ADDICTIONS & MENTAL HEALTH
SYSTEM CHANGE
Readying for 2013-15

Oregon Health Authority

Performance Management Charter Version 1.1

Authority

In 2011, House Bill 3650 directed the Oregon Health Authority (OHA) to change the health care system with the focus on Medicaid funded services. In response, OHA started a Health System Transformation. In parallel, the Addictions and Mental Health Division (AMH) initiated changes to how behavioral health is monitored, purchased and supported through the Community Mental Health Programs. AMH System Change work to ready for the 2013-15 biennium includes the purchasing, analytics, technology and quality improvement processes for the behavioral health system not covered in the OHA Health System Transformation work.

Governance

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Scope

The work will develop governance and a new strategy for AMH to incorporate critical core processes, to include regulatory activities and continuous quality improvement activities. The work will be done in three phases, each with a distinct Charter and Project Plan. The scope of this work is Phase 2.

Phase 1: Gap Analysis through internal stakeholder interviews - COMPLETE

Phase 2: Infrastructure and Governance

- Develop and implement a strategy for the infrastructure needed to collect, disseminate and review data submission through AMH data systems and reports related to the Flexible Funding portion of the County Financial Assistance Agreement.
- Develop and implement a strategy for managing and improving the performance of the Community Mental Health Programs (CMHPs) incorporating the Biennial Implementation Plans.

Phase 3: Review current QA/QI monitoring processes and develop an implementation plan for aligning these functions within OHA and incorporating functions in AMH where applicable.

Deliverables & Schedule

Phase 1: COMPLETE

- Interview report describing the current PI, RA, and CQI role and functions.

Phase 2:

- Create document identifying required reports within CFAA Flexible Funding. COMPLETE
- Establish governance model for collection, dissemination and analysis of required data/reports and technical assistance/accountability for CMHPs.
- Develop high level Policy Paper for Executive Team, Managers and Key Informants.
- Develop Performance Management/Technical Assistance policy paper.
- Develop a communications plan identifying communication strategies with the Community Mental Health Programs that facilitates meaningful relationships through collaboration, technical assistance and prompt responses to complaints and grievances.

Phase 3:

- Identify components of the gap analysis to be covered within this work
- Develop an implementation plan for components identified in the gap.
- Provide written recommendations for OAR revision (Divisions 12 and 14) to reflect the changes in regulatory activities.

Exclusion and Boundaries

To ensure low administrative burden and to maintain a parallel process with the OHA Health System Transformation, the Performance Management Solution Team will align their efforts with partner agencies, including the CCOs. For the purpose of the AMH System Change, the AMH Performance Management work will not include:

- Adult residential program licensing procedures or regulations.
- CCO quality improvement or other accountability requirements.
- Other licensing activities of partner state agencies such as the DHS Child Welfare.

Dependencies

The AMH system change project is dependent on the work and decisions of the OHA Health System Transformation project sponsored by the OHA cabinet. The AMH Performance Management Solution Group is particularly dependent on the feedback from 100% of the AMH central office staff members who engage in regulatory or quality improvement roles or functions.