

THE SECOND-GENERATION MHSIP REPORT CARD:

Progress Report

Vijay Ganju

NASMHPD Research Institute, Inc.

703.739.9333 ext. 132

vijay.ganju@nri-inc.org

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Rationale

- Incorporate lessons learned from MHSIP Report Card 1.0
- Incorporate refinements to existing measures
- Add new measures needed (eliminate those that didn't work)
- Propose analytical and data presentation reports for accountability, quality improvement, consumer decisions and management

Charge

- **Build on implementation experience + other initiatives**
 - ◆ **Develop toolkit**
- **Develop reports**
- **Incorporate new technologies**
- **Guidelines**
 - ◆ **Continuity with MHSIP 1.0**
 - ◆ **Simpler**
 - ◆ **Modular (different populations, settings)**
 - ◆ **Emphasize use**
 - ◆ **Recovery, cultural competence**

MHSIP Report Card Workgroup Members

Link to:

Neal Adams	ACMHA; accreditation organizations' PM initiative
John Allen	National Consumer/Survivor Administrators
Marie Danforth	CMHS Planning Division
Steve Davis	Public Health Data Consortium; NCVHS
Jeanne Dumont	Recovery Advisory Group Recovery Measurement Group
Vijay Ganju	Chair
Gordon Gibson	NCCBHC
Olinda Gonzalez	CMHS: 16-State Study Data Infrastructure Grant

MHSIP Report Card Workgroup Members, cont.

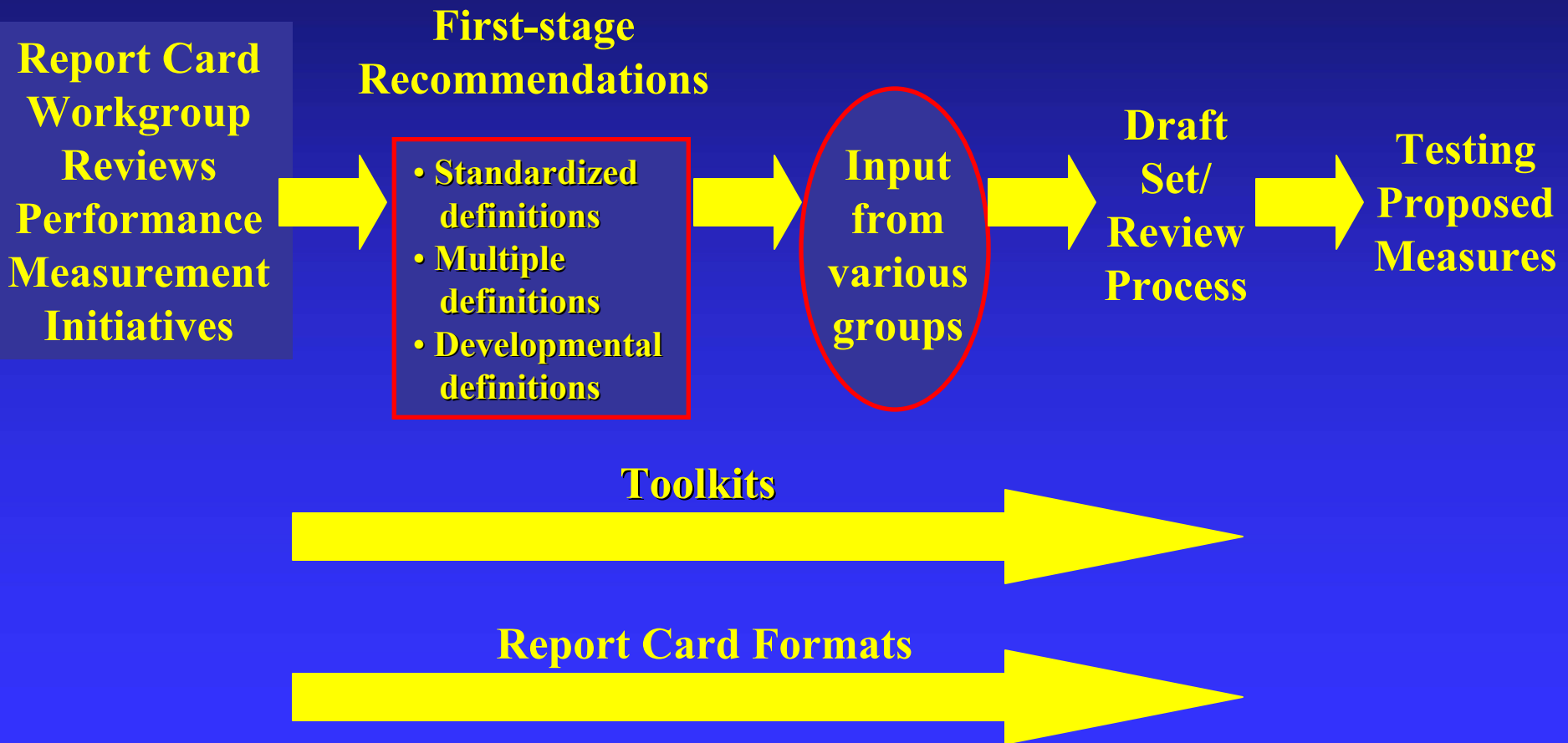
Link to:

Pam Greenberg	AMBHA
Laura Lee Hall	National Alliance of the Mentally Ill (NAMI)
Cindy Hopkins	NC/SMHA , Recovery Advisory Group, and Recovery Measurement Group
Randy Koch	Children's Outcomes Roundtable
Debra Kupfer	State Planners
Ted Lutterman	NASMHPD and DIG Coordinating Center
Ron Manderscheid	CMHS
Oscar Morgan	National Mental Health Assn. (NMHA)
Steve Onken	Recovery Performance Measurement Group
Trina Osher	Federation of Families
Mary Smith	MHSIP Policy Group, MHSIP RUGS, and MHSIP Community
Judy Stange	State Planning Councils
Dow Wieman	HSRI

HOW IS THIS DIFFERENT FROM MHIP 1.0?

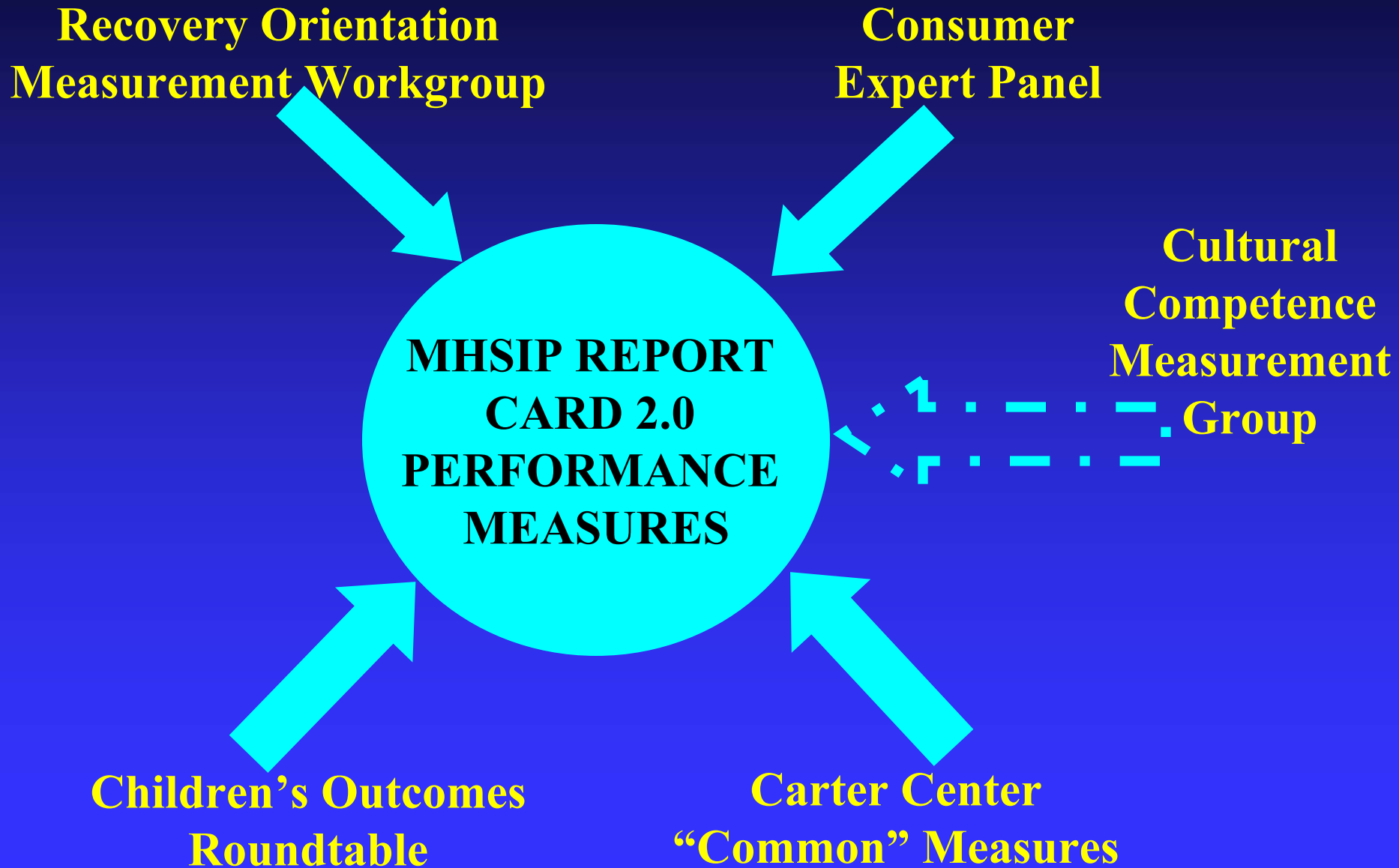
- Broader focus
 - All adults and children
 - Public and private sectors
- Builds on recovery measurement
- Greater emphasis on implementation, reporting and uses
- Second generation of consumer surveys

MHSIP Report Card 2.0 Development Process



MHSIP Report Card 2.0

Input From Various Groups



MHSIP Report Card 2.0

- Recovery Orientation Measurement
- Measurement of Recovery: What Helps, What Hinders
 - Proposed Indicators
 - "Talkabout"
 - 8-state Prioritization
 - Testing of measure
- Consumer Expert Panel
 - Priority measures
 - Identified missing concepts
 - Key measures from individual perspective
- Children's Outcomes Roundtable
 - "Common" measures: identification, initiation, engagement
 - Survey high priority indicators
- Carter Center Forum
 - Adult MH workgroup "common" measures
 - Modular Survey
- Cultural Competence Measurement Group
 - Systems-level measure
 - Individual level measure

ACCESS INDICATORS

Standardized Definitions:

- Penetration/utilization rate
- Consumer/family member perception of access

Developmental:

- Availability of services – within MH system
- Availability of services – generic (which MH system helps obtain)
- Availability of information/education

APPROPRIATENESS

Standardized Definitions:

- Adults/children receiving evidence-based practices (e.g. supported employment, multi-systemic therapy)
- Active participation in treatment planning
- Follow-up after discharge
- Medication errors
- Seclusion
- Restraints

Multiple Definitions:

- Persons receiving services in least restrictive settings
- Substance Use Screening

Developmental:

- Provider competence
- Cultural competence
- Safety

OUTCOMES

Standardized Definitions:

- Consumer perception of Outcomes
- Mortality

Multiple Definitions:

- Symptom reduction
- Functioning
- School Performance
- Employment
- Housing
- Involvement with criminal/juvenile justice
- Reduced hospitalization

Developmental:

- Recovery

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Recovery Orientation Measurement

PHASE I:

- **Recovery Orientation Measurement Team**
 - ◆ Steve Onken, Jeanne Dumont, Priscilla Ridgway, Doug Dornan, Ruth Ralph
- **Structure Focus Groups**
- **Recovery “themes”**
 - ◆ Resources / Basic Needs
 - ◆ Choices / Self-Determination
 - ◆ Independence / Sovereignty
 - ◆ Social Relationships / Connectedness
 - ◆ Hope / Meaning / Purpose
 - ◆ Self / Whole Person
 - ◆ Meaningful Activities
 - ◆ Peer Support
 - ◆ Formal Services
 - ◆ Formal service staff

PHASE II:

- **“Talkabout”**
- **Multi-state prioritization**
 - ◆ Long version
 - ◆ Subset for report card

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PRIORITY INDICATORS IDENTIFIED BY EXPERT PANEL (Preliminary)

■ ACCESS

- Consumer perception of access
- Availability of services – within MH system
- Availability of services – generic services
through MH system

■ QUALITY/ APPROPRIATENESS

- Employment
- Active Participation in TX planning
- Provider competence
- Supported Housing
- Substance Use Screening
- Recovery Orientation

■ OUTCOMES

- Recovery
- Reduction in distress

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EXPERT PANEL - OTHER KEY INDICATORS

Objective measures

- **Governing Board majority of consumers and family members**
- **Medical work-up**
- **Advanced directives – available? honored?**
- **Organizational stability - turnover**

Recovery Orientation

- **Choice of provider (ability to change providers)**
- **Staff belief, attitudes to recovery**
- **Empowerment**
- **Environment**
- **Collaborative approach**
- **“Procedures tailored to me”**
- **Respect**
- **Safety**

Children's Outcome Roundtable

“Common” indicators

- Identification
- Initiation
- Engagement

Multi-stakeholder survey priorities

- Initiation of Services
- Use of EBPs
- Medication management
- Change in functioning
- Integrated care
- Engagement
- Youth / family involvement in Tx planning

Carter Center Performance Measurement Forum

Adult MH Workgroup priorities for “common” measures:

- **Timeliness of contact**
- **Interaction with providers**
 - listen
 - explain
 - Tx involvement
- **Information**
 - side effects
 - Tx options
 - self-management
- **Assessment of Tx (how “good” was it?)**
- **Cultural Responsiveness**
- **Improvement**
 - deal with daily problems
 - problems and symptoms
- **Work**

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Cultural Competence Measurement

- **Cultural competence measures**
 - ◆ **Systems-level measures**
 - ◆ **Individual-level measures**

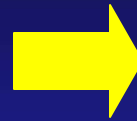
- **NTAC-sponsored meetings on cultural competence measurement**

- **Proposed cultural competence measurement workgroup**

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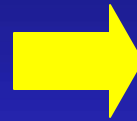
Preliminary “Core” Indicators

Are people getting the services they need?



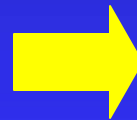
- Perception of Access
- Penetration/Initialization rates

Are people getting appropriate high quality services?



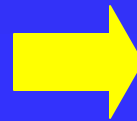
- Participation in Tx Planning
- Provider Competence
- Continuity of Care
- Consumer Orientation
- Cultural Competency
- Safety

Are people getting better?



- Employment
- School
- Functioning
- Quality of Life

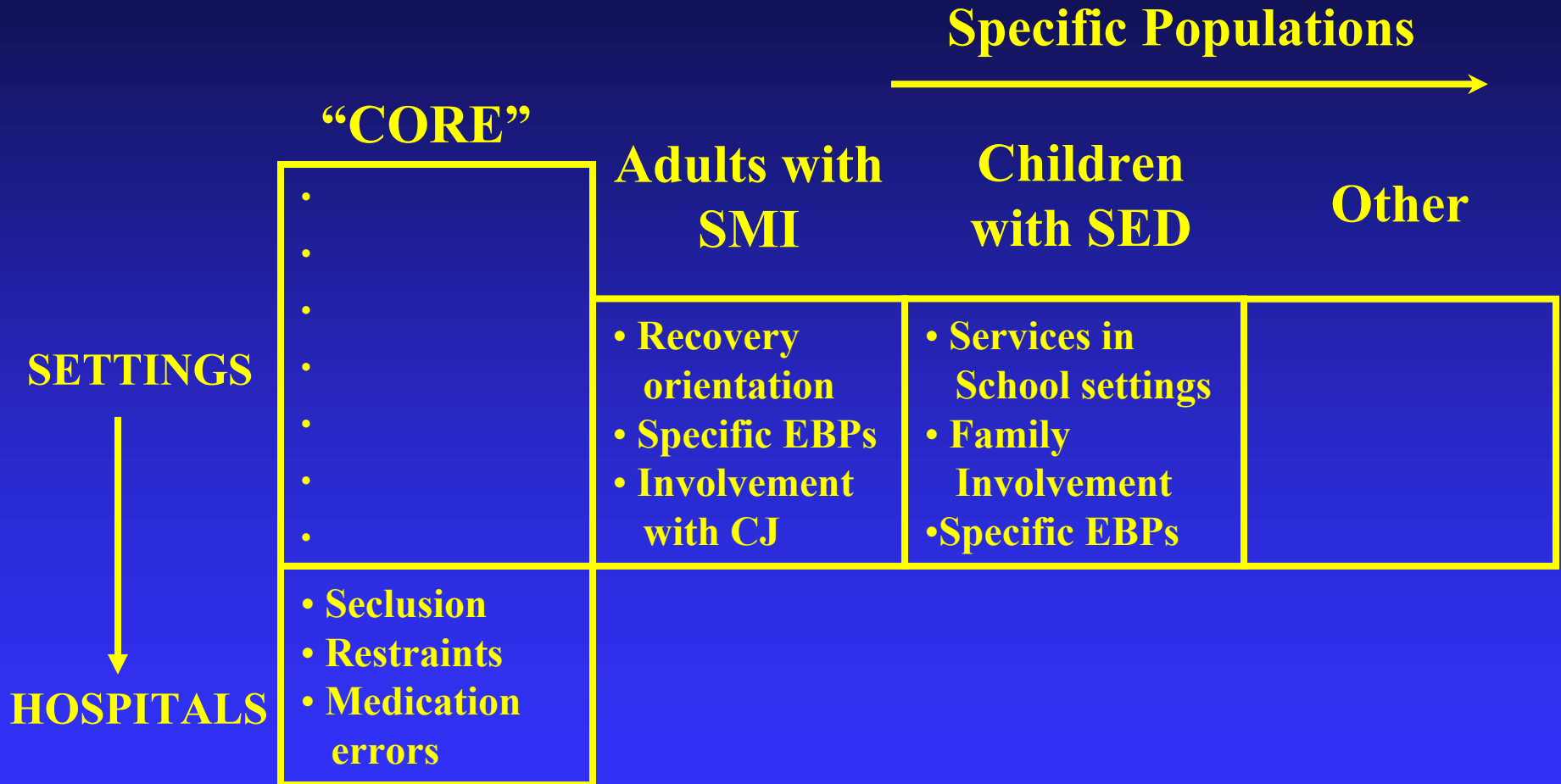
Are resources being optimized?



- Cost per Person
- Administrative Cost
- Cost per Service Unit

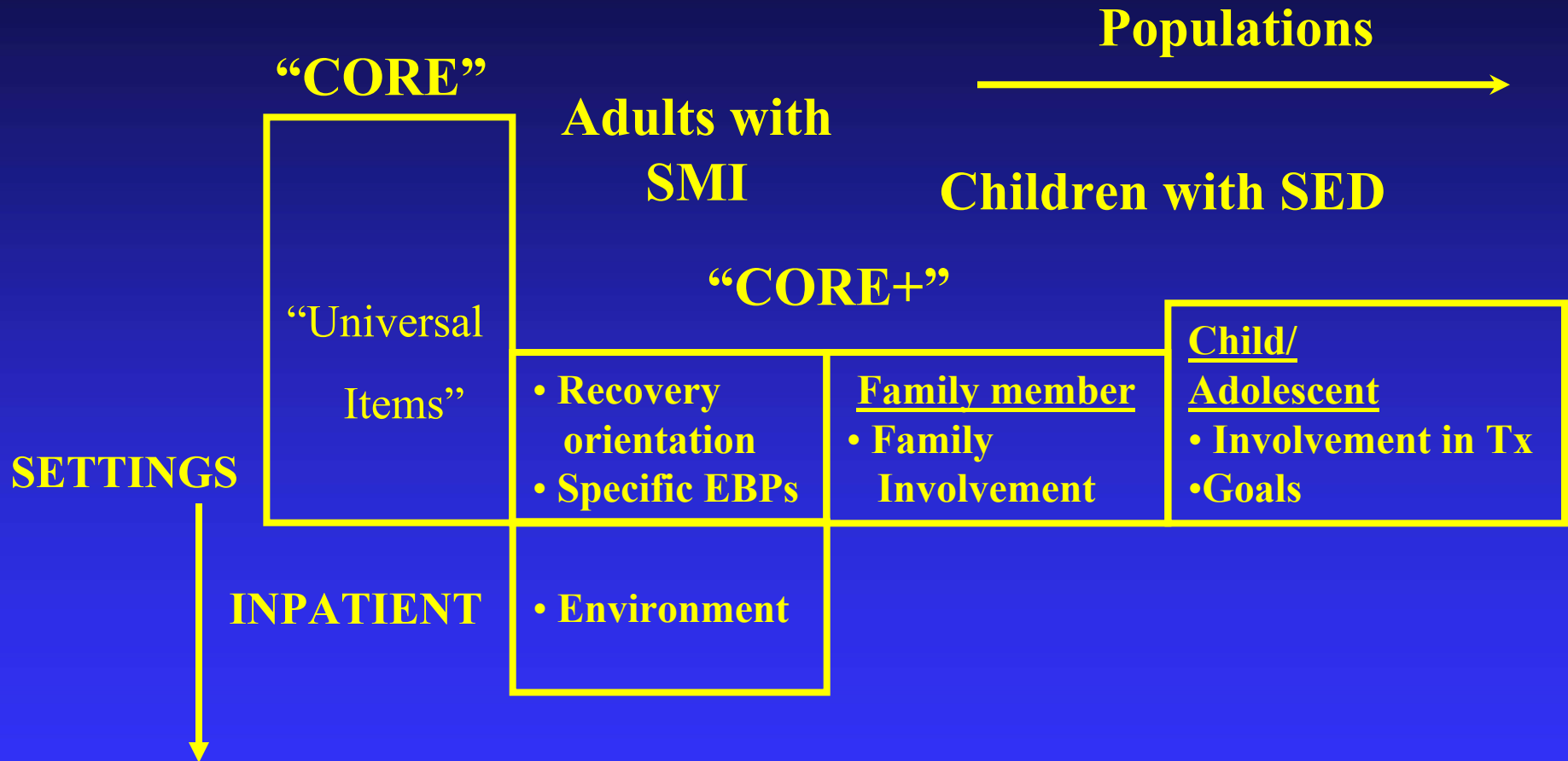
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MODULARITY



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SURVEY(S)



MHSIP REPORT CARD 2.0 DEVELOPMENT

Proposed Timetable

Send a review materials to stakeholder groups	Late July- Early August 2003
Responses received	Mid-September 2003
Draft recommendations	Late October
Testing (some) measures	November 2003 – April 2004