	0	0	0%	0%
	A	0	0	0%	80%
Info about how to use the Problem Resolution/Fair Hearing process	B	0	0	0%	100%
	A	0	0	0%	60%
Logging name of client, date of request, & initial disposition	B	3	1	33.3%	67%
	A	1	0	0%	13%

# VII-C. TIMELINESS AND ENGAGEMENT

## Time from Service Request to Offered and Actual Services - Children

**C-1 Goal: Maintain or improve the following service timeliness measures for children:**

- 1. For Routine requests for service, County Children's programs will:**
  - a. Maintain goal of 90% resulting in an offered assessment within 10 business days (FY15-16 baseline: 95%), and**
  - b. Maintain goal of an average of 10 business days or less from service request to actual assessment (FY15-16 baseline: 8.25 days), and**
  - c. Achieve goal of an average of 30 business days or less from service request to service initiation (FY15-16 baseline: 40.9 days).**
- 2. For Urgent requests for service, County Children's programs will:**
  - a. Achieve goal of 90% resulting in an offered assessment within 3 business days (FY15-16 baseline: 68%), and**
  - b. Achieve goal of an average of 3 business days or less from service request to actual assessment (FY15-16 baseline: 4.05 days), and**
  - c. Achieve goal of an average of 23 business days or less from service request to service initiation (FY15-16 baseline: 29.6 days).**
- 3. MHP will create a process for tracking service requests made directly to children's contract agencies, and establish baselines for offered and actual appointment and service goals.**

# VII-C. TIMELINESS AND ENGAGEMENT

## Children Timeliness

<b>Request Type</b>	<b>Service Request to Offered Assessment Appointment (% within 10 business days for Routine &amp; 3 days for Urgent)</b>	<b>Average # of Business Days from Service Request to Actual Assessment Appointment</b>	<b>Average # of Business Days from Service Request to First Treatment Service</b>
<b>Routine</b>	<b>64%</b>	<b>10.7</b>	<b>28.4</b>
<b>Urgent</b>	<b>50%</b>	<b>4.5</b>	<b>35.0</b>
<b>QTR 4 TOTAL:</b>	<b>63%</b>	<b>10.6</b>	<b>28.6</b>

# VII-C. TIMELINESS AND ENGAGEMENT

## Time from Service Request to Offered and Actual Services - Adults

**C-2 Goal: Maintain or improve the following service timeliness measures for adults:**

- 1. For Routine requests for service, County Adult programs will:**
  - a. Achieve goal of 80% resulting in an offered assessment within 10 business days (FY15-16 baseline: 77%), and**
  - b. Achieve goal of an average of 10 business days or less from service request to actual assessment (FY15-16 baseline: 13.3 days), and**
  - c. Achieve goal of an average of 30 business days or less from service request to medication service (FY15-16 baseline: 32.3 days).**
- 2. For Urgent requests for service, County Adult programs will:**
  - a. Maintain goal of 80% resulting in an offered assessment within 3 business days (FY15-16 baseline: 81%), and**
  - b. Achieve goal of an average of 3 business days or less from service request to actual assessment (FY15-16 baseline: 11.5 days), and**
  - c. Achieve goal of an average of 23 business days or less from service request to medication service (FY15-16 baseline: 32.6 days).**



# VII-C. TIMELINESS AND ENGAGEMENT

## Adult Timeliness

<b>Request Type</b>	<b>Service Request to Offered Assessment Appointment (% within 10 business days for Routine &amp; 3 days for Urgent)</b>	<b>Average # of Business Days from Service Request to Actual Assessment Appointment</b>	<b>Average # of Business Days from Service Request to First Medication Service</b>
<b>Routine</b>	<b>82%</b>	<b>8.7</b>	<b>24.2</b>
<b>Urgent</b>	<b>56%</b>	<b>8.6</b>	<b>29.5</b>
<b>QTR 4 TOTAL:</b>	<b>80%</b>	<b>8.7</b>	<b>24.5</b>

# VII-C. TIMELINESS AND ENGAGEMENT

## Engagement & Attrition - Children

**C-3 Goal: Maintain or improve the following engagement measures for children:**

- 1. For Routine requests for service, County Children's programs will:**
  - a. Maintain goal of 80% resulting in an assessment (FY15-16 baseline: 90%), and**
  - b. Achieve goal of 75% resulting in initiation of treatment (FY15-16 baseline: 65%)**
- 2. For Urgent Requests for service, County Children's programs will:**
  - a. Maintain goal of 85% resulting in an assessment (FY15-16 baseline: 91%), and**
  - b. Achieve goal of 80% resulting in initiation of treatment (FY15-16 baseline: 77%)**

# VII-C. TIMELINESS AND ENGAGEMENT

## Children Engagement

Request Type	Number of Service Requests	Percent Receiving an Assessment	Percent who Initiated Treatment
Routine	89	97%	64%
Urgent	2	100%	100%
<b>QTR 4 TOTAL:</b>	<b>91</b>	<b>97%</b>	<b>65%</b>

# VII-C. TIMELINESS AND ENGAGEMENT

## Engagement & Attrition - Adults

**C-4 Goal: Maintain or improve the following engagement measures for adults:**

- 1. For Routine requests for service, County Adult programs will:**
  - a. Achieve goal of 60% resulting in an assessment (FY15-16 baseline: 57%), and**
  - b. Achieve goal of 50% resulting in medication service (FY15-16 baseline: 35%)**
- 2. For Urgent Requests for service, County Adult programs will:**
  - a. Maintain goal of 65% resulting in an assessment (FY15-16 baseline: 70%), and**
  - b. Achieve goal of 55% resulting in medication service (FY15-16 baseline: 44%)**

# VII-C. TIMELINESS AND ENGAGEMENT

## Adult Engagement

Request Type	Number of Service Requests	Percent Receiving an Assessment	Percent who Initiated Treatment (Psychiatric Service)
Routine	306	59.5%	48%
Urgent	21	48%	38%
<b>QTR 3 TOTAL:</b>	<b>327</b>	<b>59%</b>	<b>47%</b>

# VIII. WELLNESS & RECOVERY

FY 2016/17  
Quarter 4

# VIII-A. CONSUMER/FAMILY PARTICIPATION

## Maintain Consumer/Family Member Participation

**A-1 Goal: Maintain an average participation of 3-4 Consumers/Family Members attending SCBH committees for the year**

Month	Were Consumers/Family Members invited?	Which committees were Consumers/Family Members invited to?	How many participated in each committee?
APR	Yes	MHAB, CFAC	4, 6
MAY	Yes	SPC, MHAB, CFAC	2, 5, 8
JUN	Yes	MHAB, CFAC	5, 5

### LEGEND

Mental Health Collaborative	MHC	Care Coordination Collaborative Meeting	CCCM
Suicide Prevention Committee	SPC	Cultural Competence Committee	CCC
Mental Health Advisory Board	MHAB	MHSA Steering Committee	MHSA
Quality Improvement Committee	QIC	Consumer Family Advisory Council	CFAC

# VIII-B. HOMELESS OUTREACH SERVICES

Provide outreach, engagement, & support to homeless mentally ill adults

**B-1 Goal: Maintain the same average numbers of Homeless Outreach Services (HOS) this fiscal year of 99 services/quarter or 33/month**

<b>Month</b>	<b>Were Homeless Outreach Services provided?</b>	<b>County Region</b>	<b># of Homeless Outreach Activities</b>
<b>APR</b>	<b>14</b>	<b>Mare Is, SS, FF</b>	<b>12</b>
<b>MAY</b>	<b>11</b>	<b>Mare Is, FF</b>	<b>2</b>
<b>JUN</b>	<b>10</b>	<b>Mare Is, FF</b>	<b>6</b>



# VIII-C. WELLNESS RECOVERY ACTION PLAN

## WRAP Groups

C-1 Goal: Continue to provide at least 6 WRAP groups to consumers

Month	# of WRAP Groups	# of Consumer Participants
APR	3	5
MAY	1	2
JUN	0	0

# VIII-D. FAMILY SUPPORT GROUPS

## Family Support Groups

**D-1 Goal:** Increase the number of participants in these groups to 36 by increasing the number of regional areas/cities in which support groups are offered from 2 to 4

<b>Month</b>	<b># of Family Support Groups</b>	<b># of Participants</b>	<b>Regions/Cities Where Groups Were Offered</b>
<b>APR</b>	<b>13</b>	<b>38</b>	<b>FF, VV, VJO, RV</b>
<b>MAY</b>	<b>13</b>	<b>25</b>	<b>FF, VV, VJO, RV</b>
<b>JUN</b>	<b>13</b>	<b>33</b>	<b>FF, VV, VJO, RV</b>

# VIII-E. PEER SUPPORT GROUPS

## Family Support Groups

**E-1 Goal:** Increase the number of participants in these groups to 25 by increasing the number of regional areas/cities in which support groups are offered from 1 to 3

<b>Month</b>	<b># of Peer Support Groups</b>	<b># of Participants</b>	<b>Regions/Cities Where Groups Were Offered</b>
<b>APR</b>	<b>12</b>	<b>27</b>	<b>FF, VV, VJO</b>
<b>MAY</b>	<b>13</b>	<b>29</b>	<b>FF, VV, VJO</b>
<b>JUN</b>	<b>13</b>	<b>22</b>	<b>FF, VV, VJO</b>

# THANK YOU

## Quality Improvement Committee: Quarter 1

NOVEMBER 9, 2017

1:30p – 3:30p

275 Beck Ave. Conference Room 1

Fairfield, CA 94533

Solano County Mental Health

Quality Improvement

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