



DIG'in It in Texas: Informing Policy and Practice in Community Mental Health through Data

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Introduction

The Data Infrastructure Grant (DIG) in Texas has been used to support the efforts of the Texas Department of State Health Services (DSHS) to effectively measure clinical outcomes and satisfaction among consumers, while also helping to create a new data management system known as the *Clinical Management for Behavioral Health Services* (CMBHS). Data from these efforts continue to inform policy and practice in community mental health.

Clinical Outcomes

Consumers at DSHS-Funded Community Mental Health Centers are uniformly assessed at intake, every 90 days, and at discharge along the clinical dimensions shown in **Table 1** (adult) and **Table 2** (child). These assessment data are transmitted to DSHS via a web-based, data management system and housed in the DSHS *Mental Retardation and Behavioral Health Outpatient Warehouse* (MBOW). Clinical outcomes are then computed by comparing consumers' first and last dimension ratings during the State Fiscal Year (SFY) that are at least 90 days apart.

Table 1. Adult Clinical Assessment Dimensions

1. Risk of Harm
2. Support Needs
3. Psychiatric-Related Hospitalizations
4. Functional Impairment
5. Employment Problems
6. Housing Instability
7. Co-Occurring Substance Use
8. Criminal Justice Involvement
9. Response to Medication Treatment

Table 2. Child Clinical Assessment Dimensions

1. Ohio Youth Problem Severity Scale (OYPPS)
2. Ohio Youth Functioning Scale (OYFS)
3. Risk of Self-Harm
4. Severe Disruptive or Aggressive Behavior
5. Family Resources
6. History of Psychiatric Treatment
7. Co-Occurring Substance Use
8. Juvenile Justice Involvement
9. School Behavior
10. Psychoactive Medication Treatment

Business Objects software allows DSHS and DSHS-Funded Community Mental Health Center staff access reports that show the percent of consumers with improved, static/stabilized, or worse clinical outcomes. As an example, **Figure 1** shows a *Business Objects* report on the percent of adults with improved, static, and worse functional impairment in SFY2007 by DSHS-Funded Center, de-identified for the purposes of this poster. And each report can be "drilled" according to variables of interest (e.g., consumer level of care, psychiatric diagnosis, etc.).

Figure 1. *Business Objects* report on the percent of adults with improved, static, and worse functional impairment in State Fiscal Year (SFY) 2007 by DSHS-Funded Community Mental Health Center (de-identified).

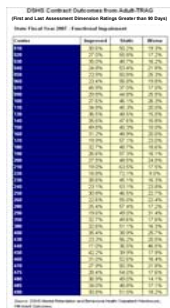


Figure 2 (adult) and Figure 3 (child) display clinical outcomes among consumers at DSHS-Funded Community Mental Health Centers for SFY2005-07.

Figure 2. Clinical outcomes among adults at DSHS-funded Community Mental Health Centers for State Fiscal Year (SFY) 2005-07.

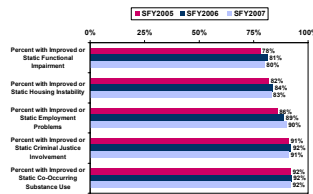
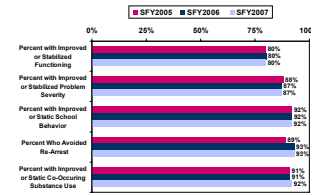


Figure 3. Clinical outcomes among children at DSHS-funded Community Mental Health Centers for State Fiscal Year (SFY) 2005-07.



Source: DSHS Mental Retardation and Behavioral Health Outpatient Warehouse (MBOW).

Consumer Satisfaction

The annual *Adult Mental Health Survey* (AMHS) and *Youth Services Survey for Families* (YSSF), as designed by the federal Mental Health Statistics Improvement Program, are administered annually by the Texas Health and Human Services Commission (by mail) to measure consumer perception of state community mental health services as part of a broader federal effort to evaluate the performance of the mental health system. Both the AMHS and YSSF assess general consumer satisfaction with state consumer mental health services received over the past 12 months, along with consumer satisfaction with access to services, participation in treatment, outcomes achieved, improved functioning, and social connectedness. However, whereas the AMHS also measures consumer satisfaction with service quality, the YSSF includes a staff cultural sensitivity domain. Although the return rate is relatively low (e.g., SFY2007 AMHS = 19% and YSSF = 18%), survey results are taken into account by DSHS and DSHS-Funded Community Mental Health Centers staff in an effort to improve the community mental health system in Texas. **Table 3** (AMHS) and **Table 4** (YSSF) display survey results for SFY2004-07.

Table 3. Percent of consumers served at DSHS-Funded Community Mental Health Centers who agreed or strongly agreed with the items in the domains on the *Texas Adult Mental Health Survey* (AMHS) in State Fiscal Year (SFY) 2004-07.

State Fiscal Year (SFY)	General Satisfaction	Satisfaction with ...					
		Service Quality	Access to Services	Participation in Treatment	Outcomes Achieved	Improved Functioning*	Social Connectedness*
2004	84%	80%	76%	63%	60%		
2005	87%	83%	79%	72%	60%		
2006	85%	84%	76%	72%	53%		
2007	86%	81%	73%	66%	56%	58%	63%

*Domains piloted in 2006.

Source: Judy Tempa, Strategic Decision Support, Texas Health and Human Services Commission.

Table 4. Percent of consumers (parents) served at DSHS-Funded Community Mental Health Centers who agreed or strongly agreed with the items in the domains on the *Youth Services Survey for Families* (YSSF) in State Fiscal Year (SFY) 2004-07.

State Fiscal Year (SFY)	General Satisfaction	Satisfaction with ...					
		Staff Cultural Sensitivity	Access to Services	Participation in Treatment	Outcomes Achieved	Improved Functioning*	Social Connectedness*
2004	83%	94%	81%	88%	65%		
2005	77%	90%	78%	85%	52%		
2006	81%	90%	80%	87%	59%		
2007	80%	91%	80%	86%	57%	57%	77%

*Domains piloted in 2006.

Source: Judy Tempa, Strategic Decision Support, Texas Health and Human Services Commission.

CMBHS

Currently, multiple systems are used for managing DSHS-funded behavioral health consumer clinical and service data. For example, the *Client Assignment and Registration* (CARE) system is used for community mental health, whereas the *Behavioral Health Integrated Provider System* (BHIPS) is used for substance abuse. Moreover, the Substance Abuse and Mental Health Services Administration has listed, as a core priority, the development of a single system for co-occurring mental health and substance use disorders. So, with DIG support and leadership from the CMBHS Focus Group, DSHS is developing the *Clinical Management for Behavioral Health Services* (CMBHS) system. CMBHS is an integrated data management system developed to provide a more complete approach to community mental health and substance abuse services. It is a web-based clinical record keeping system for state-contracted behavioral health service providers.



CMBHS Focus Group

Clockwise from top right: Kevin Davis (Focus Group Leader, DSHS Decision Support Unit), Jackie Webster (Contractor), Glenn Richardson (DSHS Training & Technical Assistance Unit), and Valerie Shown (DSHS Quality Management Unit).



Clinical Management for Behavioral Health Services

Texas Department of State Health Services

Rollout of the CMBHS beta application for pilot testing by DSHS-Funded Community Mental Health Center staff and substance abuse treatment providers began on January 14th, 2008.

The current DIG will be used to integrate CARE into CMBHS, and the production of documentation for continued accurate and timely reporting of the *Uniform Reporting System* measures, *National Outcome Measures*, and *Center for Mental Health Services National Mental Health Block Grant* program reporting, allowing data from Texas to be included in national data reports.

Conclusion

Thanks to DIG, the ability of DSHS to effectively measure clinical outcomes and consumer satisfaction, while also developing CMBHS, continues to inform policy makers and practitioners, as they strive to improve the community mental health system in Texas.

More Information

Clinical Outcomes

- <http://www.dshs.state.tx.us/mhprograms/RDMTRAG.shtm> (Adult Clinical Assessment Dimensions).
- <http://www.dshs.state.tx.us/mhprograms/RDMCAtrag.shtm> (Child Clinical Assessment Dimensions).
- http://www.dshs.state.tx.us/mhcontracts/FY07Contract/Info_Item_C_Instructions_Report_II.doc (Outcome Computation Formulas and Targets).

Consumer Satisfaction

- <http://www.dshs.state.tx.us/mhreports/Surveys.shtm>

CMBHS

- <http://www.dshs.state.tx.us/cmbhs/default.shtm>