Mental Health 3.0
Using the Harvard Balanced Scorecard to Drive Performance & Improve Clinical Outcomes

The Drive to Outcomes

Mental Health 3.0

MH 1.0
Involuntary Institutional Care

MH 2.0
Community Mental Health Center Care

MH 3.0
Community-based Outcomes Driven
Crisis Planning
- Ensure interventions appropriate to broad scope
- Engage staff for response to crisis for prevention
- Follow-up after crisis episodes
- Ensure interventions in the community to success, secondary containment and system failure

Health/Wellness & Lifespan Longevity
- Whole health peer support and strengths-based coaching
- Improved care and coordination with PCPs
- Crisis planning
- Crisis plans for members optimally

Four Clinical Initiatives/Key Programs
1. Clinical Care Mgmt
2. Suicide Prevention & Intervention
3. Crisis Planning
4. Health/Wellness & Lifespan Longevity

My Provider Outcomes Dashboard (Adult SME):
- Magellan of Arizona EHBMA
- ACT Eligible
- ISP Current
- ISP Quality 12
- Customer Satisfaction

BEHAVIORAL HEALTHCARE
THE PRACTICAL RESOURCE FOR BEHAVIORAL LEADERS

Magellan, Maricopa at contract midpoint
New Generation Reporting: What It Is/Is Not
Create Your Own Outcomes Dashboard

Pick from the following examples:
- My Personal Life
- Mental Health in Arizona
- Mental Health Nationally
- My Company
- My Department
- Other

Harvard Business Review & Actionable Intelligence
Overview

The mission of the Substance Abuse and Mental Health Services Administration (SAMHSA) is to build resilience and facilitate recovery for people with or at risk for substance use and/or mental disorders. In 2001, SAMHSA created a metrics management system that outlines and guides the agency’s activities in pursuit of this mission. The metrics includes 11 program priority areas, one of which addresses the unique needs of individuals with co-occurring disorders—people with at least one mental disorder as well as an alcohol or drug use disorder. The matrix also includes a set of cross-cutting principles, including: recognizing the critical need for data for performance.

<table>
<thead>
<tr>
<th>Reduced Substance Use</th>
<th>Employment &amp; Education</th>
<th>Decreased Criminal Justice</th>
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</thead>
<tbody>
<tr>
<td>Stability in Housing</td>
<td>Social Connectedness</td>
<td>Service Access/ Capacity &amp; Retention</td>
</tr>
<tr>
<td>Perception of Care</td>
<td>Cost Effectiveness</td>
<td>Best Practices</td>
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National Outcome Measures Overview

SAMHSA has developed these 10 NOMs domains in collaboration with the States. These domains are designed to embody meaningful, real-life outcomes for people who are achieving treatment and sustain recovery, build resilience, and work, learn, live, and participate fully in their communities. The development and application of NOMs is a key component of the SAMHSA initiative to set performance targets for State and Federally-funded initiatives and programs for substance abuse prevention and mental health promotion, early intervention, and treatment services. The NOMs domains and their associated outcome measures are as follows.

Empower

The Secret Ingredient...
Long-term vision

Anticipatory outcomes, not policy making

Collaborative

Transparent

Openness in operation & performance

CSG Transformed Government

Anticipatory

Collaborative

Results Focused

Transparent

Dr. Keon Chi State Governance

Transformation Award

- Programs that focus on long-term problems endemic to state governments, take a holistic approach to solving problems, contain measurable performance benchmarks and are sustainable over time are eligible for the award.
Conclusion: It Works!
Mental health "dashboard" offers reams of data, clinic comparisons

By Mary E. Bockhart

The county’s Mental Health Services today rolls out a new public database that compares the 19 clinics managed and operated by Maricopa County Department of Behavioral Health Services. The dashboard is intended to provide consumers, families and even mental health providers with an easy way to see how their clinic compares to others.

"The transparency is pretty amazing," said Dr. Laura Nelson, director for the Maricopa County Department of Behavioral Health Services. "Usually, there is so little transparency." Nelson and partners and employees, swiftly eager about making the numbers public, have annually measured the project, that said the Maricopa County Department of Behavioral Health Services had been planned, as a way to improve outcomes for people struggling with mental health and addiction.

The system compares data from 16 separate "slices" on the web site, including with some, yellow, and red — with percentage better, worse or flat lines or bars on the dashboard based on models set by DBS. The data pages also offer local information like fees of services and treatment costs.

"We have an obligation and a responsibility to manage something much, much larger than that," she said.

A series of charts make up an independent assurance and recently a year of delays by Gov. Jan Brewer and health officials have led to resolution to successfully implement voice and choice to the nearly 21,000 people with serious mental illness living in and around Phoenix.

This meant transitioning the nation’s largest collection of mental health clinics operated by one agency, the Behavioral Health Authority, to community provider network organizations within just 24 months.

It was an enormous task that required the collaboration of multiple system partners. In a span of about 18 months, we now have four provider networks in Maricopa County dedicated to serving adults with serious mental illness: Choices, Partners in Recovery, People of Color Network and Southwest Behavioral Health Network. Consumers have a choice not available before.

In addition to provider choice, it is vital that consumers have easy access to helpful information on provider performance so they can make informed decisions about where they choose to go for treatment.
Equipping Maricopa’s Work Force with ASIST - 2,000+ in 2010

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<tr>
<th>Agency</th>
<th># Trained</th>
<th>Target</th>
<th>% Trained</th>
<th>% of Target</th>
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<th># Sessions</th>
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<td>10/6/8</td>
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Contact Us for More Info

David W. Covington, LPC, MBA
Chief of Adult Services
dwcovington@magellanhealth.com
twitter.com/davidwcovington

Shawn Thiele, LCSW
Chief, Child and Youth Services
SThiele@magellanhealth.com