



AMERICAN MANAGED BEHAVIORAL HEALTHCARE ASSOCIATION

Background

Nation's leading managed behavioral healthcare companies.

Responsible for managing mental health and substance abuse services in the public and private sector for over 110 million individuals across the country.



Why AMBHA & MHSIP ?

PERMS

ECHO

Adult Mental Health Workgroup

Public & Private Sector



What is the Adult Mental Health Workgroup Doing and How Does it Relate to MHSIP

Common Performance Measures

- Survey & Administrative Data

Screened/Tested by Modular Consumer Survey Workgroup

Final Set Included in MHSIP



Adult Mental Health Workgroup (AMHW): Constituencies Represented

- Federal, state and county mental health agencies
(including CMHS/SAMHSA as funder)
- Private psychiatric hospital systems
- Community behavioral health centers
- Academic behavioral health treatment centers
- Managed behavioral healthcare organizations
- State mental health department offices of consumer affairs
- Consumer advocacy organizations
- Research institutions focused on performance measurement
- Center for Medicare and Medicaid Services



INDICATOR

Timeliness of Access to Treatment Services

DOMAIN Access

CONCERN People seeking treatment services should receive them as soon as they are needed.

INDICATOR Percent of responses from recipients of service reporting that access to treatment is at or above a specific target level.



INDICATOR

Quality of Interaction with Counselors & Clinicians

DOMAIN Quality / Appropriateness

CONCERN Persons receiving treatment services should feel that those who provide the services treat them with respect, communicate effectively, and spend sufficient time with them, and that they themselves feel safe and are sufficiently involved in their treatment.

INDICATOR Percent of recipients of service reporting that important aspects of interaction with counselors and clinicians are at or above a specific target level.



INDICATORS

Information Provided by Counselors & Clinicians

DOMAIN Quality/Appropriateness

CONCERN Persons receiving services should be given information they need to help them in decision-making and participation in their care.

INDICATOR Percent of recipients who report being given information about treatment, choices, self-help, treatment self-management, and rights.



INDICATOR

Perceived Overall Quality of Treatment Services

DOMAIN Quality/Appropriateness

CONCERN Persons receiving treatment services should experience high quality treatment.

INDICATOR Percent of recipients rating their treatment at or above a target level on a 10-point scale.



INDICATOR

Perceived Improvement

DOMAIN Outcome

CONCERN Persons receiving services should experience improvement in important aspects of mental health and daily living.

INDICATOR Percent of recipients of service reporting a target level of improvement in important aspects of mental health and daily living.



INDICATOR

Perceived Cultural Sensitivity of Treatment Services

DOMAIN Quality/Appropriateness

CONCERN Persons receiving treatment services should feel that their care is sufficiently responsive to needs related to their language, race, religion, ethnic background, or culture.

INDICATOR Percent of respondents who feel they are receiving culturally sensitive treatment services.



INDICATOR

Work Functioning Improvement

DOMAIN Outcome

CONCERN Persons receiving treatment services should maintain or improve their ability to function at work.

INDICATOR Percent of respondents recently in the work force reporting a target level of improvement in ability to perform paid work.



INDICATOR

Persons With Mental Health Problems Using Services

DOMAIN Access

CONCERN Persons in need should have equitable and ready access to services.

INDICATOR Percent of persons in enrolled/eligible population with at least one mental health service, calculated overall and broken out by defined categories of age, gender, race/ethnicity, diagnosis and level of care.



INDICATOR

Treatment Duration

DOMAIN Quality/appropriateness

CONCERN Persons in need should receive care at appropriate service levels and for sufficient duration.

INDICATOR Average length of treatment within each level of care.



INDICATOR

Follow-up After Hospitalization

DOMAIN Quality/Appropriateness

CONCERN Mental health services should be provided with appropriate continuity of care.

INDICATOR Percent of persons discharged from 24-hour mental health care who receive follow-up ambulatory or day/night mental health treatment within 7(30) days.



INDICATORS

Initiation of Treatment for Mental Health Problems

DOMAIN Quality/Appropriateness

CONCERN Systems of care have a responsibility to provide access to appropriate care to persons identified as having mental health problems.

INDICATOR The percent of persons identified with a new episode of major depression, schizophrenia, schizoaffective, or bipolar disorder who meet one of several criteria.




INDICATOR

Engagement in Treatment

DOMAIN Quality/Appropriateness

CONCERN Persons identified as having a severe mental disorder who initiate treatment should continue to receive care.

INDICATOR The percent of persons with a diagnosis of major depression, schizophrenia, schizoaffective, or bipolar disorder who meet one of several criteria within 30 days after the initiation of care.



INDICATORS HIGHER PRIORITY QUESTIONS

Urgent In the last [] months, when you needed to get counseling or treatment right away, how often did you see someone as soon as you wanted?

Listen In the last [] months, how often did the people you went to for counseling or treatment listen carefully to you?

Explain In the last [] months, how often did the people you went to for counseling or treatment explain things in a way you could understand?



INDICATORS HIGHER PRIORITY QUESTIONS CON'T.

Involved In the last [] months, how often were you involved as much as you wanted in your counseling or treatment?

Side-effects In the last [] months, were you told what side effects of those medications to watch for?

Different treatment In the last [] months, were you given information about different kinds of counseling or treatment that are available?



INDICATORS HIGHER PRIORITY QUESTIONS CON'T.

Self-management In the last [] months, were you given as much information as you wanted about what you could do to manage your condition?

Treatment Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate the counseling or treatment you received in the last [] months?

Culture In the last [] months, was the care you received responsive to those (language, race, religion, ethnic background, or culture) needs?




INDICATORS HIGHER PRIORITY QUESTIONS CON'T.

Deal with problems Compared to [] months ago, how would you rate your ability to deal with daily problems now?

Problems & symptom Compared to [] months ago, how would you rate your problems or symptoms now?

Work Compared to [] months ago, how would you rate your ability to perform paid work now?



INDICATORS LOWER PRIORITY QUESTIONS

ACCESS

Appointment & Telephone

INTERACTION

Respect & Time & Safe

INFORMATION

Self-help & Rights

IMPROVEMENT

Social situations & Accomplish