

DBHDS

Virginia Department of
Behavioral Health and
Developmental Services

DBHDS Settlement Agreement Stakeholder Group

July 10, 2013

Case Management & Quality Service Reviews Updates

Kathy Drumwright, Assistant Commissioner,
Quality Management and Development

Enhanced Case Management:

...the individual's case manager shall meet with the individual face-to-face at least every 30 days, and at least one such visit every two months must be in the individual's place of residence (V.F.3)

Overview of Measures contineud.

...for any individual who:

- a. Receive services from providers having conditional or provisional licenses;
- b. Have more intensive behavioral or medical needs as defined by the Support Intensity Scale (“SIS”) category representing the highest level of risk to individuals;
- c. Have an interruption of service greater than 30 days;

- d. Encounter the crisis system for a serious crisis or for multiple less serious crises within a three-month period;
- e. Have transitioned from a Training Center within the previous 12 months; or
- f. Reside in a congregate settings of 5 or more individuals.

In March 2013, CSBs began collecting type, frequency and duration of ID Case Management Services

- Some boards provided enhanced case management to all of the individuals who had Medicaid



- Other boards provided enhanced case management to only those individuals who met at least one of the 6 DOJ criteria for the “target population”

Data was reported by the CSBs in their March and April submissions of the CCS 3 extracts to the department

DBHDS

Virginia Department of
Behavioral Health and
Developmental Services

		Current				Proximity to Target			
Periods	DENOM.	NUMER.	%	Prior	↓↑	Target			

7	Percent receiving face-to-face Developmental Case Management services	C: Apr 2013 P: Mar 2013	13,760	9,751	71%	61%	10% ↑	70%	0 50 100 
8	Percent receiving in-home Developmental Case Management services	C: Apr 2013 P: Mar 2013	7,975	5,459	68%	42%	26% ↑	70%	

Measure #7

Percent receiving face to face Developmental case management services (target =70%)

- 31 out of 40 CSBs (or approximately 78%) met or exceeded the target
- 4 out of 40 CSBs (or approximately 10%) were within 5% of the target
- 5 out of 40CSBs (or approximately 22%) did not meet the target or did not provide sufficient data

Measure #8

Percent receiving in-home Developmental Case Management Services (target = 70%)

- 21 of 40 CSBs (52.5%) met or exceeded the target
- 3 of 40 CSBs (7.5%) were within 5% of meeting the target
- 14 of 40 CSBs (35%) did not meet the target
- 2 of 40 CSBs (5%) did not supply data

What's Next

...key indicators from the case manager's face to face visits with the individual, and the case manager's observations and assessments, shall be reported to the Commonwealth for its review and assessment of data.

8 Domains

Domain	Measure	Source of Data
Safety and Freedom from harm	Neglect and abuse reports	CHRIS
	Injuries	CHRIS
	Deaths	CHRIS
	Use of seclusion or restraints	State Facility Data Base, Annual Provider Restraint Reports
	Licensing Violations	OLIS
Physical, mental and behavioral health and well being	Meeting health goals on ISP – 3 point scale at Quarterly Review	CCS 3
	Access to Medical Care (Medications)	DMAS data (additional data DBHDS obtains)
	Access to Medical Care (Doctors visits)	DMAS data (additional data DBHDS obtains)
Avoid crises	Use of Crisis Services	START data (SIRS)
	Admission to Training Centers	AVATAR data
Stability	Did the individual change living arrangement – Yes/no question on Quarterly Review	CCS 3
	Change in providers	IDOLS
Community Inclusion	Meeting community inclusion goals in ISP – 3 point scale at Quarterly Review	CCS 3
	Relationships with non-paid individuals. 3 point scale at Quarterly Review (many, some, none)	CCS 3
	Social Connectedness – Measure of frequency of participation in social contact that supports recovery and or community inclusion. Need revision of CCS data element 70.	CCS 3
Choice of services and providers	ISP document the individual’s choice of providers – 3 point scale on Quarterly Review	CCS 3
	ISP document the individual’s choice of services – 3 point scale on Quarterly Review	CCS 3
Access to Services	CSB ID Waiver Waitlists	IDOLS
	Identified Barriers	Training Center Discharge Data Base (when available)
Provider Capacity	Annual Survey of CSBs about case management caseloads	
	Staff turnover: annual survey of all providers about staff turnovers	

❑ The DBHDS views the case manager or service coordinator as the hub of the service delivery system and the person responsible for ensuring the principles and practices of a person centered integrated system are implemented.

❑ Out of the eight domains in section V.D.3 of the Agreement, the Department can address four using existing data sources such as CHRIS, IDOLS, and OLIS. However, four of the domains cannot be addressed this way.

- The DBHDS and Team 9 is proposing that case managers or service coordinators collect the following information as part of their regular quarterly case management reviews using material in the case management ISP and his or her knowledge about and observation of the individual.

- Five new data elements would be established in CCS 3 to collect this information by March 6, 2014. Each data element would use a three-point scale to respond to the measure for the domain:
- the measure was met,
 - the measure was partially met, or
 - the measure was not met.

Draft Proposal for DOJ Quality Measures – Case Management

Domain	Measure	Data Source	Definition
Physical, Mental, and Behavioral Health and Well Being	Meeting health goals in the individual's ISP	New CCS 3 Data Element	
Community Inclusion	Meeting community inclusion goals in the individual's ISP	New CCS 3 Data Element	
Choice and Self Determination	The extent to which the individual's life choices ¹ have been implemented	New CCS 3 Data Element	
Stability	The degree to which the individual maintained his or her chosen living arrangement	New CCS 3 Data Element	Maintained his or her chosen living arrangement = met Moved to a different (same or better) living arrangement of his or her choice = partially met Moved to a different living arrangement not of his or her choice or maintained the current living arrangement not of his or her choice = not met
Stability	The degree to which the individual maintained his or her chosen day activities ²	New CCS 3 Data Element	

- The Case Management Project Team (Team 9) has been involved in the development of the measures

- They have recommended further definition of the “scores” and more examples

- The DMC has reviewed the measures however, there are still a few technical details to work out

Measures should be ready for CSBs to begin collecting data by January 2014

Project Team Updates

- Team established in December, 2012 to:
- advise the Department on the content of survey instruments,
- Develop outreach and communication strategies,
- Define the survey administration process
- Use of survey results to improve practice and survey quality

Progress to date

- Finalized Virginia-Specific individual and family survey questions for 2013-2014 Survey Instruments
- Additions include sub-population codes for ID and DD Waiver, community ICF/ID, nursing facility, current training center resident, training center discharge with code identifying TC
- Addition of CSB and region codes for residence of individuals receiving services

Project Team Updates:

- Additions to the Individual Survey:
 - Questions pertaining to whether the case manager informed individual of options or opportunities for working in the community
 - Living in their own home or apartment
 - Questions about whether they know who to talk to if they have a problem with their support coordinator/case manager
 - Survey is face to face

- Additions to Family Surveys:
 - Questions about whether services received are self-directed, agency directed, or both
 - Did the person or family member choose his/her doctor
 - Does the family know who to talk to if they or the individual has a problem with his/her support coordinator/case manager
 - Family Survey is a mailed survey

Provider Survey

- Web-based
- Goal is to make survey a useful tool in identifying issues and opportunities to improve practice and service quality from a provider perspective
 - Solicited input from Provider Community through roundtable, provider groups
 - Team is developing survey content and is recommending two separate surveys: one for service access and one for staff turnover

- QSR Surveys are on track to begin later this year
- Questions?