ADDICTIONS & MENTAL HEALTH SYSTEM CHANGE
Readying for 2013-15

Program Integrity, Regulatory Activities, and Continuous Quality Improvement Work (AMH Quality & Oversight Work) Charter

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 Local Mental Health Authorities. 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

AMH System Change:
Sponsor: Linda Hammond **Project Director:** Mike Morris **Project Manager:** Jeannine Beatrice
AMH Quality & Oversight:
Project Lead: Sherry Sullens, with Justin Hopkins
Resources & Consultants: Tracey Robichaud, Ben Kahn, Karen Wheeler, the AMH System Change Implementation Advisory Group members, AMH staff members, and key informant advisors.

Scope

The AMH Quality & Oversight work will develop and implement a new strategy for program integrity, regulatory and quality improvement processes including designing a new licensing and credentialing process for responsive and less periodic technical assistance and quality improvement to Local Mental Health Authorities (LMHAs) and Community Mental Health Programs (CMHPs).

The work will develop a plan for AMH to incorporate critical core processes of program integrity, regulatory activities, and continuous quality improvement activities.

The work will begin adopting and implementing the plan in 2012. Full implementation will be in place for the 2013 - 2015 biennium.

The work includes:

- Review current quality improvement and monitoring processes and develop a plan for these functions in the new OHA system where applicable;
- Identify, minimize, and monitor administrative burdens and opportunities to streamline work;
- Focus on developing and improving ongoing relationships with the LMHA/CMHP;
- Include supportive and collaborative technical assistance as a key component;
- Encourage early identification of problems with prompt intervention to develop and implement solutions in an atmosphere of collaboration;
- Establish processes and standards that facilitate prompt responses to complaints and

grievances;

- Focus on data monitoring;
- Define statewide quality improvement measures and initiatives;
- Define monitoring and oversight of the LMHA/CMHP;
- Employ the AMH System Change design concept documents and information obtained from the: Biennial Implementation Plans, County Financial Assistance Agreement, Data Reporting systems, Block Grant, Contract Compliance, Legislative Mandates, OARs, and ORS to inform the process and establish outcomes for the final project;
- Include LMHA/CMHP responsibilities for QA/QI processes and AMH's role in supporting these responsibilities; and
- Describe how "meaningful peer and family involvement" will be operationalized in the LMHA/CMHP system design and over site structure.

Deliverables & Schedule

Deliverables of the AMH Quality & Oversight workgroup:

- Charter and project plan to direct project, team leads and monitor progress. June 15, 2012
- Interview report describing the current PI, RA, and CQI role and functions. ~~August 12, 2012~~ November 7, 2012
- Future state action plan describing how the future state of desired core PI, RA, and CQI functions will be implemented. ~~September 1, 2012~~ November 2012-January 2013
    - Plan and structure for monitoring oversight that reflects the goals outlined by the Quality Improvement and State Oversight Design Concept Document (Rev 11/07/2011)
    - Written recommendations for the structure of local governance and its operations
    - Written recommendations for contract language or contract language informs plan for incentives etc.
    - Provide written recommendations for OAR revision (Divisions 12 and 14) to reflect the changes in regulatory activities
    - Develop written recommendations for communication strategies with the Local Mental Health Authorities and CMHP's that facilitates meaningful relationships through collaboration, technical assistance, and prompt responses to complaints and grievances.
- Implementation of the new Quality and Oversight role and functions. June 2013

Exclusion and Boundaries

To ensure low administrative burden and to maintain a parallel process with the OHA Health System Transformation, the AMH Quality & Oversight workgroup will align their efforts with partner agencies, including the CCO implementation. It makes sense for this workgroup to stay informed about the workings of partner agencies. However, for the purpose of the AMH System Change, the AMH Quality & Oversight work will not include:

- Adult residential program licensing procedures or regulations.

- The 2012 County Financial Assistance Agreement language.
- The Biennial Implementation Plan currently in use for 2011-13.
- 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 Quality & Oversight workgroup is particularly dependent on the feedback from 100% of the AMH central office staff members who engage in program integrity, regulatory, or quality improvement roles or functions. The workgroup is also dependent on the knowledge of and alignment with the AMH biennial implementation plan guidelines for 2013-15, block grants, OARs, ORS, legislative mandates and Medicaid contract compliance requirements.

Approved: July 25, 2012
Revised: July 19, 2012; October 22, 2012