



Utilization Review Committee Charge

PARTNERSHIP VISION

Recognition as a model of excellence for a system of care that is confirmed by our customers' successes

PARTNERSHIP MISSION

To assure the delivery of quality services to consumers so as to achieve their desired outcomes

PARTNERSHIP VALUES

- Shared Vision/Mission
- Consumer involvement in all areas of the affiliation.
- Diversity
- Leadership across the community and the state.
- Continuous learning and improvement
- Meaningful outcomes

COMMITTEE PURPOSE

To ensure the most efficient and effective use of affiliation clinical care resources

Thus, the Committee has the following goals:

- To develop, implement, evaluate, and improve a utilization review process which ensures that consumers receive the most appropriate type, intensity and duration of medically necessary care which leads to both high service satisfaction and outcome achievement

- To develop, implement, and monitor the use of affiliation-wide criteria regarding consumer eligibility for mental health services in general and for specific programs and services in particular. Services for individuals with mental illness, serious emotional disturbance, developmental disabilities, and co-occurring substance abuse will be covered.
- To ensure the appropriate, cost-efficient utilization of affiliation services by conducting studies of under- and over-utilization of services which lead to an understanding of their causes and, in turn, strategies for their reduction.
- To conduct, in accordance with affiliation policy, regional review of cases in which staff wish to authorize an amount of service which exceeds policy guidelines.
- To ensure the appropriate, cost-efficient utilization of specific affiliation services by conducting studies of those services for which significant differences are seen in unit and/or case costs between individual affiliates or between the affiliation and the state

COMMITTEE PRINCIPLES AND VALUES

- Accurate, useful, and timely information to stakeholders
- Inclusion of consumer satisfaction and outcome achievement data in assessing service utilization/cost efficiency
- Incorporation of stakeholder feedback in the ongoing evaluation of the utilization review process
- Adherence to the confidentiality requirements established by law
- Utilization review study recommendations are guided by affiliation, state, and national benchmarks as appropriate

STRATEGIC PLAN ALIGNMENT

In ensuring that affiliation service authorizations are based on cost efficiency, consistent application of service eligibility criteria and medical necessity, the Committee's purpose and activities are directly related to the Affiliation's 2004 – 2006 Strategic Plan Outcome Area #4, "Operational Efficiencies and Effectiveness...To maximize resources through the effective and efficient stewardship of public funds."

More specifically, the above Strategic Plan Outcome Area includes a "goal area" addressing the "Implementation of consistent clinical standards and criteria of service provision."

Further alignment is seen in Outcome Area 5, "Shared Governance," which specifies the UR Committee's role in providing " financial management of the utilization of funds," an activity identified above in the Committee Purpose.

INDICATORS/MEASUREMENTS

The following indicators are under consideration but all have not been finalized (as of 1-4-06)

1. Inpatient psychiatric admissions:
 - a. Number of admissions per capita of the Medicaid and General Fund populations for the region
 - b. Number of admissions per capita of the Medicaid and General Fund populations for each of the affiliates
2. Resources allocated for residential services
 - a. Percentage of each affiliate's total budget allocated for specialized residential services for each of the three major population groups
 - b. Percentage of each affiliate's total budget that is allocated for CLS services for each of the two major adult populations
 - c. Percentage of each affiliate's total budget that is allocated for specialized residential services and CLS services combined
 - d. Number of MI, DD and SED individuals in specialized residential services as a percentage of number served
 - e. Number of MI and DD individuals in CLS services as a percentage of number served
3. Penetration Rates
 - a. Ratio of percentage of total caseload who are 55 years and older to percentage of those in the county population who are 55 years and older
 - b. Ratio of percentage of total caseload who are under 18 to those in the county population who are under 18
4. Access to Psychiatric Evaluation Services

Percentage of consumers seen for routine psychiatric evaluations within 14 days of request/authorization
5. Consumer and Provider Evaluation of Satisfaction with the UM/UR Program
 - a. Percentage of consumers satisfied with the amount of services authorized as evidenced by their responses on the PCP Evaluation
 - b. Number of consumer grievances related to UM/UR issues
 - c. Number of consumer appeals related to UM/UR issues
 - d. Number of provider appeals related to UM/UR issues
 - e. Number of requests for second opinions when services are denied
 - f. Number of second opinions resulting in services being provided

CHANGE PROCESS

In the event that the Committee recommends a broadening or narrowing of its purpose or recommends other significant changes in its charge, the Chairperson will bring these recommendations to the PI Committee for input and approval.

COMMUNICATION PLAN

Committee members are responsible for two-way communication between the Committee and their local organizations. Information regarding Committee work plan activities, projects, agreements, accomplishments, salient issues, indicator data results, performance improvement initiatives and other utilization review-related information will be shared and discussed with appropriate local staff, including those with administrative, clinical and support responsibilities. Similarly, members will solicit and bring to the Committee information related to local utilization review and utilization management activities, projects, problem issues, successes, etc. Local input and recommendations will also be brought to the Committee's attention.

At a frequency determined by the PI Committee, the Committee chair will provide the PI Committee with periodic indicator data reports and summaries of the Committee's progress toward achieving its work plan outcomes. The chair will also keep the PI Committee informed when issues arise requiring more immediate consultation or action.

CONSUMER ROLE and/or PLAN FOR CONSUMER INVOLVEMENT:

The Committee will obtain and utilize consumer input via the Regional Consumer Advisory Council and the Regional Performance Improvement Committee. Additionally, the Committee is currently trying to recruit a consumer to serve as a member of the Committee.

RELATIONSHIP to PERFORMANCE IMPROVEMENT:

The Committee will obtain PI Committee approval of its charge-based work plan and will provide progress on its implementation. Further, the Committee will submit data reports on indicators approved by the PI Committee. These reports will contain a summary of findings and recommendations. The PI Committee, in turn, will summarize the work of the UR Committee as part of its periodic report to the Affiliation Executive Committee.

GROUPS REPORTING TO THE UR COMMITTEE

None at present

RESOURCES:

1. All JCAHO standards related to utilization management and review
2. All Requirements of the Balanced Budget Act relevant to utilization management and review
3. All DCH standards and requirements that address utilization management and review
4. Current UR literature and internet information.

ROLE of the CHAIR:

The role of the Chair is to coordinate the meetings which includes but is not limited to:

- Providing members the necessary materials needed for participating in meetings.
- Facilitating meetings
- Using regionally agreed upon processes to assist in problem solving methods and conflict resolution
- Fielding information between the Committee, each county and the PI Committee
- Ensuring that each local county has the necessary information to implement regionally agreed upon activities.

ROLE of the MEMBERS:

The members of the committee are responsible for:

- Coming prepared to meetings
- Participating actively
- Soliciting and providing local input
- Communicating information to local staff
- Ensuring full alignment with the purpose of the UR and PI Committees

ROLE of the COACH

The Committee's Coach will be responsible for:

- Providing advice, guidance, and support to Chair.
- Acting as a communication link between the Committee and Affiliation Executive Committee.
- Participating in Committee meetings and activities as needed

MEMBERSHIP:

<i>NAME</i>	<i>ROLE</i>	<i>E-MAIL</i>	<i>PHONE / PAGER</i>
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