

MH Adult Evaluation Advisory Group
Qt. 2 Meeting Minutes
July 15, 2010

OUTCOMES COMPLIANCE REPORTS

Two point compliance report—See slide 3 of the MH Adults Qt 2 Power Point presentation.

- At least 50% of clients should have at least 2 Adult Consumer forms over time (i.e., 50% threshold).
- This report has 11 columns listing the # & % of a provider's outcomes with 2 point compliance, making it both general and specific.
 - General—demonstrates how providers are doing in terms of compliance, yet doesn't list the specific UCI numbers in (non-)compliance.
 - Specific—# & % of certain classifications in 2 point compliance.
- 2 exceptions for consumers in non-compliance.
 - We have received a Parent form or ASI during the one-year time period of interest.
 - New clients, or consumers seen by the provider for the first time in that one-year reporting period, who are served for <180 days.
- As you can see from slide 3, overall, ADAMH expected two point compliance for 10,808 consumers. We actually received 5,680 forms. This means that, on average, we had 52.55% compliance. In other words, we expected and received 2 Adult Consumer forms for just over half of ADAMH-funded consumers.
- We received only 1 ACF for 177 old clients.

Providers should use monthly error reports and missing data UCI lists to keep compliance high.

Monthly error reports list critical errors preventing outcomes data acceptance by ADAMH. Reports are distributed in HTML format and placed in the 'Outcome Reports' section of each provider's Extranet. (See <http://www.adamhfranklin.org/accountability/planning-evaluation/adamh-outcomes/adamh-provider-resources/guidelines.php> for more details.)

Missing Data UCI Lists are the other compliance-related reports that assist providers in identifying and resubmitting missing data '<http://www.adamhfranklin.org/accountability/planning-evaluation/adamh-outcomes/adamh-provider-resources/guidelines.php>.'

- 5 columns: Provider Name, UCI (all UCI numbers with outcomes expected within the one-year reporting period), First name, Last name, & OC (status of outcome within the one-year reporting period). In this report, we/you want to see 'Y' in the 'OC' column. 'Y' indicates that we have received at least one outcome in the reporting period. In the case of new consumers, we would expect a 2nd outcome after 180 days. If we do not receive a 2nd outcome, it will continue to appear as 'Y' for one year following the first outcome submission. 'N' means we have either not received an outcome or it was rejected in the Error reports. These are the consumers on which you should focus and (re)submit outcomes.

Dual Consumers—See chart in slide 5 of the power point presentation available at <http://www.adamhfranklin.org/accountability/planning-evaluation/adamh-outcomes/adamh-provider-resources/provider-evaluation-advisory-group-meetings.php> to see when you are (or are not) in compliance with a dual consumer, based on possible forms submitted.

SQI REPORT—<http://www.adamhfranklin.org/accountability/planning-evaluation/adamh-outcomes/adamh-provider-resources/guidelines.php>, provides a detailed description of these reports.

2010 MH ADULTS CONSUMER SATISFACTION SURVEY REPORT

- All MH adult consumers combined & surveyed in 1 round (N=1,441).
- Analyzed MH Adults together (N=1,428) & separately by SMD/GAOA status.
- Analyzed SMD & GAOA consumers based on their status between September 1, 2008 & August 31, 2009.
- All adult consumers ever classified SMD between 9/1/2008 & 8/31/2009 are included in the SMD report (N=1,100).
- All adult consumers ever classified GAOA between 9/1/2008 & 8/31/2009 and CHOICES consumers are included in the GAOA report (N=517).
- As you can see from this report, the SMD & GAOA populations have some overlap because some individuals changed statuses during the one-year time period covered in this report.

- 189, or 13.12% of consumers surveyed in 2010, are included in both the SMD & GAOA reports because they were classified as both SMD and GAOA between 9/1/2008 & 8/31/2009.

| | | |
|-------------------------|---|-------------|
| SMD N + GAOA N | = | 1617 |
| System N for all adults | - | <u>1428</u> |
| OVERLAP | | 189 |

- **CSQ Report 2010** –With 95% confidence, we find that the aggregate overall CSQ score for MH Adults is between 27.03-27.59.
 - The overall system average is 27.31.
 - The median, which is the score that falls directly in the middle of the 1,428 scores listed in numerical order is 29.
- **CSQ Report 2010 – SMD**
 - With 95% confidence, we find the CSQ aggregate score for SMD consumers between 2004 & 2010 ranged from 26.0 to 27.3, which is a 1.3-point net increase. Overall, consumers were mostly to very satisfied with their MH treatment during this 7-year time period.
 - This chart serves as a gauge of how a particular agency is doing compared to the system.
- **CSQ Report 2010 – GAOA**
 - With 95% confidence, we find that between 2004 & 2010, the CSQ aggregate score for GAOA consumers was very stable and only ranged from 27.1 to 27.4, which is a .3-point net increase. Overall, consumers were at least satisfied with their MH treatment during this 7-year time period. This finding closely resembles the range for all adults.
 - This chart serves as a gauge of how a particular agency is doing compared to the system.
 - This report uses matched pairs of outcomes data and includes distinct patient counts and MACSIS Costs.
 - Employment data is from the most recent outcome form in each of the past 3 years.

ADAMH STAT TREATMENT SERVICES OUTCOMES REPORT 2010—We expect 80% of MH adults will show improvement or continued positive stability in at least 1 area of recovery (i.e., reduction of symptoms, quality of life, and social connectedness).

ADAMH WEBSITE

- **On the Provider Resources Section of ADAMH Website (i.e., <http://www.adamhfranklin.org/accountability/planning-evaluation/adamh-outcomes/adamh-provider-resources>),** you will find the below-listed information.
 - **Provider Guidelines**— <http://www.adamhfranklin.org/accountability/planning-evaluation/adamh-outcomes/adamh-provider-resources/guidelines.php> for:
 - Monthly error reports
 - Missing data UCI lists
 - SQI reports
 - **Provider Group Meeting Archive**—<http://www.adamhfranklin.org/accountability/planning-evaluation/adamh-outcomes/adamh-provider-resources/meeting-archive.php>
 - Currently, 2009 agendas are posted.
 - For 2010 and beyond, you will find power points, handouts, & minutes.
 - Meeting information will remain posted here from 2009 onward.
 - **Provider Evaluation Advisory Group Meeting Schedules**—<http://www.adamhfranklin.org/accountability/planning-evaluation/adamh-outcomes/adamh-provider-resources/provider-evaluation-advisory-group-meetings.php>
 - **Provider Downloads**—<http://www.adamhfranklin.org/accountability/planning-evaluation/adamh-outcomes/adamh-provider-resources/useful-downloads-for-adamh-providers.php>. You will find the below-listed materials for download.
 - The newly revised MH Adults Outcomes Guide, Access templates for all populations, outcomes forms, specs, tracking, & fax sheets

Discussion Points

Q/issue: Post minutes on Extranet?

A/solution: Yes. They will now be posted on the ADAMH website:

[‘http://www.adamhfranklin.org/accountability/planning-evaluation/adamh-outcomes/adamh-provider-resources/provider-evaluation-advisory-group-meetings.php.’](http://www.adamhfranklin.org/accountability/planning-evaluation/adamh-outcomes/adamh-provider-resources/provider-evaluation-advisory-group-meetings.php)

Q/problem: On missing data UCI lists, how can we tell if ‘N’ in the OC column is something we can correct? For example, what if it is missing b/c the consumer was unable to complete it versus a consumer that just fell through the cracks?

A/solution: 2 columns added ‘Reason1’ & ‘Reason2’ to indicate if/when there is a specific reason why an outcome is missing.

Q/issue: Why is meaningful activity a QOL indicator? Second, why is this the only indicator of social connectedness? Why don’t we use meaningful activity, time with family, friends, and people that you like in a scale to capture different types/levels of social connectedness?