



Strategic Plan 2000 and Beyond

ACTION STRATEGIES

2002 Technical Assistance
Mental Health Block Grant Conference
State Planning Systems Development
Branch; Division of State and
Community Systems Development
Center for Mental Health Services
May 2002, Washington, D.C.

West Virginia Department of Health and
Human Resources
Behavioral Health Advisory Council
December 2001 Charleston, WV



James E. Sorensen, Ph.D., CPA

- Strategic Planning Project Consultant
- Professor of Accountancy
- John J. Gilbert Endowed Professorship
- School of Accountancy
- Daniels College of Business
- University of Denver
- 2101 S. University Boulevard
- Denver, CO 80208
- jsorensen@du.edu (e-mail)
- 303.871.2028 (voice)
- 303.871.2016 (fax)



Faith Stuart, MA

- Quality Control Coordinator
- Bureau of Behavioral Health and Health Facilities
- West Virginia Department of Health and Human Resources
- 350 Capitol Street
- Charleston, WV 25301-3702
- faithstuart@wvdhhr.org
- 304.558.0627 (voice)
- 304.558.1008 (fax)



A NEW FRAMEWORK

- The Bureau of Behavioral Health and Health Facilities adopted the *(Behavioral) Health Criteria for Performance Excellence*^[1] in 2000.
- ^[1] National Institute of Standards and Technology (NIST), National Quality Program, *2001 Health Care Criteria for Performance Excellence*, Gaithersburg, MD, 2001.



VISION

- [We envision] a community that values and respects people and is responsive to their individual needs, wants and desires for the enrichment of their lives.



MISSION

- We ensure that positive meaningful opportunities are available for persons with mental illness, chemical dependency, developmental disabilities and those at risk. We provide support for families, providers and communities in assisting persons to achieve their potential and to gain greater control over the direction of their future.



VALUES

- We believe in integrity-based leadership that is flexible enough to respond to change that is guided by consumers, employers and their community.



**...for the vision to become
a reality we need to move
in three directions:**

- *I. Strengthening the behavioral health service system in West Virginia*
- *II. Delivering effective behavioral health services in West Virginia*
- *III. Advancing the behavioral health service frontiers in West Virginia*




I. Strengthening the behavioral health service system in West Virginia

- Goal A. Ensure adequate financing ...
- Goal B. Formulate approaches to deal with the rapid transition ... to managed care
- Goal C. Estimate the impact of financing approaches ...



I. Strengthening the behavioral health service system in West Virginia

- Goal D. Explore and develop funding and programmatic support ...
- Goal E. Evaluate equity in policy and funding.
- Goal F. Develop and deploy programs for recruitment, development and retention of qualified staff.



II. Delivering effective behavioral health services in West Virginia

- Goal A. Demonstrate the efficacy of services through performance indicators and outcomes measures.
 - 1. Action strategy: Identify a results orientation focus on quality, behavioral health restoration and consumer satisfaction.



II. Delivering effective behavioral health services in West Virginia

- Goal A. Demonstrate the efficacy of services through performance indicators and outcomes measures.
 - 2. Action strategy: Identify an approach to performance indicators and outcomes measures (e.g., President's Task Force on Performance Indicators and Outcomes Measures, NASMHPD)



II. Delivering effective behavioral health services in West Virginia

- Goal A. Demonstrate the efficacy of services through performance indicators and outcomes measures.
 - 3. Action strategy: Continue participation in the HSRI and NASDDDS Core Indicators Projects (CIP) for DD programs.
 - 4. Action strategy: Explore other national performance and outcome indicator systems.



III. Advancing the behavioral health service frontiers in West Virginia

- Goal A. Provide a high quality and comprehensive array of services ...
- Goal B. Identify service gaps ...
- Goal C. Improve treatment staff competency ...
- Goal D. Foster the increased impact and role of consumers ...



III. Advancing the behavioral health service frontiers in West Virginia

- Goal E. Establish linkages with other key state health and human services, entities and systems ...
- Goal F. Provide culturally and linguistically appropriate and accessible behavioral health services ...
- Goal G. Encourage and support the Secretary to assess the current diverse entities that deliver BH services and to make appropriate modifications.



Client Outcome Instruments

User's Manual

Office of Behavioral Health
Services

Department of Health and
Human Resources
State of West Virginia

1. Adult MH/SA Functional Assessment Instrument—Consumer/Staff, Version 5, Office of Behavioral Services Version 5, 3/97
2. Child and Adolescent Functional Assessment Scale (Subscales) ages 7-18 (CAFAS), Version 5, Office of Behavioral Services Version 5, 3/97
3. Preschool and Early Childhood Functional Assessment Scales (Subscales) ages 4-7 (PECFAS), Version 5, Office of Behavioral Services Version 5, 3/97
4. Brief Psychiatric Rating Scale-Anchored (BPRS-A), Version 5, Office of Behavioral Services Version 5, 3/97
5. WV Brief Psychiatric Rating Scale for Children (BPRS-C), Version 5, Office of Behavioral Services Version 5, 3/97
6. Addiction Severity Index (ASI), Version 5, Office of Behavioral Services Version 5, 3/97
7. Adaptive Behavior Scale—Residential and Community (ABS-RC:2), Version 5, Office of Behavioral Services Version 5, 3/97

Dynamic Assessment of Client Progression or Regression

- The analysis uses the form
$$\frac{(\text{Older Score} - \text{Newer Score})}{(\text{Ideal} - \text{Older Score})} \times 100 = \%$$
- If a five (5) point scale was used and 5 = highly dysfunctional and 1 = highly functional and a client progressed from a three (3) to a one (1), the change of two (2) would be
- $$\frac{[\text{Older Score}] - [\text{Newer Score}]}{(5 + 1) - [\text{Older Score}]} \times 100 = \frac{[3] - [1]}{[6] - [3]} \times 100 = \frac{2}{3} = .67 \times 100 = 67\%$$

or **67% progression**
- If regressed from a one (1) to a three (3), the change would be
- $$\frac{[1] - [4]}{[6 - 4]} \times 100 = \frac{-3}{2} \times 100 = -1.50 \times 100 = -150\%$$

or **150% regression.**



Adult MH/SA Functional Assessment Instrument— Consumer/Staff version 5

- Five domains: 1.self-care, 2.activities of community living, 3.social, interpersonal and family, 4.concentration and 5. maladaptive, dangerous and impulsive behaviors
- Lower score means improvement, therefore five is the worst possible score while one is the best
- Formula
 - Regression $\frac{[\text{Older Score}] - [\text{Newer Score}]}{6 - [\text{Newer Score}]} * 100$
 - Progression $\frac{[\text{Older Score}] - [\text{Newer Score}]}{6 - [\text{Older Score}]} * 100$



Illustrative scores:

Domain	Time Period	Older Score	Newer Score	Percent Change
Self-Care	A	1	2	-25%
	B	2	2	0%
	C	2	1	25%
Comm_Living	A	2	3	-33.33%
	B	3	3	0%
	C	3	2	33.33%
Social	A	1	2	-25%
	B	2	2	0%
	C	2	2	0%

Client Summary: Functional Assessment

