

# Are we ready for the NOMs?

A 3D puzzle with several pieces missing, set against a dark blue background with glowing light effects. The puzzle pieces are white and blue, and the missing pieces are highlighted in a bright blue glow. The puzzle is arranged in a roughly circular shape, with the missing pieces scattered around it.

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Oklahoma Department of Mental Health and Substance Abuse Services



# National Outcome Measures

# NOMs

## Substance Abuse and Mental Health Services Administration National Outcome Measures (NOMs)

DOMAIN	OUTCOME	MEASURES		
		Treatment		Prevention
		Mental Health	Substance Abuse	Substance Abuse
Abstinence	Abstinence from Drug/ Alcohol Use	NOT APPLICABLE	Reduction in/no change in frequency of use at date of last service compared to date of first service ▶	30-day substance use (non-use/reduction in use) ▶ Perceived risk of use ▶ Age at first use ▶ Perception of disapproval
	Decreased Mental Illness Symptomatology	Under Development	NOT APPLICABLE	NOT APPLICABLE
Employment/ Education	Increased/Retained Employment or Return to/Stay in School	Profile of adult clients by employment status and of children by increased school attendance ▶	Increase in/no change in number of employed or in school at date of last service compared to first service ▶	ATOD suspensions and expulsions; workplace AOD use and perception of workplace policy
Crime and Criminal Justice	Decreased Criminal Justice Involvement	Profile of client involvement in criminal and juvenile justice systems	Reduction in/no change in number of arrests in past 30 days from date of first service to date of last service ▶	Drug-related crime; alcohol-related car crashes and injuries
Stability in Housing	Increased Stability in Housing	Profile of client's change in living situation (including homeless status) ▶	Increase in/no change in number of clients in stable housing situation from date of first service to date of last service ▶	NOT APPLICABLE
Access/Capacity	Increased Access to Services (Service Capacity)	Number of persons served by age, gender, race and ethnicity ▶	Unduplicated count of persons served; penetration rate - numbers served compared to those in need ▶	Number of persons served by age, gender, race and ethnicity
Retention	Increased Retention in Treatment - Substance Abuse	NOT APPLICABLE	Length of stay from date of first service to date of last service ▶ Unduplicated count of persons served ▶	Total number of evidence-based programs and strategies
	Reduced Utilization of Psychiatric Inpatient Beds - Mental Health	Decreased rate of readmission to State psychiatric hospitals within 30 days and 180 days ▶	NOT APPLICABLE	NOT APPLICABLE
Social Connectedness	Increased Social Supports/Social Connectedness <sup>2/</sup>	Under Development	Under Development	Under Development
Perception of Care	Client Perception of Care <sup>1/</sup>	Clients reporting positively about outcomes ▶	Under Development	NOT APPLICABLE
Cost Effectiveness	Cost Effectiveness (Average Cost) <sup>1/</sup>	Number of persons receiving evidence-based services/number of evidence-based practices provided by the State	Number of States providing substance abuse treatment services within approved cost per person bands by the type of treatment	Increase services provided within cost bands within universal, selective, and indicated programs
Use of Evidence-Based Practices	Use of Evidence-Based Practices <sup>1/</sup>		Under Development	Total number of evidence-based programs and strategies



# NOMs

## Mental Health

- *Increased/Retained Employment or Education*
- *Decreased Criminal Justice Involvement*
- *Increased Stability in Housing*
- *Decreased MI Symptomatology*
- Decreased rate of readmission to psychiatric hospitals within 30 & 180 days
- Number of persons served by age, gender, race & ethnicity
- Cost Effectiveness – # of persons receiving EBPs & # of EBPS offered
- Use of Evidence-Based Practices
- Social connectedness
- Consumer's perception of care

## Substance Abuse

- *Frequency of AOD Use*
- *Employed/In School*
- *Arrests in Past 30 Days*
- *Stability in Housing*
- Unduplicated count of persons served
- Penetration rate – numbers served compared to those in need
- Length of Stay - from date of first service to date of last service
- Cost Effectiveness – services within approved cost per person bands
- Use of Evidence-Based Practices
- Social connectedness
- Perception of care



# History of Data System

- 1988
  - Mainframe
- 1992
  - Data collected based on FN-10 standards
- 2000
  - Moved to web-based system
- 2007
  - 2,000,000 service records (encounters)
  - 130,000 admissions/discharges/transfers



# Current Data System

- Web-based
  - Batch load or online entry
- Fee-for-service
- Services (encounter data)
  - HIPAA compliant record
- Client demographics (CDC)
  - Admission
  - Level of Care Change/Transfer
  - 6-month update
  - Discharge
    - 6-month no service discharge
- Data must pass all edits before acceptance into system

**OKLAHOMA DEPARTMENT OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES  
CLIENT DATA CORE**

**SECTION I** Agency No.    Satellite No.   Date Transaction Occurred       Time (Military)    Transaction Type\*    
 Client ID         Birth Year     Service Focus (01-22\*)

**CLIENT RACE:** (1 = Yes for all that apply/Blank = No)  
 White  Asian  American Indian   
 Native Hawaiian or Other Pacific Islander   
 Black/African American   
**ETHNICITY:** (1 = Yes/2 = No)  
 Hispanic/Latino  (If only H/L, then White European)

**SCREENING INFORMATION:**

(1 = Pos/ 2 = Neg/ 3 = Not Admin) (1 = Yes/ 2 = No)  
 Mental Health Screen  Tobacco Use   
 Substance Abuse Screen  Chronic Homeless   
 Trauma Screen  Other \_\_\_\_\_

**PRIMARY REFERRAL:\***     AGENCY #:     
**SECONDARY REFERRAL:\***     AGENCY #:     
 COUNTY OF RESIDENCE: (01-77 or Other State Initial)    
 ZIP CODE: (Current Address/ 99999 for Homeless)

**SECTION II**  
**CLIENT SSN:**              
**CURRENT RESIDENCE:**   
 A. Permanent Housing  
 B. Perm Sup Hous-Non-Cong  
 C. Perm Sup Hous-Cong  
 D. Transitional Housing  
 E. Temporary Housing  
 F. RC Facility/Group Home  
 G. Nursing Home  
 H. Institutional Setting  
 I. Homeless-shelter  
 J. Homeless-streets

**LIVING SITUATION:**   
 1. Alone  
 2. With Family/Relatives  
 3. With Non-Related Persons  
 4. With Batterer

**EMPLOYMENT:**   
 1. Full-time  
 2. Part-time  
 3. Unemployed  
 4. Not in Labor Force = (T.o.E.: A-F)

**TYPE OF EMPLOYMENT/ Not in Labor Force:**   
 1. Competitive  
 2. Supported  
 3. Volunteer  
 4. None  
 5. Transitional  
 6. Sheltered Workshop  
 A. Homemaker  
 B. Student  
 C. Retired  
 D. Disabled  
 E. Inmate  
 F. Other

**IN SCHOOL?:** (1 = Yes/ 2 = No)

**MARITAL STATUS:**   
 1. Never Married  
 2. Married  
 3. Divorced  
 4. Widowed  
 5. Living as Married  
 6. Separated

**Is Client PREGNANT?:** (If Yes enter 1-9 or 0 for No)

**Is Client in Prison or Jail?:**   
 1. Prison  
 2. No  
 3. Jail

**ANNUAL INCOME:** \$        
 Number contributing to and/or dependent upon "Annual Income" above:    
**SSI:**  (1 = Yes/ 2 = No) **SSDI:**   
**INSURANCE:** (1 = Yes/2 = No)  
 Medicare:  Medicaid:

**SECTION III**  
**LANGUAGE PROFICIENCY:**  
 Does Client speak English well?: (1 = Yes/2 = No)   
 If no, what language is preferred?: (1-9\*)   
 If 2 or 9, then specify: \_\_\_\_\_

**VETERAN STATUS:** (1 = Yes/2 = No)   
**EDUCATION:**    
 (Highest Grade Completed 01-25) or 00-Less than 1 grade completed, 97-Unknown, or 98-Not Collected

**HANDICAP:** (01-11 or Blank)

**LEGAL STATUS:**   County of Commitment:    
 Primary Secondary Tertiary

**PRESENTING PROBLEM: \***

**Drugs Of Choice:\***

**Usual Route of Administration:\***

**Frequency Of Use in Last 30 days:\***

**Age First Used:**

**LEVEL OF CARE:** (CI, CL, HA, OO, SC, or SN\*)

**SECTION IV**  
 (Complete only for Mental Health and Substance Abuse Clients 18 years old or younger)  
 a. Is this child in the custody of (1 Yes/2 No)?  
 OJA  DHS   
 b. Is child enrolled in special education?   
 c. In what type of out-of-home placement is the child living? (select only one)   
 1. Not in out of home placement  
 2. Residential Treatment  
 3. Specialized Community Group Home  
 4. Foster Care  
 5. Group Home

**SECTION V**  
**CURRENT LOF: (GAF SCALE)** (01-99\*)

**CAR: (Mental Health)** (01-50)  
 Feeling Mood  
 Thinking  
 Substance Use  
 Medical/Physical  
 Family  
 Interpersonal  
 Role Performance  
 Socio-Legal  
 Self Care/Basic Needs


**TASI: Under 18** (Scoring: 0 - 4)  
 Chemical  
 School  
 Emp/Sup  
 Family  
 Peer/Soc  
 Legal  
 Psychiatric


(For client older than 18) **SMI:** (1 = Yes/2 = No)  (For client 18 or less) **SED:** (1 = Yes/2 = No)

**In the past 30 days, how many times has the client been arrested or since admission if less than 30 days?**

**In the past 6 months, how many times has the client been arrested or since admission if less than 6 Months?**

**FAMILY ID, Drug Court, DOC #, or DHS Case Number:**

**NAME:** Legal: \_\_\_\_\_ Maiden: \_\_\_\_\_ First: \_\_\_\_\_ Middle: \_\_\_\_\_ Suffix: \_\_\_\_\_



- If we have the data system and the data – we are good to go, right?

**WRONG!**



## Change in Percent of Clients **Arrested** from Admission to Discharge

- 29 States reporting
- Score: Reduction of 3.1%
- Oklahoma ranks 27 of 29
- 7th percentile



# Change in Percent of Clients **Homeless** from Admission to Discharge

- 31 States reporting
- Score: Reduction of 2.3%
- Oklahoma rank 13 of 31
- 58th percentile



# Change in Percent of Clients Reporting **Employment** from Admission to Discharge

- 38 States reporting
- Score: Change of 3.1%
- Oklahoma ranks 27 of 38
- 29th percentile



## Change in Percent of Clients Reporting **Abstinence from Alcohol** from Admission to Discharge

- 39 States reporting
- Score: Reduction of 11.6%
- Oklahoma ranks 30 of 39
- 23rd percentile



## Change in Percent of Clients Reporting **Abstinence from Drugs** from Admission to Discharge

- 36 States reporting
- Score: Reduction of 10.2%
- Oklahoma ranks 30 of 36
- 27th percentile



# State to State Comparison

Oklahoma

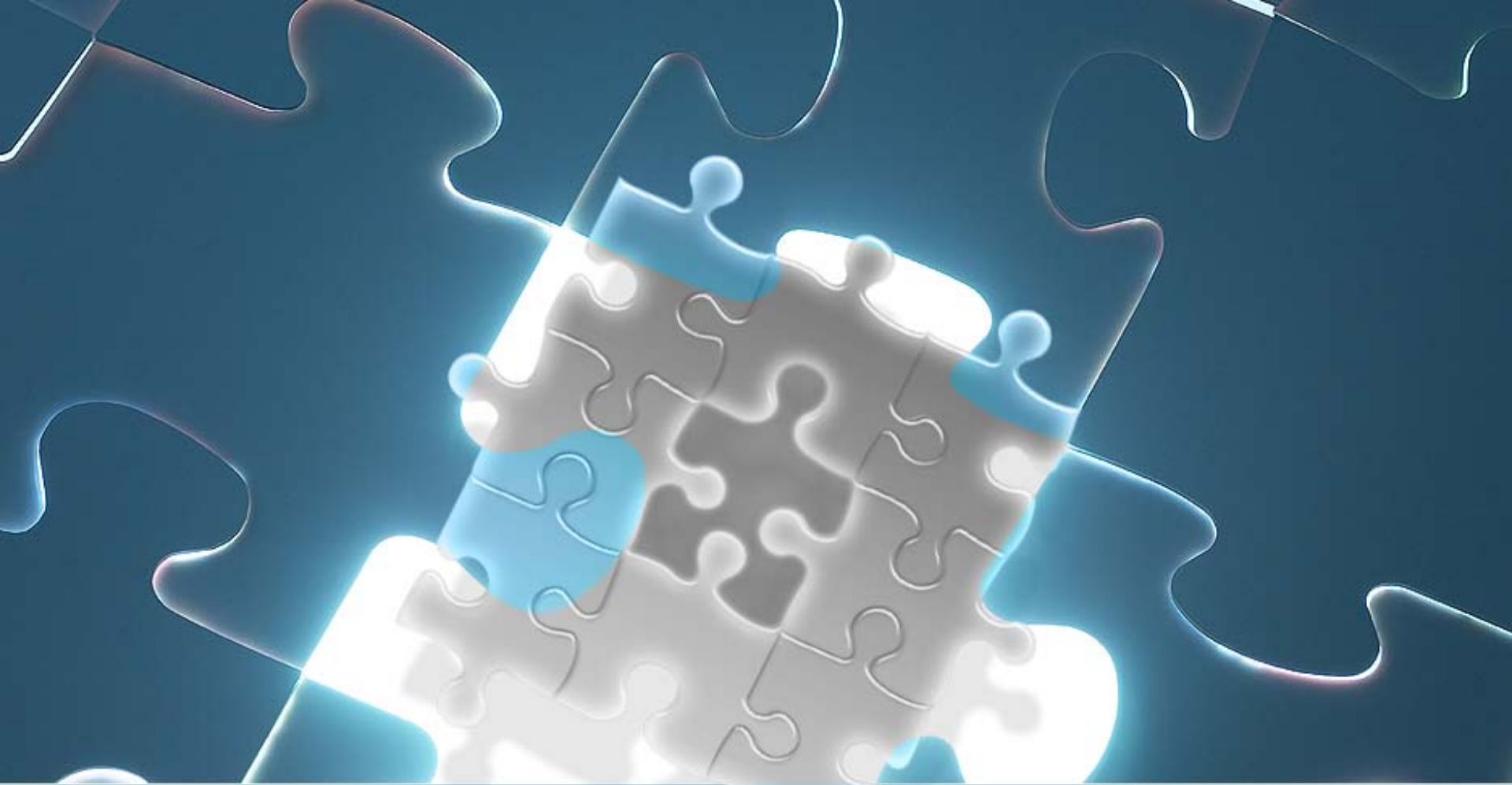


- Arrest: 3.1%
- Homeless: 2.3%
- Alcohol: 11.6%
- Drugs: 10.2%
- Employment: 3.1%

Texas



- Arrest: 24.9%
- Homeless: 4.6%
- Alcohol: 40.6%
- Drugs: 43.5%
- Employment: 15.2%



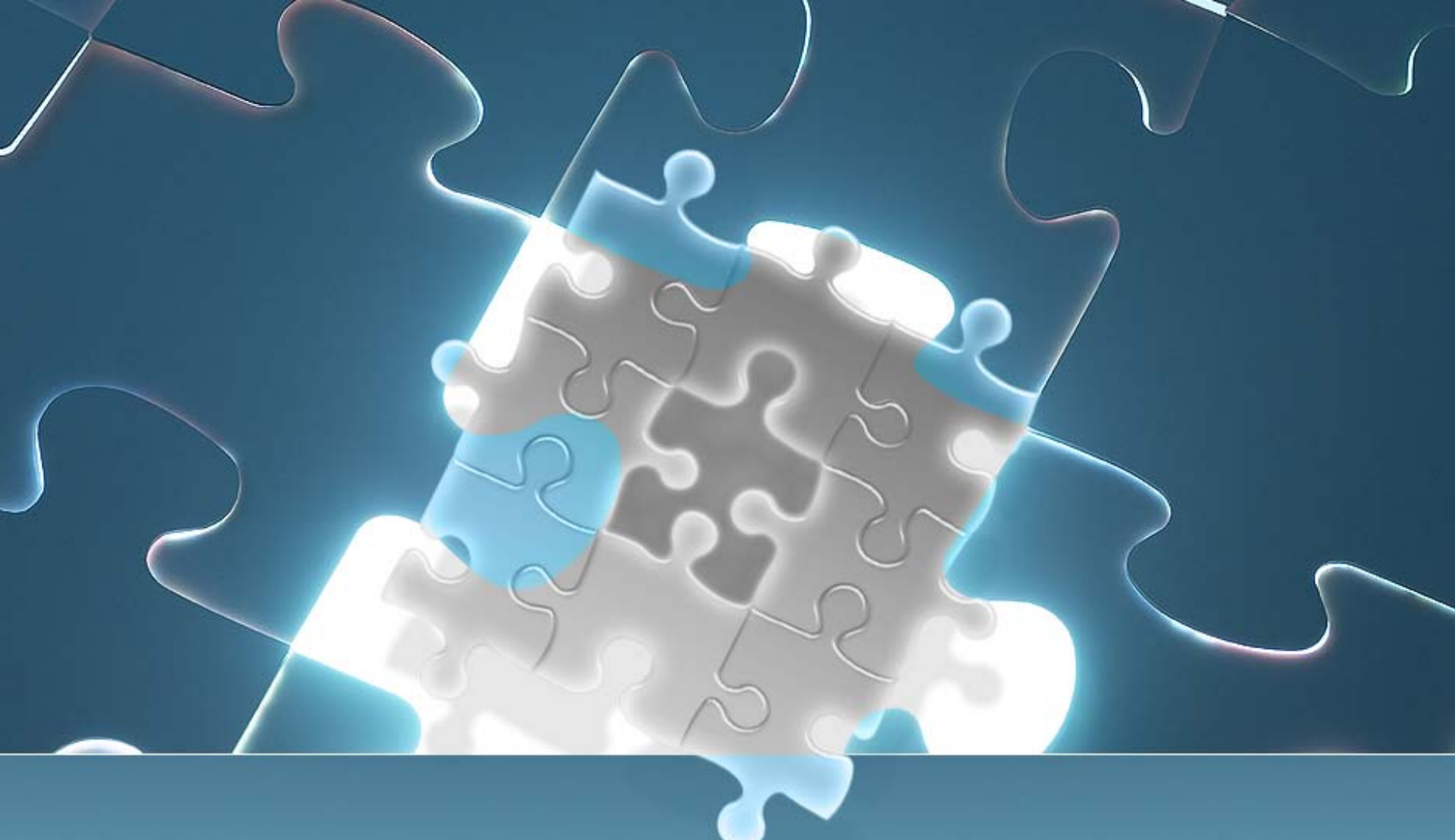
What to do?





# What to do?

- Data System Improvements
  - 6 Month Updates (Big 6 at 6+1)
  - No Service in 180 Days Discharge
  - "Clinician of Record" starting 7/1/2008
- Reports
  - Performance & Outcome Reports
  - Data Quality Reports
- Onsite Data Visits
  - Data Integrity Review Teams (DIRT)
- Training
  - Online
  - Department Staff



# The Big 6 at 6+1

6-month Updates



# Days Since Last CDC Update\*

- 26,624 Active Clients
- 19,203 with LOS > 180 days
  - 5,076 (26%) only have an admission record
  - 9,813 (51%) have not had an update >180 days
- About 23% of clients have useable data



# Six-Month Update

## Transaction Type 42

To minimize the reporting burden on ODMHSAS contracted and state-operated facilities, only the variables necessary to respond to six domains (plus one extra section for children) are required to be updated for individuals in treatment more than six months.

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 Mental Health Screen  Tobacco Use   
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 3. Unemployed  
 4. Not in Labor Force = (T.o.E.: A-F)

**TYPE OF EMPLOYMENT/ Not in Labor Force:**   
 1. Competitive  
 2. Supported  
 3. Volunteer  
 4. None  
 5. Transitional  
 6. Sheltered Workshop  
 A. Homemaker  
 B. Student  
 C. Retired  
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 Role Performance  
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 Self Care/Basic Needs


**TASI: Under 18** (Scoring: 0 - 4)  
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 School  
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 Peer/Soc  
 Legal  
 Psychiatric


(For client older than 18) **SMI:** (1 = Yes/2 = No)  (For client 18 or less) **SED:** (1 = Yes/2 = No)

In the past 30 days, how many times has the client been arrested or since admission if less than 30 days?

In the past 6 months, how many times has the client been arrested or since admission if less than 6 Months?

**FAMILY ID, Drug Court, DOC #, or DHS Case Number:**

**NAME:** Legal: \_\_\_\_\_ Maiden: \_\_\_\_\_ First: \_\_\_\_\_ Middle: \_\_\_\_\_ Suffix: \_\_\_\_\_



# Which Variables? (Big 6 at 6+1)

- Current Residence
- Employment/Type of Employment
- In School
- Frequency of Drug Use
  - Up to 3 fields need to be updated
- Level of Functioning
- Number of Arrests in Past 30 Days & 6 Months
- If Child
  - Section IV (OJA, DHS, SpecEd, Out-of-home)



# When Are the Big 6 at 6+1 Reported?

- **Six-Month Update**
  - Clients who are in treatment for more than six months
- **Level of Care Change**
  - Programs with multiple levels of care
- **Discharge**
  - Important for substance abuse programs and programs with LOS < 6 months

Once information is entered in the required fields described above, other fields may be updated, but are not required.



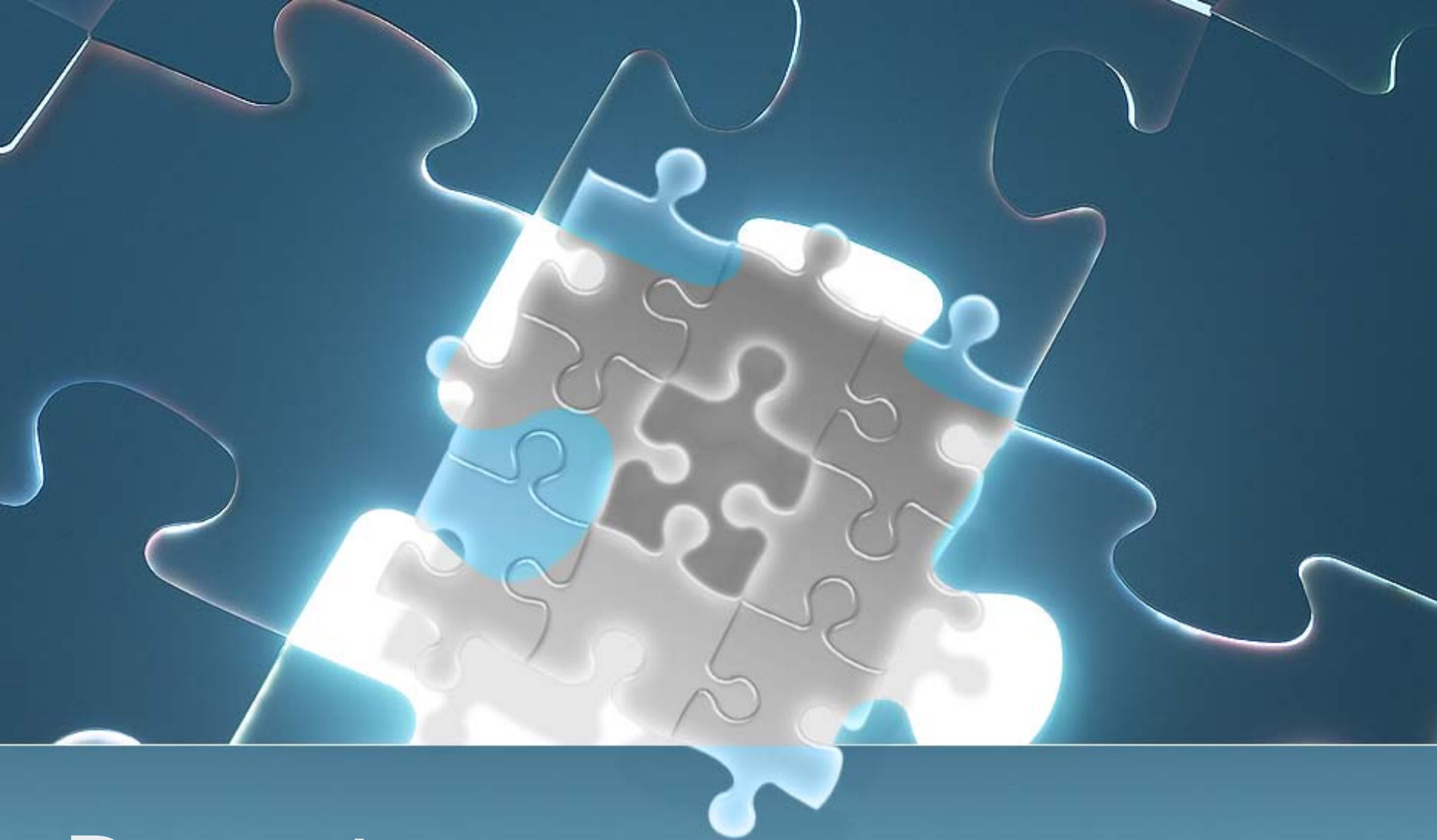
# No Service in 180 Days Discharge

- For clients with no service reported in 180 days
  - Client is discharged by system
  - Unplanned discharge
  - Demographic information is copied from last transaction (no change/no improvement)



# "Clinician of Record"

- Starting 7/1/2008
- Definition still under construction
  - Identifies who is the person responsible for data?
- Gets the information to the clinician level
- "Where the rubber meets the road"



# Reports



# Reports

- Different Formats
- Different Levels of Understand
- Separated by
  - Funding Source
  - Levels of Care
  - Adults versus Children



# CMHC Performance Management Report (CMHC-PPMR)

- National Outcome Measures (NOMs)
  - Reduction in Arrests in Past 30 Days & 6 Months
  - Reduction in Drug Use
  - Reduction in Homelessness
  - Reduction in Unemployment
  - Increased Level of Functioning
  - Increased In School Attendance (not currently defined)
- Data Quality Measures
  - No Service in 180 Days Discharges (Discharge Type 92)
  - No CDC Update in 180 Days

# CMHC Performance Management Report (CMHC-PPMR)

Agency: (554) Grand Lake MHC

Contract Source: All Mental Health Contract Sources

Age Group: Adults (18+)

Time Period: 01/01/2007 to 12/31/2007

Level of Care	Measure	Current Time Period (01/01/2007 to 12/31/2007)					Previous Time Period (01/01/2006 to 12/31/2006)								
		System wide Score	Agency Score	Agency Numerator	Agency Denominator	Agency vs System wide	Rank	Quartiles Bottom Middle 2 Top			Agency Score	Agency Numerator	Agency Denominator	Current vs Previous	
<b>National Outcome Measures (NOMs) - <a href="http://www.nationaloutcomemeasures.samhsa.gov/">http://www.nationaloutcomemeasures.samhsa.gov/</a></b>															
Outpatient	Increased Level of Functioning (1 Pt.)	33.4	51.4	806	1,567	↑	3 of 15				☺	53.3	608	1,141	☹
	Increased Level of Functioning (5 Pts.)	22.7	27.6	433	1,567	↑	4 of 15				☺	33.0	377	1,141	☹
	Reduction in Arrests (P ast 30 Days)	48.7	30.3	10	33	↓	9 of 10	☹				14.8	4	27	☹
	Reduction in Arrests (P ast 6 Months)	46.8	30.0	18	60	↓	7 of 11		☹			18.2	8	44	☹
	Reduction in Homelessness	42.6	86.8	33	38	↑	2 of 15			☺		73.9	17	23	☹
	Reduction in Substance Use	31.5	43.2	96	222	↑	4 of 15			☺		39.5	66	167	☹
	Reduction in Unemployment	7.7	5.9	22	372	↓	9 of 15		☹			3.3	8	245	☹
<b>Data Quality Measure (DQMs)</b>															
All Levels	No CDC Update in 180 Days	44.1	86.3	1,918	2,222	↑	1 of 15				☺	89.3	1,604	1,796	☹
	No Service in 180 days	82.8	99.5	1,358	1,365	↑	2 of 15				☺	99.5	1,094	1,099	☹
<b>Indicator Summary</b>		<b>Agency Compared to the State</b>					<b>Rank/Quartile</b>			<b>Agency Compared to Previous Period</b>					
		↓ = 3		↑ = 6			Bottom ☹ = 1	Middle 2 ☹ = 2	Top ☺ = 6	☹ = 4		☺ = 5			



# CMHC Performance Management Report (CMHC-PPMR)

- Summarized by:
  - Adult versus Child
  - Program (Source of Funding)
  - Time Period
  - Updated Each Quarter
- Columns
  - Systemwide Score
  - Agency Score
    - Numerator
    - Denominator
    - Agency versus System
  - Rank
  - Quartile
    - Bottom, Middle 2, Top
  - Previous Time Period

# Substance Abuse Provider Performance Management Report (PPMR)

Agency: (640) Twelve & Twelve

Contract Source: (02) Alcohol/Drug Contract

Age Group: Adults (18+)

Time Period: 10/01/2006 to 09/30/2007

Level of Care	Measure	Current Time Period (10/01/2006 to 09/30/2007)						Previous Time Period (10/01/2005 to 09/30/2006)						
		State Score	Agency Score	Agency Numerator	Agency Denominator	Agency vs State	Rank	Quartiles Bottom Middle 2 Top			Agency Score	Agency Numerator	Agency Denominator	Current vs Previous
<b>National Outcome Measures (NOMs) - <a href="http://www.nationaloutcomemeasures.samhsa.gov/">http://www.nationaloutcomemeasures.samhsa.gov/</a></b>														
Detox	Increased Level of Functioning (1 Point)	89.1	88.5	347	392	↓	2 of 5	⊖			87.2	540	619	👉
	Increased Level of Functioning (5 Points)	77.6	67.4	264	392	↓	3 of 5	⊖			76.3	472	619	👉
Residential	Increased Level of Functioning (1 Point)	65.8	83.3	179	215	↑	1 of 15				83.5	279	334	👉
	Increased Level of Functioning (5 Points)	54.1	80.0	172	215	↑	1 of 15				76.9	257	334	👉
	Reduction in Homelessness	56.1	40.5	15	37	↓	4 of 6	⊖			0.0	0	30	👉
	Reduction in Number of Arrest	62.2	50.0	14	28	↓	7 of 9	⊖			4.7	2	43	👉
	Reduction in Substance Use	35.6	80.4	160	199	↑	1 of 15				4.8	15	315	👉
	Reduction in Unemployment	4.0	17.3	24	139	↑	2 of 11				3.9	9	229	👉
Half way	Increased Level of Functioning (1 Point)	70.3	76.3	119	156	↑	1 of 4				52.1	122	234	👉
	Increased Level of Functioning (5 Points)	48.0	47.4	74	156	↓	3 of 4	⊖			34.2	80	234	👉
	Reduction in Homelessness	50.0	37.5	12	32	↓	1 of 1	⊖			2.2	1	45	👉
	Reduction in Number of Arrest	76.0	87.5	14	16	↑	1 of 1	⊖			3.4	1	29	👉
	Reduction in Substance Use	60.5	83.7	36	43	↑	1 of 3				3.4	7	205	👉
	Reduction in Unemployment	52.4	60.9	56	92	↑	2 of 4	⊖			40.0	60	150	👉
Outpatient	Increased Level of Functioning (1 Point)	43.4	28.8	47	163	↓	30 of 37	⊖			46.4	96	207	👉
	Increased Level of Functioning (5 Points)	31.4	22.7	37	163	↓	26 of 37	⊖			28.0	58	207	👉
	Reduction in Homelessness	35.0	0.0	0	8	↓	6 of 6	⊖			0.0	0	5	👉
	Reduction in Number of Arrest	47.6	38.5	5	13	↓	6 of 9	⊖			0.0	0	14	👉
	Reduction in Substance Use	30.9	23.7	22	93	↓	24 of 33	⊖			4.0	5	125	👉
	Reduction in Unemployment	21.3	15.2	10	66	↓	23 of 32	⊖			4.5	4	88	👉

# Substance Abuse Provider Performance Management Report (PPMR)

Agency: (640) Twelve & Twelve

Contract Source: (02) Alcohol/Drug Contract

Age Group: Adults (18+)

Time Period: 10/01/2006 to 09/30/2007

Level of Care	Measure	Current Time Period (10/01/2006 to 09/30/2007)					Previous Time Period (10/01/2005 to 09/30/2006)							
		State Score	Agency Score	Agency Numerator	Agency Denominator	Agency vs State	Rank	Quartiles Bottom Middle 2 Top			Agency Score	Agency Numerator	Agency Denominator	Current vs Previous
<b>Washington Circle Measures - <a href="http://www.washingtoncircle.org">http://www.washingtoncircle.org</a></b>														
Detox	14-Day Follow Up	27.0	44.6	175	392	↑	2 of 5	⊖			43.1	266	617	👍
	14-Day Follow Up (Referred)	54.4	85.4	117	137	↑	2 of 5	⊖			94.3	183	194	👍
Residential	14-Day Follow Up	27.4	43.0	92	214	↑	1 of 15				43.2	143	331	👍
	14-Day Follow Up (Referred)	44.6	88.1	74	84	↑	3 of 11				96.9	95	98	👍
Outpatient	Outpatient Engagement	53.1	45.4	74	163	↓	30 of 38	⊖			53.6	111	207	👎
	Outpatient Initiation	68.7	54.0	88	163	↓	34 of 38	⊖			64.3	133	207	👎
<b>Oklahoma Performance Measures (OPMs)</b>														
Detox	Community Tenure (30 Days)	97.2	99.5	390	392	↑	2 of 5	⊖			98.5	608	617	👍
	Community Tenure (90 Days)	93.1	95.2	373	392	↑	3 of 5	⊖			93.8	579	617	👍
	Planned Discharges	74.5	78.1	307	393	↑	4 of 5	⊖			70.3	435	619	👍
Residential	Community Tenure (30 Days)	97.6	97.7	209	214	↑	7 of 15	⊖			98.2	325	331	👍
	Community Tenure (90 Days)	94.9	95.8	205	214	↑	7 of 15	⊖			96.1	318	331	👍
	Planned Discharges	67.0	74.0	159	215	↑	3 of 15				71.6	239	334	👍
Halfway	Planned Discharges	49.3	48.1	75	156	↓	3 of 4	⊖			28.2	66	234	👍
Outpatient	Planned Discharges	40.4	46.0	75	163	↑	14 of 38	⊖			49.3	102	207	👍
<b>Data Quality Measure (DQMs)</b>														
All Levels	No Service in 180 Days Discharges	93.7	100.0	737	737	↑	1 of 46				100.0	1,108	1,108	👍
<b>Indicator Summary</b>		<b>Agency Compared to the State</b>				<b>Rank/Quartile</b>			<b>Agency Compared to Previous Period</b>					
		↓ = 15		↑ = 20		Bottom ⊖ = 4    Middle 2 ⊖ = 21    Top ⊖ = 10			👎 = 12    👍 = 23					



# Performance & Outcome Measurement Reports

- Five Types of Reports for Each Measure
  - Pie – point in time
  - Trend – across time
  - Comparison – agency versus agency
  - Detail – who contributed to the score
  - Satellite – scores by satellite

# Substance Use - Pie Chart

Reduction in Frequency of Substance Use for Individuals Active in Outpatient Treatment on 12/31/2007  
Or Discharged between 01/01/2007 and 12/31/2007

Agency: (554) GRAND LAKE M.H.C.

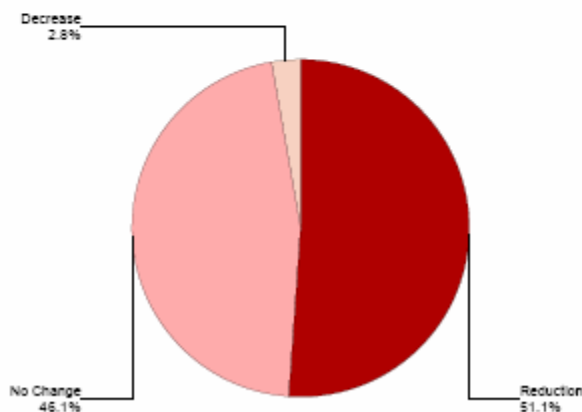
Contact Source: All Mental Health Contract Sources

Age Group: Adults (18+)

GRAND LAKE M.H.C.	
Number of individuals active last day of time frame	1,559
Remove individuals in treatment < 6 months	448
Remove individuals with no service in last 90 days	71
Remove individuals with missing data	899
Number to be evaluated	141
Number of individuals with only an admission CDC record	2
Number with no CDC update in 1 year	0

Active Only						
Number Evaluated				Percent		
Excluded	Increase	No Change	Reduction	Increase	No Change	Reduction
899	4	65	72	2.8%	46.1%	51.1%

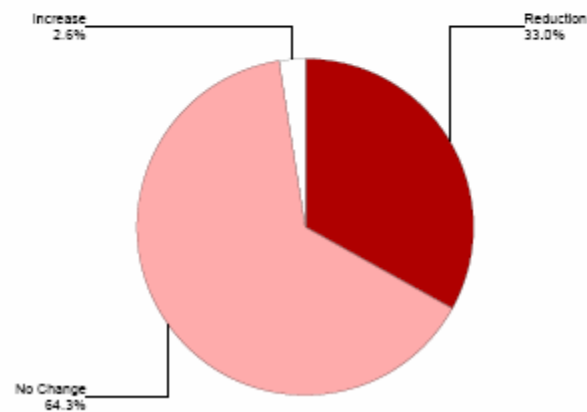
Change in Frequency of Substance Use



Systemwide	
Number of individuals active last day of time frame	23,788
Remove individuals in treatment < 6 months	7,082
Remove individuals with no service in last 90 days	2,283
Remove individuals with missing data	11,845
Number to be evaluated	2,578
Number of individuals with only an admission CDC record	676
Number with no CDC update in 1 year	343

Active Only						
Number Evaluated				Percent		
Excluded	Increase	No Change	Reduction	Increase	No Change	Reduction
11,845	68	1,658	852	2.6%	64.3%	33.0%

Change in Frequency of Substance Use



# Substance Use - Pie Chart

Reduction in Frequency of Substance Use for Individuals Active in Outpatient Treatment on 12/31/2007  
Or Discharged between 01/01/2007 and 12/31/2007

Agency: (554) GRAND LAKE M.H.C.

Contact Source: All Mental Health Contract Sources

Age Group: Adults (18+)

Active Plus  
Discharged  
Individuals

Active Clients

Planned

Unplanned

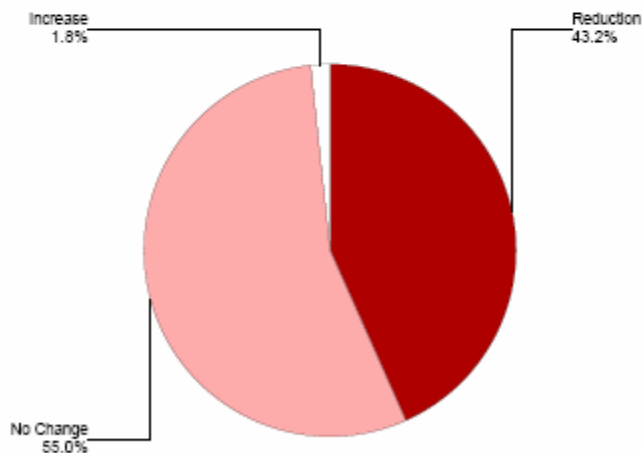
Other

Total

## GRAND LAKE M.H.C.

	Count			Percent			
	Excluded	Increase	No Change	Reduction	Increase	No Change	Reduction
Active Clients	899	4	65	72	2.8%	46.1%	51.1%
Planned	7	0	0	3	0.0%	0.0%	100.0%
Unplanned	263	0	36	10	0.0%	78.3%	21.7%
Other	176	0	21	11	0.0%	65.6%	34.4%
<b>Total</b>	<b>1,345</b>	<b>4</b>	<b>122</b>	<b>96</b>	<b>2.0 %</b>	<b>55.0%</b>	<b>43.2%</b>

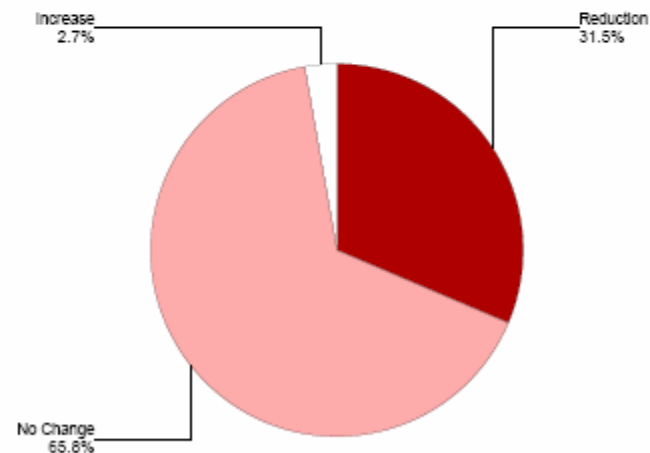
Change in Frequency of Substance Use



## Systemwide

	Count			Percent			
	Excluded	Increase	No Change	Reduction	Increase	No Change	Reduction
Active Clients	11,845	68	1,658	852	2.6%	64.3%	33.0%
Planned	473	6	55	69	4.6%	42.3%	53.1%
Unplanned	3,306	28	788	238	2.7%	74.8%	22.6%
Other	1,023	7	148	110	2.6%	55.8%	41.5%
<b>Total</b>	<b>16,647</b>	<b>109</b>	<b>2,649</b>	<b>1,269</b>	<b>2.7 %</b>	<b>65.8%</b>	<b>31.5%</b>

Change in Frequency of Substance Use



# Substance Use - Trend Line

Reduction in Frequency of Substance Use for Individuals Active in Outpatient or Discharged

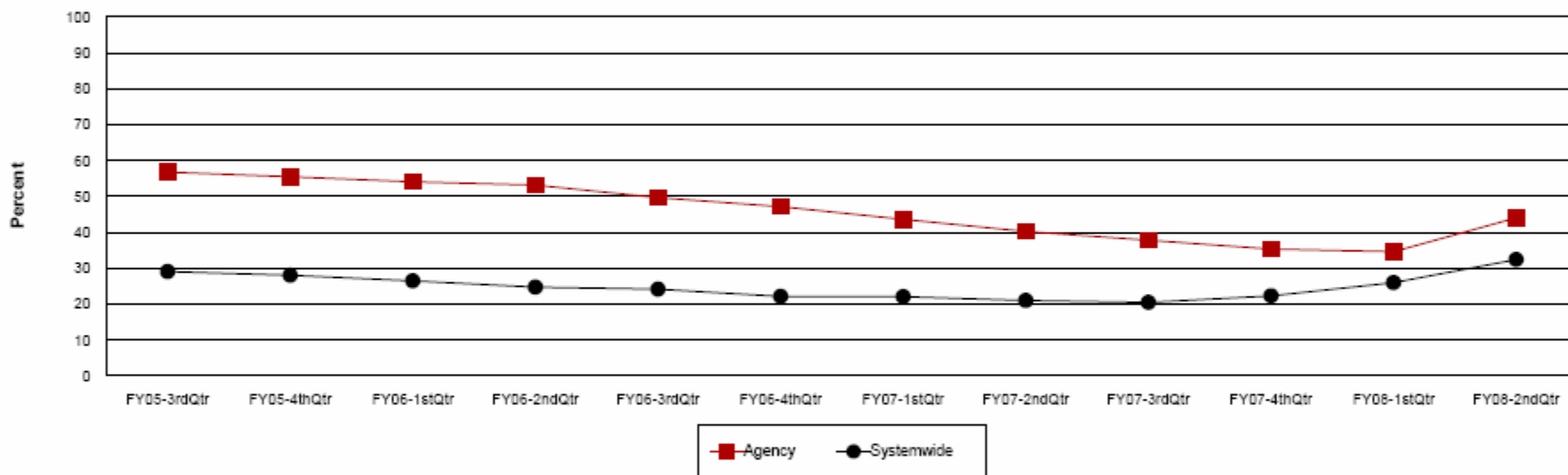
Agency: (554) GRAND LAKE M.H.C.

Level of Care: Outpatient

Contract Source: All Mental Health Contract Sources

Age Group: Adults (18+)

## Reduction in Frequency of Substanced Use at GRAND LAKE M.H.C.



Agency	FY05-3rdQtr	FY05-4thQtr	FY06-1stQtr	FY06-2ndQtr	FY06-3rdQtr	FY06-4thQtr	FY07-1stQtr	FY07-2ndQtr	FY07-3rdQtr	FY07-4thQtr	FY08-1stQtr	FY08-2ndQtr
Reduction	84	86	80	84	75	74	65	66	73	65	73	96
Discharges	148	155	148	158	151	157	149	164	193	184	211	218
Percent	56.8%	55.5%	54.1%	53.2%	49.7%	47.1%	43.6%	40.2%	37.8%	35.3%	34.6%	44.0%

Systemwide	FY05-3rdQtr	FY05-4thQtr	FY06-1stQtr	FY06-2ndQtr	FY06-3rdQtr	FY06-4thQtr	FY07-1stQtr	FY07-2ndQtr	FY07-3rdQtr	FY07-4thQtr	FY08-1stQtr	FY08-2ndQtr
Reduction	744	717	699	691	731	733	757	761	790	853	1,018	1,227
Discharges	2,559	2,556	2,640	2,792	3,025	3,309	3,430	3,622	3,856	3,821	3,917	3,784
Percent	29.1%	28.1%	26.5%	24.7%	24.2%	22.2%	22.1%	21.0%	20.5%	22.3%	26.0%	32.4%

# Substance Use - Agency Ranking

Reduction in Frequency of Substance Use for Individuals Active in Outpatient Treatment on 12/31/2007  
Or Discharged between 1/1/2007 12:00:00AM and 12/31/2007

Level of Care: Outpatient

Contract Source: All Mental Health Contract Sources

Age Group: Adults (18+)

	Reduction in Frequency of Substance Use						
	Number of Active + Discharged				Percent		
	Excluded	Increase	No Change	Reduction	Increase	No Change	Reduction
RED ROCK BEHAVIORAL HEALTH SVC	1,960	18	161	173	5.1%	45.7%	49.1%
M.H. AND SUBSTANCE ABUSE CENTER OF	1,329	4	130	124	1.6%	50.4%	48.1%
CENTRAL OKLAHOMA CMHC	1,036	5	84	79	3.0%	50.0%	47.0%
→ <b>GRAND LAKE M.H.C.</b>	<b>1,345</b>	<b>4</b>	<b>122</b>	<b>96</b>	<b>1.8%</b>	<b>55.0%</b>	<b>43.2%</b>
FAMILY & CHILDREN'S SERVICES	2,218	23	550	330	2.5%	60.9%	36.5%
HOPE COMMUNITY SERVICES, INC.	988	4	137	72	1.9%	64.3%	33.8%
ASSOCIATED CENTERS FOR THERAPY, IN	906	4	163	82	1.6%	65.5%	32.9%
<b>State</b>	<b>16,647</b>	<b>109</b>	<b>2,649</b>	<b>1,269</b>	<b>2.7%</b>	<b>65.8%</b>	<b>31.5%</b>
GREEN COUNTRY BEHAVIORAL HEALTH S	402	6	91	44	4.3%	64.5%	31.2%
EDWIN FAIR CMHC	754	12	101	46	7.5%	63.5%	28.9%
BILL WILLIS MENTAL HEALTH	881	3	109	40	2.0%	71.7%	26.3%
NORTHWEST CENTER FOR BEHAVIORAL H	1,213	12	193	49	4.7%	76.0%	19.3%
JIM TALIAFERRO CMHC	606	8	122	25	5.2%	78.7%	16.1%
CARL ALBERT C.M.H.C.	1,189	3	248	42	1.0%	84.6%	14.3%
NORTH CARE CENTER	1,207	2	383	60	0.4%	86.1%	13.5%
CREEKS MENTAL HEALTH SERVICES	613	1	55	7	1.6%	87.3%	11.1%

# Substance Use - Drill Down Report

Reduction in Frequency of Substance Use for Individuals Active in Outpatient on 12/31/2007  
or Between 01/01/2007 and 12/31/2007 at GRAND LAKE M.H.C.

## Level of Care: Outpatient

## Age Group: Adults (18+)

### Contract Source: All Mental Health Contract Sources

Active + Discharged	Number			Percent	
	Excluded	No Change	Reduction	No Change	Reduction
Active	899	65	72	47.4%	52.6%
Planned	7	0	3	0.0%	100.0%
Unplanned	263	36	10	78.3%	21.7%
Other	176	21	11	65.6%	34.4%
<b>Total</b>	<b>1,345</b>	<b>122</b>	<b>96</b>	<b>56.0%</b>	<b>44.0%</b>

### Contract Source: All Mental Health Contract Source except 01

Active + Discharged	Number			Percent	
	Excluded	No Change	Reduction	No Change	Reduction
Active	519	32	45	41.6%	58.4%
Planned	7	0	1	0.0%	100.0%
Unplanned	116	8	3	72.7%	27.3%
Other	79	2	6	25.0%	75.0%
<b>Total</b>	<b>721</b>	<b>42</b>	<b>55</b>	<b>43.3%</b>	<b>56.7%</b>

### Contract Source: (01) COMMUNITY MENTAL HEALTH

Active + Discharged	Number			Percent	
	Excluded	No Change	Reduction	No Change	Reduction
Active	569	57	41	58.2%	41.8%
Planned	2	0	2	0.0%	100.0%
Unplanned	180	33	7	82.5%	17.5%
Other	118	10	8	78.8%	21.2%

# Substance Use - Drill Down Report

Reduction in Frequency of Substance Use for Individuals Active in Outpatient on 12/31/2007  
or Between 01/01/2007 and 12/31/2007 at GRAND LAKE M.H.C.

## SATELLITE = (28) AFTON OUTPATIENT SATELLITE

**Level of Care: Outpatient**

**Age Group: Adults (18+)**

**Contract Source: All Mental Health Contract Sources**

Active + Discharged	Number			Percent	
	Excluded	No Change	Reduction	No Change	Reduction
Active	153	4	14	22.2%	77.8%
Unplanned	4	0	2	0.0%	100.0%
Other	25	1	1	50.0%	50.0%
<b>Total</b>	<b>182</b>	<b>5</b>	<b>17</b>	<b>22.7%</b>	<b>77.3%</b>

**Contract Source: All Mental Health Contract Source except 01**

Active + Discharged	Number			Percent	
	Excluded	No Change	Reduction	No Change	Reduction
Active	131	3	12	20.0%	80.0%
Unplanned	4	0	1	0.0%	100.0%
Other	21	1	1	50.0%	50.0%
<b>Total</b>	<b>156</b>	<b>4</b>	<b>14</b>	<b>22.2%</b>	<b>77.8%</b>

**Contract Source: (01) COMMUNITY MENTAL HEALTH**

Active + Discharged	Number			Percent	
	Excluded	No Change	Reduction	No Change	Reduction
Active	48	1	4	20.0%	80.0%
Unplanned	1	0	1	0.0%	100.0%
Other	10	0	0	0.0%	0.0%
<b>Total</b>	<b>59</b>	<b>1</b>	<b>5</b>	<b>16.7%</b>	<b>83.3%</b>

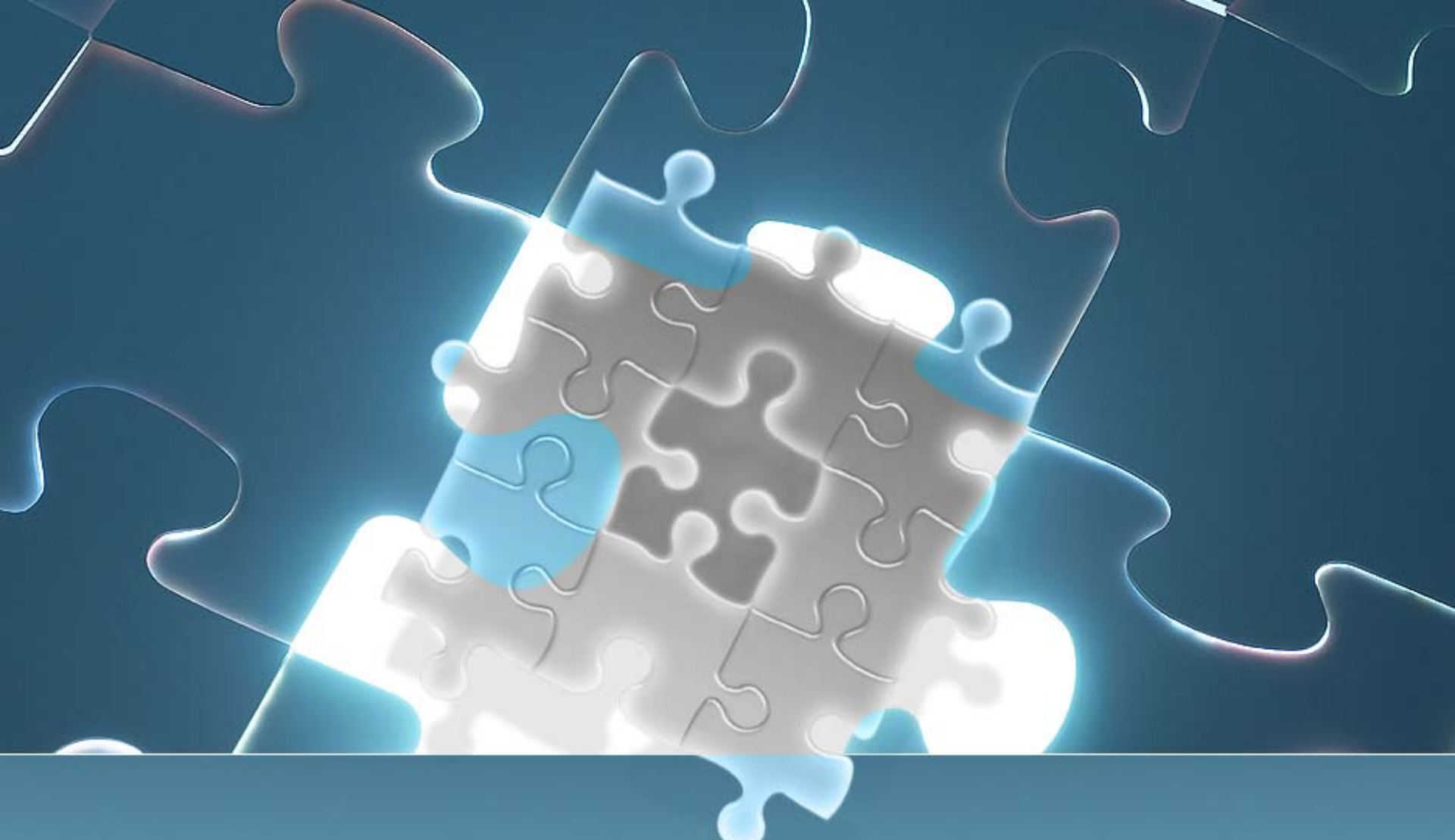
**Contract Source: (50) MEDICAID SERVICES FOR WHICH DMHSAS PAYS MATCH (ADULTS)**

Number

Percent

# Data Integrity Report

Contract Source: Mental Health	Agency		Systemwide		Difference in Percent
	Count	% of Total	Count	% of Total	
<b>Employment</b>					
Full Time	417	13.2	4,076	11.9	1.3
Not in Labor Force	1,674	53.0	14,853	43.5	9.5
Part Time	138	4.4	2,083	6.1	-1.7
Unemployed	929	29.4	13,162	38.5	-9.1
<b>Type of Employment</b>					
Competitive	486	15.4	5,548	16.2	-0.8
Disabled	1,282	40.6	6,662	19.5	21.1
Homemaker	156	4.9	1,185	3.5	1.5
Inmate	9	0.3	314	0.9	-0.6
None	929	29.4	13,162	38.5	-9.1
Other	17	0.5	2,979	8.7	-8.2
Retired	26	0.8	217	0.6	0.2
Student	184	5.8	3,496	10.2	-4.4
Supported	67	2.1	545	1.6	0.5
Transitional	2	0.1	11	0.0	0.0
<b>In School</b>					
Yes	183	5.8	4,222	12.4	-6.6
<b>Marital Status</b>					
Divorced	856	27.1	8,152	23.9	3.3
Living as Married	77	2.4	1,108	3.2	-0.8
Married	566	17.9	5,656	16.6	1.4
Never Married	1,343	42.5	15,696	45.9	-3.4
Separated	257	8.1	2,706	7.9	0.2
Widowed	59	1.9	856	2.5	-0.6



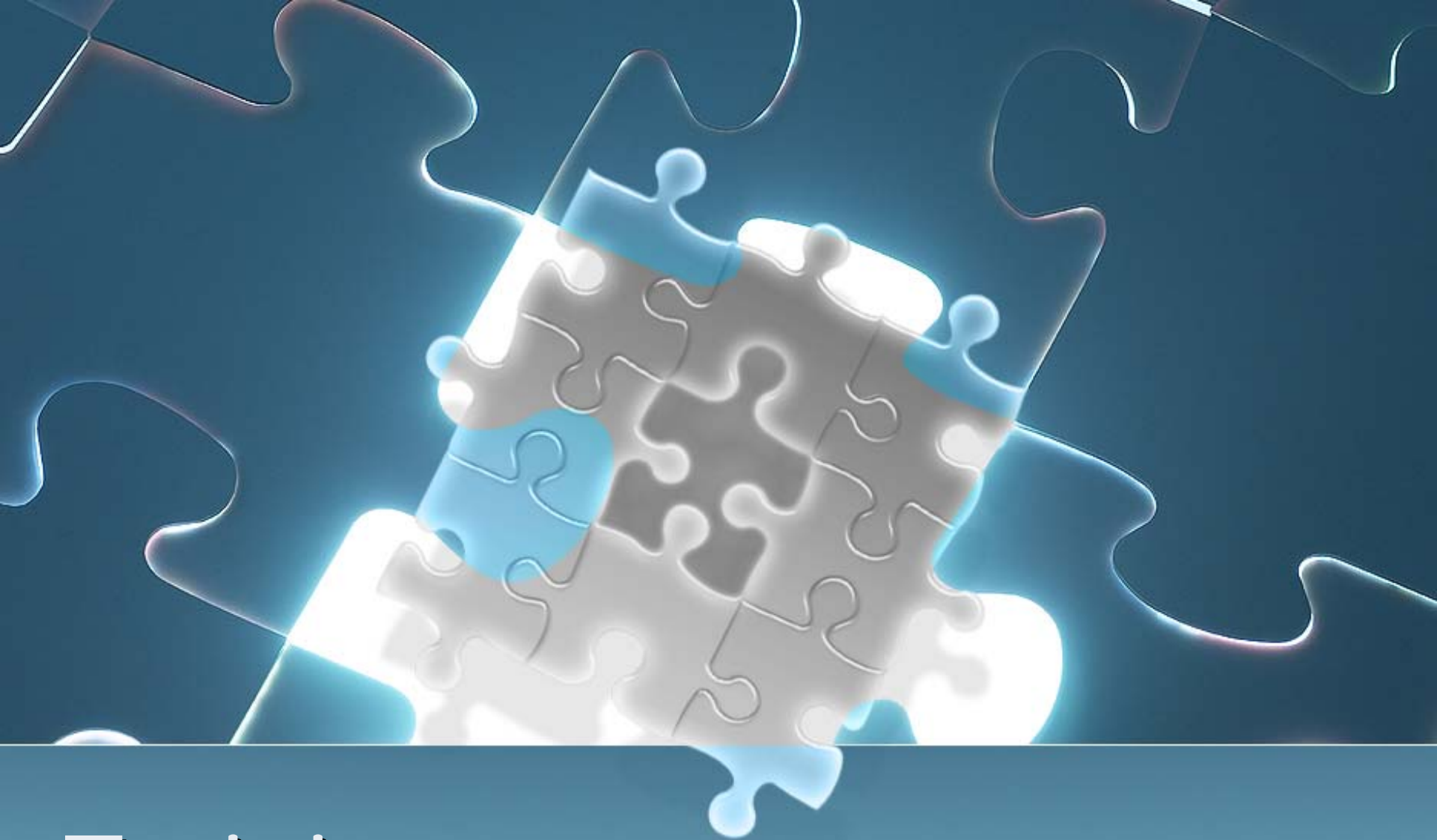
# Onsite Data Visits

Data Integrity Review



# Data Integrity Review Teams (DIRT)

- Modeled on NRI DIRT
- Started 7/15/2007
- What we do?
  - Review 15 charts
  - Show the provider how to use reports
  - Data walk-through
    - Find out where the data comes
- Discussion with clinicians



Training



# Online Training

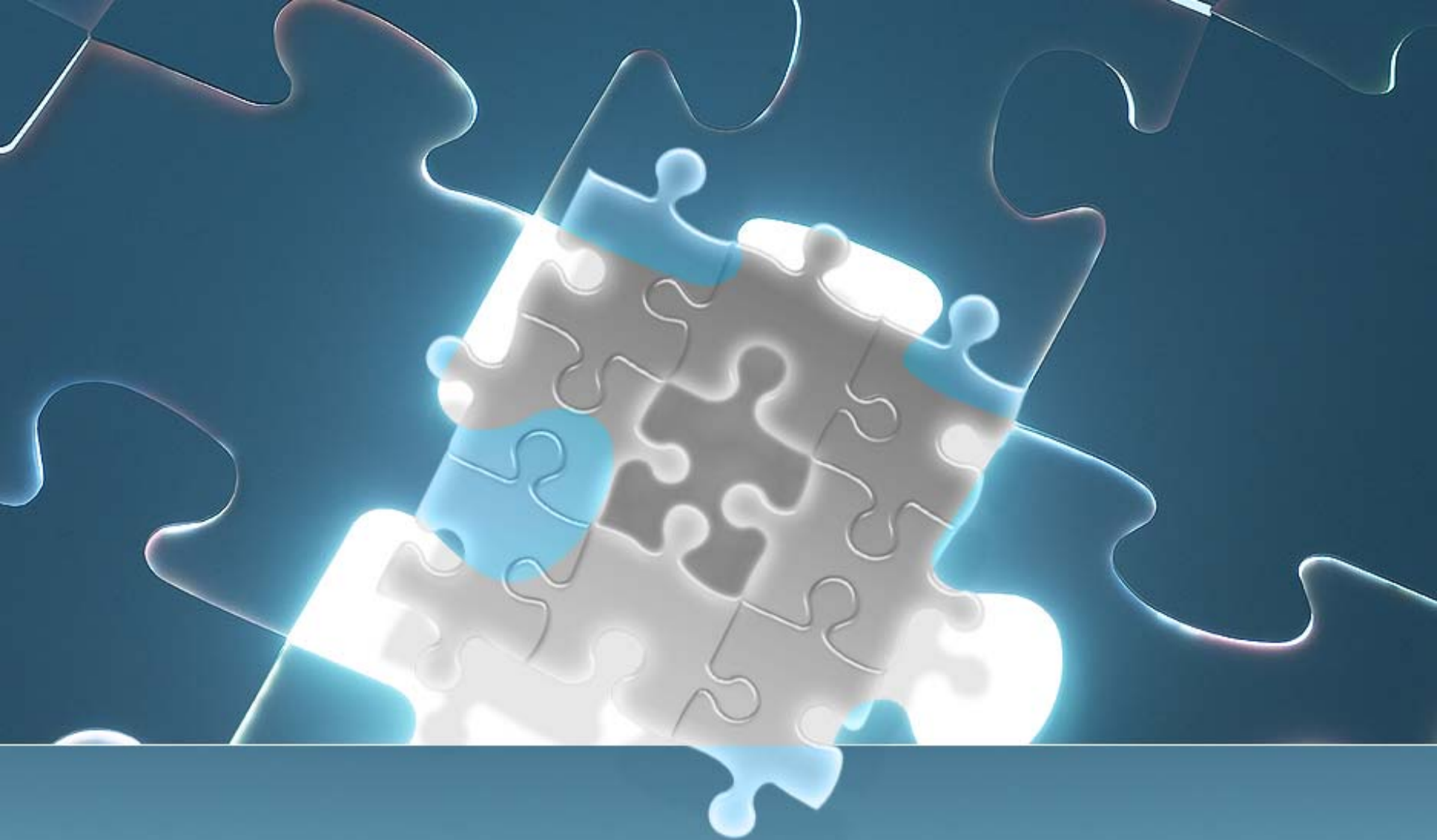
- Web-based





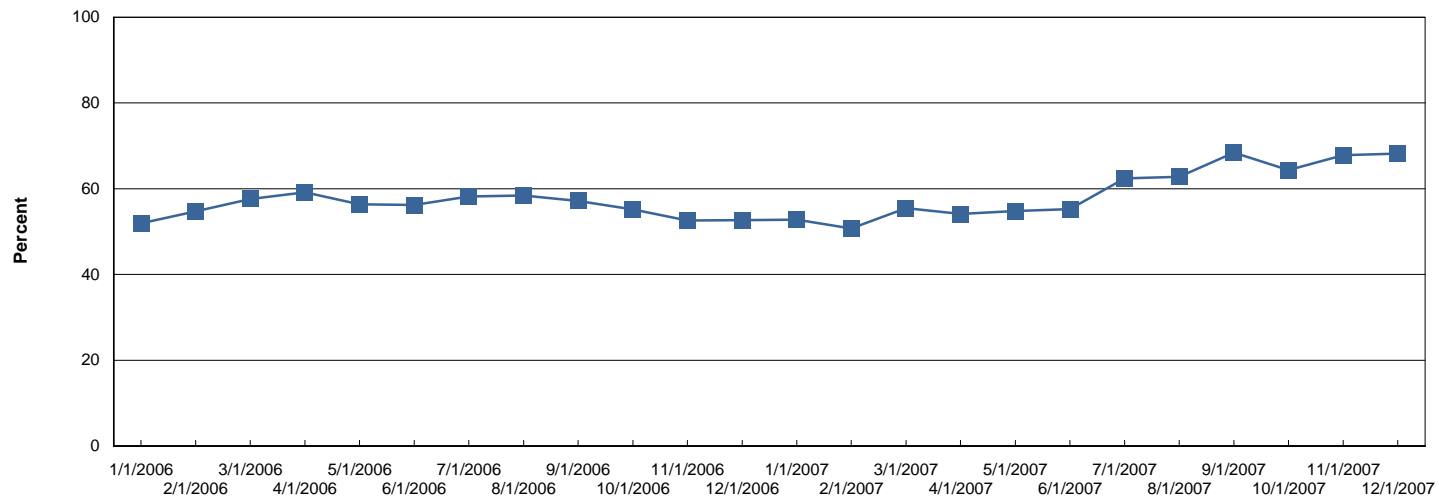
# Staff Training

- One-on-One training
- Focused on individual staff needs
- Staff invited to attend DIR visits
- Reports (PPMR) used to assist with site visits

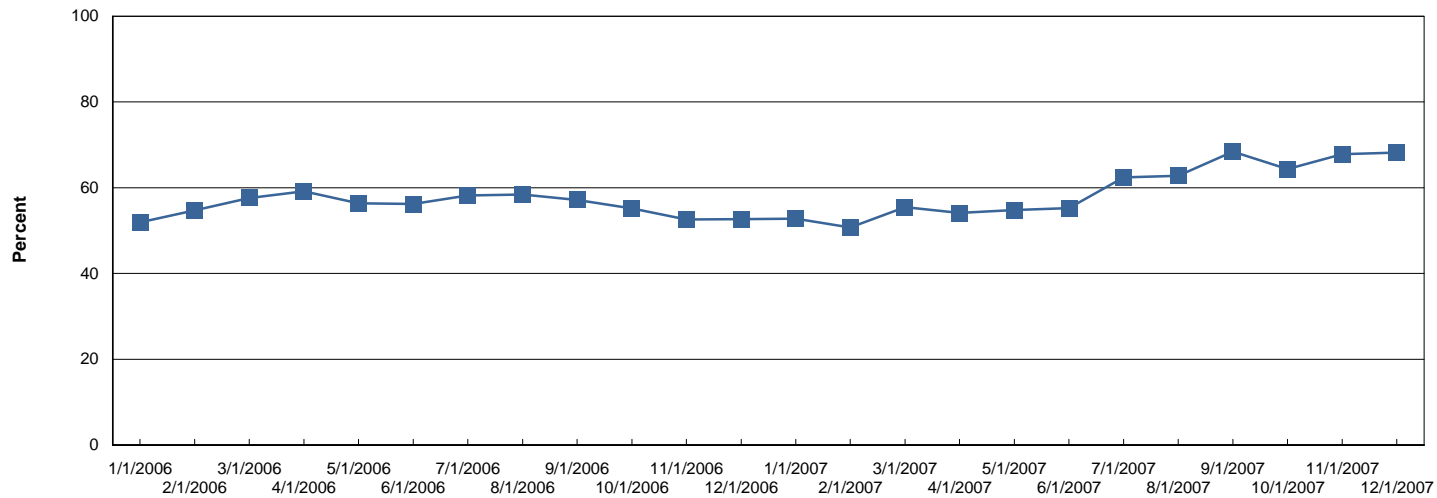


Any success?

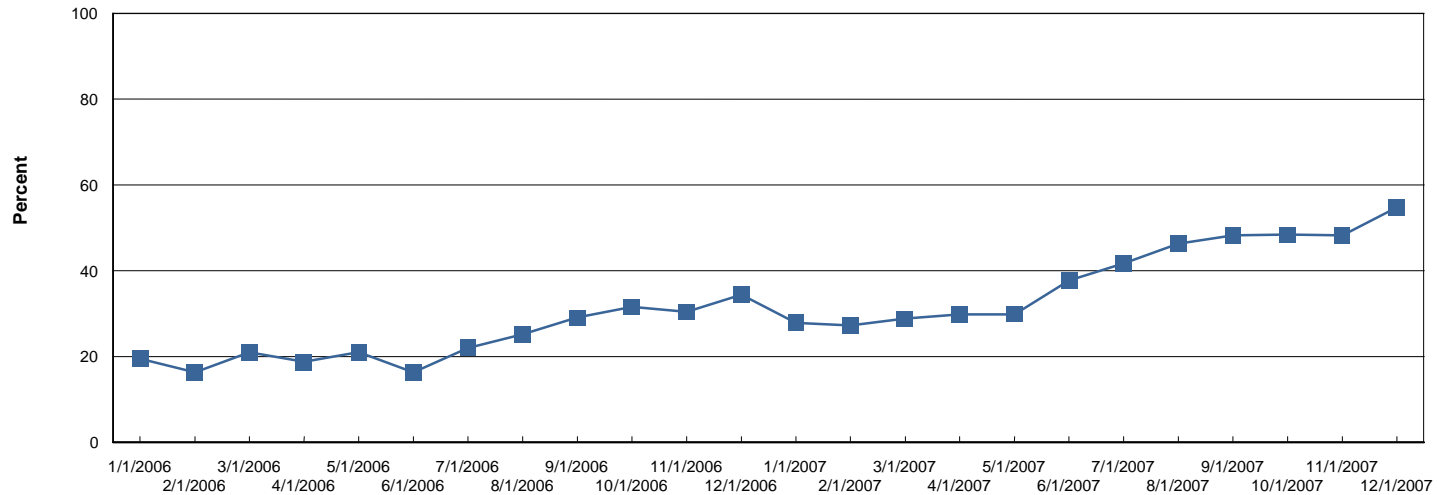
# Increase Level of Functioning (1 point)



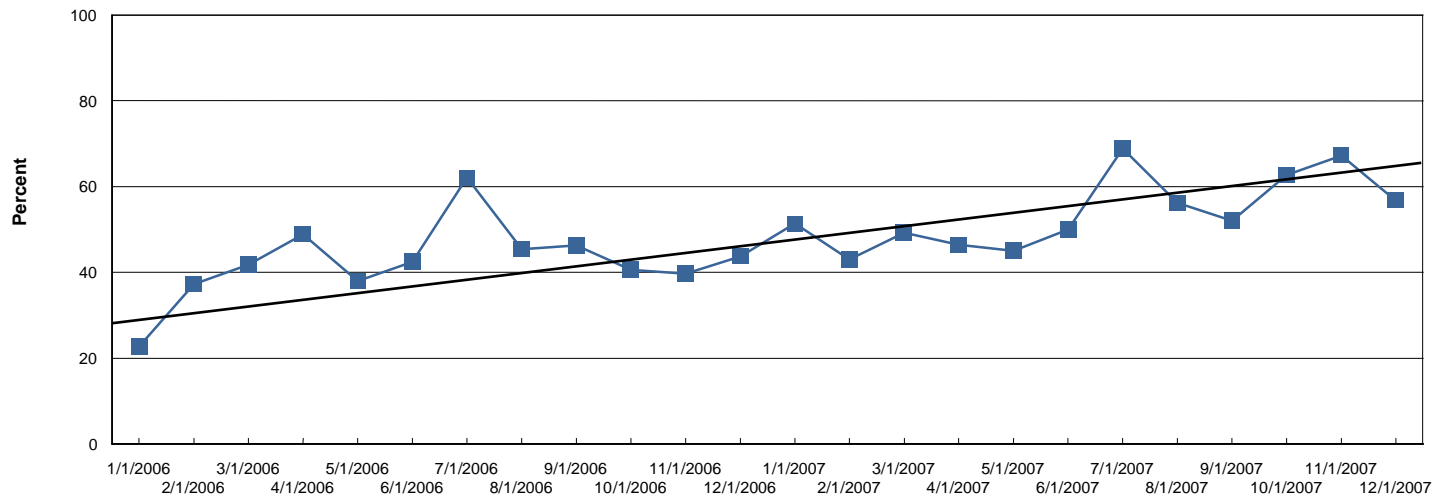
# Increase Level of Functioning (5 points)



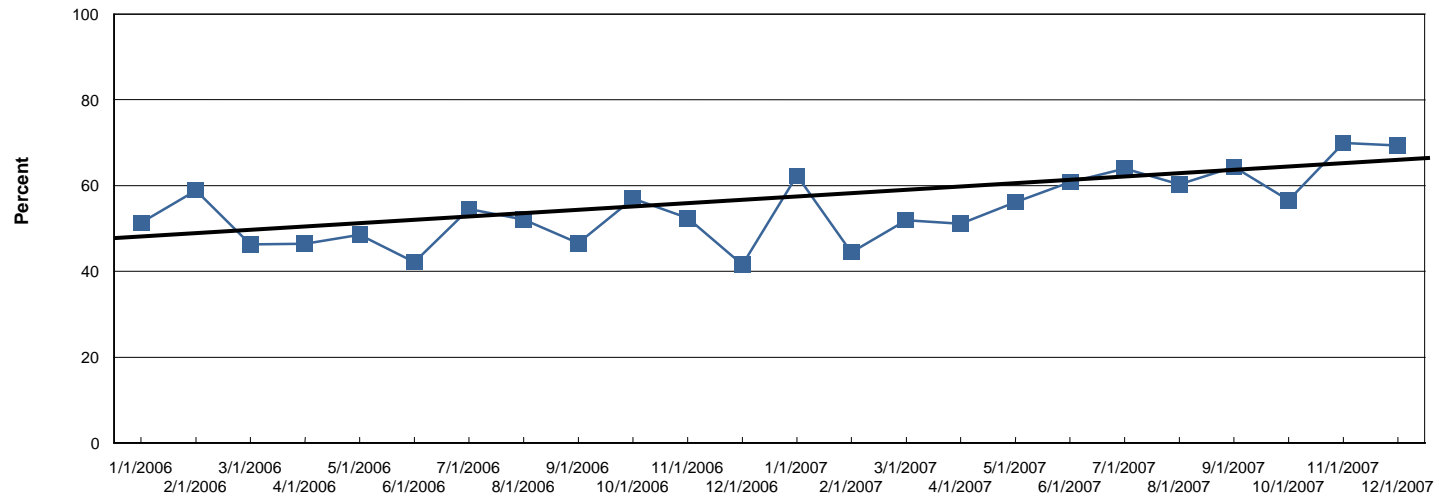
# Reduction in Substance Use



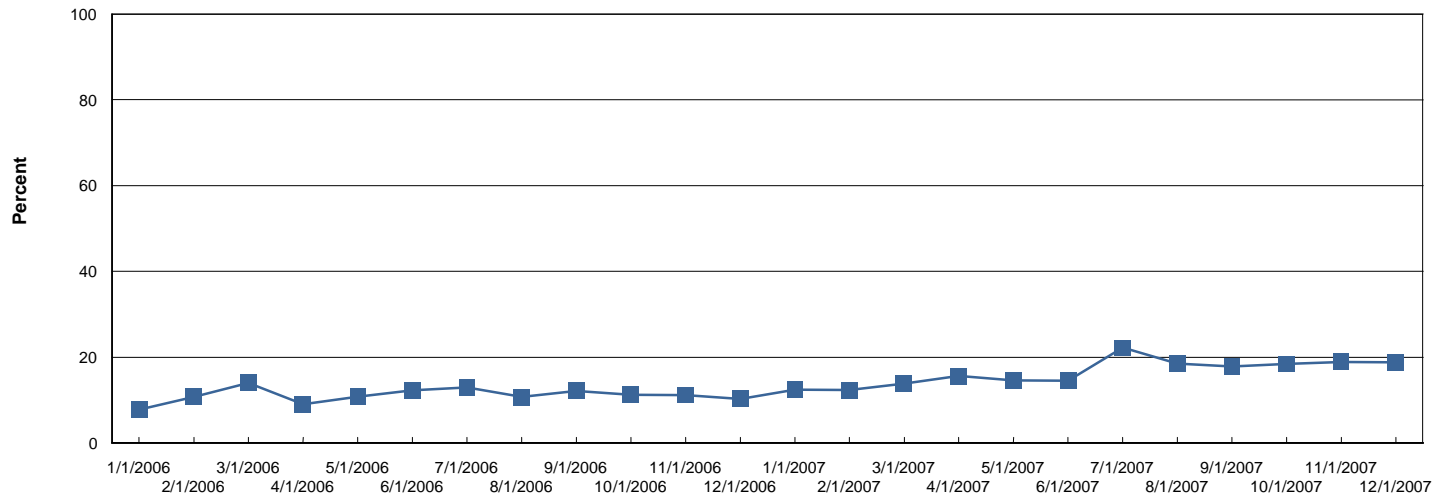
# Reduction in Homelessness



# Reduction in Arrest



# Reduction in Unemployment





# Lessons Learned

- A high tech data collection system does not necessarily mean quality data
- Having PI tools available does not ensure people will use them – must be meaningful to them at some level
- Some people will be motivated to improve, others you just have to force to report correctly
  - “Feed the ones that get it, poke the ones who don’t”
- Keep repeating the message!



# Lessons Learned

- Don't let perfect be the enemy of good
- Transparency in measurement
- Collaborative System
  - In a system where there are limited providers, we must use data to identify agencies which need assistance



# Thank you!

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- Mark A. Reynolds
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  - (405) 522-3824
- Report Examples
  - <http://www.odmhsas.org/nri>