

COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEASTERN MICHIGAN		<i>Procedure</i>	
		<b>MDCH INDICATOR PROCEDURE</b>	
Department: Author: Performance Improvement		Local Policy Number (if used)	
Revision Date	Approval Date	Implementation Date	
Archive Information			
Date:			
Reason:			

**I. PURPOSE**

TO ENSURE THE CONSISTENT REVIEW, CLEANING, DOCUMENTATION AND SUBMISSION OF THE MDCH MENTAL HEALTH INDICATOR DATA.

**II. APPLICATION**

THIS PROCEDURE APPLIES TO ALL CSSN AND OR CSSN LOOK-A-LIKES THAT DELIVER SERVICES TO CONSUMERS WHOM ARE ADULTS OR CHILDREN WITH MENTAL ILLNESS, DEVELOPMENTAL DISABILITIES OR HAVE A SERIOUS EMOTIONAL DISTURBANCE, SUBSTANCE ABUSE AND ARE RESPONSIBLE FOR SUBMITTING MDCH PERFORMANCE INDICATOR DATA.

**III. DEFINITIONS**

**CA Block Grant Performance Improvement Indicators:** Select indicators chosen by the Michigan Department of Community Health (MDCH) Substance Abuse Administration to measure the performance of the ***substance abuse treatment system for CAs***. Data includes all persons served by the CAs (General Fund and Medicaid).

**CMHSP Indicators:** Include all persons served by the CMH (General Fund and Medicaid)

**MDCH Indicators:** 15 indicators chosen by the Michigan Department of Community Health (MDCH), Mental Health and Substance Abuse Administration, to measure the performance of the ***CMHSPs*** for ***all persons*** with mental illness and developmental disabilities served; the ***PIHPs*** for ***the Medicaid beneficiaries (DD, MI, and SA)***. Information from these 15 indicators is published on the MDCH website within 90 days of the close of the reporting period (quarterly) and sent out electronically as Consultation Drafts.

**PIHP Indicators:** Include Medicaid only persons served by the CMH

**IV. PROCEDURES FOR MENTAL HEALTH**

<b>WHO</b>	<b>WHEN</b>	<b>DOES WHAT</b>
<b>MDCH Indicator Workgroup Members from each county</b>	5 <sup>th</sup> Business day of every month	<ul style="list-style-type: none"> <li>Runs Encompass report for MDCH indicators for the previous month for their county (see “Running MDCH Indicator Reports – MH”) and scrubs data; for indicators #4 and #12 run “MDCH Indicator Cleanup” reports under affiliate reporting in Encompass to get case #s (see “Running MDCH Indicator reports – cleanup for #4 and #12”)</li> </ul>
	Thursday before data goes to AEC (goes to AEC on 4 <sup>th</sup> Monday of each month)	<ul style="list-style-type: none"> <li>Turns in data/percentages for indicators #2, 3, 4 and 12 for previous month in “Monthly Format” to go to AEC for review (email to WCHO PI Coordinator by 5pm)</li> </ul>
	One month (or earlier) before MDCH Ind Workgroup meeting	<ul style="list-style-type: none"> <li>Runs Encompass report for MDCH indicators for their county (see “Running MDCH Indicator reports - MH”) for quarter that is due and scrubs data (documenting findings on “data scrubbing and reporting templates” – see PI manual forms) and runs “MDCH Indicator Cleanup” reports under “affiliate reporting” in Encompass to get case #s for indicator #4 and #12 (see “Running MDCH Indicator reports – cleanup for #4 and #12”)</li> <li>Completes “data scrubbing and reporting templates” for their county for PIHP and CMSHP data, “aggregate excel report” for PIHP and CMHSP data and codebook for PIHP and CMHSP Sentinel Event data (due every 6 months), CMHSP suicide/death data (due annually) and PIHP and CMHSP ORR substantiation type data (due annually) and emails these to WCHO PI Coordinator and brings to MDCH Indicator Workgroup – due on day of MDCH Indicator Workgroup meeting (see PI manual forms and MDCH Indicators codebook)</li> </ul>
	Day of or day after MDCH Ind Workgroup Meeting	<ul style="list-style-type: none"> <li>Notifies appropriate staff at their county that “MDCH Indicator Response Form “(see PI Manual) needs to be completed for any indicators where target was not met, along with a Plan of Correction (use “Plan of Correction” template in PI manual) for any indicators out of compliance for 2 or more quarters and sends completed documents to WCHO PI Coordinator 2 weeks after MDCH indicator workgroup meeting. Plans of Correction should address the following (use template in PI manual):            What is the issue of concern?            How are you going to fix it (systemic)?            Specific steps</li> </ul>

		<p style="text-align: center;">Timeframes</p> <p>In addition, submit updates to WCHO PI Coordinator as specified timeframes in the Plan of Correction are met</p>
<b>MDCH Indicator Workgroup</b>	3 <sup>rd</sup> month of quarter for previous quarter (meet quarterly approx. 2 weeks before data is due to MDCH)	<ul style="list-style-type: none"> <li>• Reviews MDCH Indicator data before submission to MDCH and notes any indicators where targets are not met</li> <li>• Discusses any concerns, questions with Encompass report</li> <li>• Notifies local PI liaisons of any out of compliance cases so that staff can assure any needed due process notices have been sent, if not already completed</li> <li>• Makes recommendations to Regional PI Committee</li> </ul>
<b>WCHO Performance Improvement Coordinator</b>	<p>Monthly – Thursday before data goes to AEC</p> <p>Quarterly on or before day of MDCH Ind Workgroup Meeting</p> <p>After MDCH Ind Workgroup meeting and before due date to AEC</p> <p>2 weeks after MDCH Ind Workgroup meeting</p> <p>90 days after end of quarter</p> <p>Once report is completed for AEC</p> <p>Quarterly</p> <p>Quarterly</p>	<ul style="list-style-type: none"> <li>• Receives data/percentages for indicators #2, 3, 4 and 12 for previous month in “Monthly Format” to go to AEC for review from each county via email and gives to PI Administrator to take to AEC</li> <li>• Receives scrubbed data and backup documentation for SA related indicators (#2, 3, and 4b for PIHP only) from CAs (Washtenaw/Livingston, Mid-South, and SEMCA) – including Sentinel Event data (due every 6 months)</li> <li>• Compiles reviewed data into one aggregate excel spreadsheet for PIHP and one for CMSHP data (which goes to AEC Monday before data submission due to MDCH) – see PI manual forms</li> <li>• Receives MDCH Indicator Response Form and Plans of Correction (as well as updates) for out of compliance indicators from each county</li> <li>• Submits PIHP data to MDCH, on templates provided by MDCH, on or before due date each quarter (CMHSP data is submitted by each CSSN)</li> <li>• Sends a copy of the aggregate excel report for PIHP and CMHSP data (containing data from all counties) to MDCH Indicator Workgroup members</li> <li>• Completes agenda and schedules MDCH Indicator Workgroup meetings</li> <li>• Facilitates MDCH Indicator Workgroup</li> </ul>

	As needed	<ul style="list-style-type: none"> <li>• Completes IM report requests/enhancements requests related to Encompass MDCH indicator report (as needed)</li> </ul>
	As needed	<ul style="list-style-type: none"> <li>• Contacts MDCH Ind Workgroup members via email, phone or in person with reminders, questions, information, etc related to MDCH indicators</li> </ul>
<b>PI Administrator</b>	Friday before monthly data goes to AEC (4 <sup>th</sup> Monday each month)  4 <sup>th</sup> Monday each month	<ul style="list-style-type: none"> <li>• Receives data/percentages for indicators #2, 3, 4 and 12 for previous month in “Monthly Format” to go to AEC for review from each county (forwarded via email from PI Coordinator)</li> <li>• Reviews monthly data at AEC on 4<sup>th</sup> Monday each month (for previous month) and notifies PI Coordinator if follow up is needed</li> </ul>
<b>Regional PI Committee</b>	1 <sup>st</sup> Reg PI meeting after forms are due (2 weeks after MDCH Ind Workgroup meets ) As needed (quarterly)  As needed (quarterly)  As needed (quarterly)	<ul style="list-style-type: none"> <li>• Reviews Plans of Correction (see PI manual for template) for any out of compliance indicators and gives feedback, accepts, offers needed assistance, responds to recommendations and requests for PI assistance</li> <li>• Receives and responds to recommendations from MDCH Indicator workgroup</li> <li>• Monitors status on Plans of Correction that have been submitted and approved</li> <li>• Identifies affiliation wide system issues and proposes/charges workgroups to address</li> </ul>

### PROCEDURES FOR SUBSTANCE ABUSE

<b>WHO</b>	<b>WHEN</b>	<b>DOES WHAT</b>
<b>WCHO Performance Improvement Coordinator</b>	Quarterly – 2 weeks before data is due to MDCH (data is due 60 days after end of quarter)	<ul style="list-style-type: none"> <li>• Runs Encompass report for SA CA Block Grant PI indicators (see “Running MDCH Indicator reports - SA”) for quarter that is due</li> <li>• Completes Performance Indicators for Substance Abuse Services Codebook</li> <li>• Sends Codebook to Substance Abuse and Performance Improvement Administrators for review</li> <li>• Submits Codebook to SA Administration at MDCH on or before due date (60 days after end of quarter)</li> </ul>
<b>PI Administrator</b>	2 weeks before data is due to	<ul style="list-style-type: none"> <li>• Reviews SA data in codebook and responds to PI Coordinator before data is due to MDCH</li> </ul>

	MDCH	
<b>SA Administrator</b>	2 weeks before data is due to MDCH	<ul style="list-style-type: none"> <li>Reviews SA data in codebook and responds to PI Coordinator before data is due to MDCH</li> </ul>
	2 weeks before Sentinel Event data is due to MDCH	<ul style="list-style-type: none"> <li>Requests SA sentinel event data (due to MDCH every 6 months) from SA 24-hour specialized residential treatment settings in Washtenaw/Livingston</li> </ul>
	On or before due date to MDCH (60 days after end of quarter 2 and quarter 4)	<ul style="list-style-type: none"> <li>Submits SA sentinel event data (Medicaid and General Fund) to MDCH by due date (due to MDCH every 6 months, 60 days after end of quarter 2 and quarter 4)</li> </ul>