

SECTION 404 (2) (1) (ii)
PERFORMANCE INDICATOR
REPORTING REQUIREMENTS
FY 2002

FY'2001-02 QUALITY MANAGEMENT MEASURES
by Type of Measure and Dimension of Quality

Type of Measures

Dimension of Quality

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Compliance Indicator 2. Quality Improvement Indicator 3. Monitoring Measure | <ol style="list-style-type: none"> A. Access B. Efficiency C. Outcomes D. Administrative Services |
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[Note: Changes and additions for 2001-02 are in italics]

I. Compliance Indicators

A. ACCESS

1. The percentage of persons receiving a pre-admission screening for psychiatric inpatient care for whom the disposition was completed within three hours
Standard: 95%
2. The percentage of persons receiving a face-to-face meeting with a professional within 14 calendar days of a non-emergency request for service (by 4 sub-populations: MI-adults, MI-children, DD-adults, DD-children)
Standard: 95%
3. Percentage of persons starting any needed on-going service *within 14 days* of a non-emergent assessment with a professional (by 4 sub-populations: MI-adults, MI-children, DD-adults, DD-children)
Standard: 95% within 14 days
4. The percentage of persons who met the OBRA Level II Assessment criteria for specialized mental health services for persons residing in nursing homes, as determined by the Department, who received CMHSP managed mental health services
Standard: 95%

B. EFFICIENCY - No compliance indicators currently required

C. OUTCOMES

5. Percentage of persons readmitted to an inpatient psychiatric unit within *30 days (from 15 days)* of discharge
Standard: 15% or less

D. ADMINISTRATIVE SERVICES

6. Required contractual reports are submitted within the contractually-defined time frames
Standard = 100%

7. CMHSP maintains a **95%** accuracy rate on selected data elements in demographic and service use files submitted to MDCH

II. Quality Improvement Measures

A. ACCESS

Continuity of Care

8. The percentage of persons discharged from a psychiatric inpatient unit who are seen for follow-up care within *7 days (from 30 days)*

B. EFFICIENCY

Utilization of Services (Data collected from Sub-Element Report)

9. Days of psychiatric inpatient care per thousand persons with mental illness served
10. Percentage of expenditures for persons with developmental disabilities used for 24-hour specialized residential care provided in a group home or institutional setting *for which the case is paid by the CMHSP*
11. Percentage of expenditures for persons with mental illness used for psychiatric inpatient care

C. OUTCOMES

Employment

12. Percentage of persons with developmental disabilities receiving any daytime service who are served in supported employment
13. Percentage of persons with developmental disabilities who earned minimum wage and above
14. *Percentage of adults (18-65 years of age) with serious mental illness who are employed and/or are in supported employment (information to be collected from demographic data)*
15. *Percentage of adults (18-65 years of age) with developmental disabilities who are employed and/or are in supported employment (information to be collected from demographic data)*

Living Arrangement

16. Percentage of children served living with their families¹
17. Percentage of adults with developmental disabilities served living in their own residence²

III. Tracking Measures

A. ACCESS

Penetration Rates of Under-Served Populations

18. Ratio of the percentage of persons under 18 in the area population receiving services to the percentage of persons under 18 in the area population
19. Ratio of percentage of persons 65 years and older in the area population receiving services to the percentage of persons 65 years and older in the area population
20. Ratio of percentage of ethnic minority persons in the area population receiving services to the percentage of ethnic minority persons in the area population (*by 4 sub-populations: Native American, Asian or Pacific Islander, African American, Hispanic*)
21. Ratio of percentage of persons 18 or older with serious mental illness in the area population receiving services to the percentage of persons 18 or older with serious mental illness in the area population
22. Percentage of area Medicaid recipients having received CMHSP managed services
23. *Percentage of total CMHSP service population, not living in a nursing home, with a diagnosis of dementia*
24. *Number of children 0-3 years old, receiving home-based services, regardless of who has the open case, where the primary treatment target is the 0-3 child.*
25. *Number of children under age 18 referred by courts who were assessed by CMHSP, and number who received services*

¹ "Family" means natural or adoptive relatives (parents, grandparents, siblings, etc.)

² "Own residence" means lease, rental agreement, or deed/mortgage of home, apartment, or condominium in the adult consumer's name or the name of his/her spouse, friend, guardian, relative or parent. *Consumers living with (a) their parents, or (b) in a residence owned or leased by a CMHSP or provider, are **not considered** to be living in their "own residence."*

Continuity of Care

26. The percentage of persons who met the OBRA Level II criteria determined to need nursing home care but less than specialized mental health services, as determined by the Department, who received CMHSP managed mental health services

Denial/Appeals

27. Percentage of face-to-face assessments with professionals that result in denials or referrals elsewhere
28. Percentage of Sec.705 second opinions that result in services

B. EFFICIENCY

Cost Per Case (Data collected from Sub-Element Report)

29. Cost per case for adults with mental illness (18-64, 65+)
30. Cost per case for children (under 18) with a mental illness or severe emotional disturbance
31. Cost per case for persons with a developmental disability (0-17, 18-84, 65+)

Other (Data collected from consumer level demographic report)

32. The percentage of Medicaid eligible persons who received (a) inpatient care, (b) day/night care, and (c) ambulatory services

C. OUTCOMES

Employment

33. Percentage of persons in Supported Employment (SE) working 10+ hours per week
34. Percentage of adults with MI in SE earning minimum wage and above
35. Percentage of adults with MI and adults with DD in SE, continuously employed 6 months or longer

Living Arrangements

36. Percentage of adults with MI served living in their own residence³.

Recipient Rights (data collected semi-annually through Office of Recipient Rights reports)

37. Number of substantiated recipient rights complaints per 1,000 persons served, in the categories of Abuse and Neglect I and II
38. Total number of persons making an allegation of a rights violation per thousand persons served
39. Total number of substantiated allegations for all categories other than abuse and neglect per thousand persons served

Sentinel Events

40. Number of sentinel events per thousand persons served (by 3 sub-populations: MI-adults, MI-children, and Persons with DD)
41. Number of suicides per thousand persons served (by 2 sub-populations: MI and DD)

³ "Own residence" means lease, rental agreement, or deed/mortgage of home, apartment, or condominium in the adult consumer's name or the name of his/her spouse, friend, guardian, relative or parent. *Consumers living with (a) their parents, or (b) in a residence owned or leased by a CMHSP or provider, are **not considered** to be living in their "own residence."*