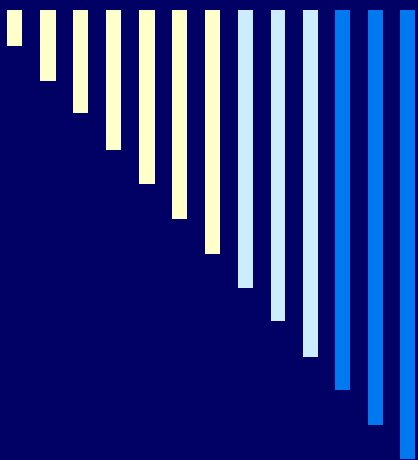


The MHSIP Quality Report:



Overview

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Washington, D.C., June 1 – 4, 2004.*



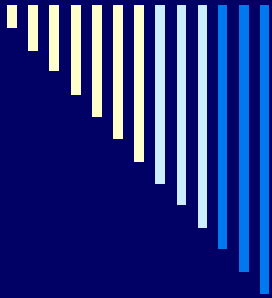
What is the MHSIP Quality Report?

- ❑ Set of mental health performance measures developed through a consensus of representatives of mental health stakeholder organizations with broad public input from consumers, family members, advocates, providers and administrators;
 - ❑ Consists of a universal set of indicators and measures that apply across different populations and settings with additional population-specific and setting-specific indicators;
 - ❑ Cutting-edge in the development of the next generation of mental health performance measures.
-



Features of the MHSIP Quality Report

- ❑ Consumer-focused
 - ❑ Outcome-focused
 - ❑ Recovery-oriented
 - ❑ Inclusive of children's issues
 - ❑ Reflects concern for cultural competence
 - ❑ Value-based
 - ❑ Responsive to current national priorities and initiatives
-



How Is The MHSIP Quality Report Different From The Original MHSIP Consumer-oriented Report Card?

- ❑ Different sets of measures needed for different populations and different settings
 - ❑ Incorporates lessons from performance measurement implementation efforts
 - ❑ Emphasizes recovery orientation and cultural competence
 - ❑ Emphasizes the *testing* to proposed indicators and measures
 - ❑ Provides toolkit with report.
-



How Were Indicators Selected for Inclusion?

- Review of indicators in current performance measurement set in terms of importance, operationalization and implementation
 - Development of indicator sets
 - Standardized definitions
 - Multiple definitions
 - Developmental definitions
 - Consumer expert panel guidance and input
 - Web-based survey (with 982 respondents)
 - Prioritization by various stakeholder respondents
-



The MHSIP Quality Report – Universal Set

- ❑ **Consumer Outcomes**
 - ❑ **Active Participation in Treatment Planning**
 - ❑ **Recovery Orientation**
 - ❑ **Quality of Interaction Between Clinicians and Consumers**
 - ❑ **Quality of Treatment**
 - ❑ **Safety**
 - ❑ **Availability of Services**
 - ❑ **Initiation of Treatment**
 - ❑ **Cultural Competence**
 - ❑ **Co-occurring Problems / Screening**
 - ❑ **Involvement in the Criminal Justice System**
-



The MHSIP Quality Report – Population-Specific (Additional)

- **ALL ADULTS**
 - Availability of Information / Education
 - Peer Support
 - Improvement in Work Functioning
 - **ADULTS WITH SMI**
 - Adults with Schizophrenia Receiving New Generation Medications
 - Illness Self Management
 - **ALL CHILDREN (Including Children with SED)**
 - Availability of Information/Education
 - Improvement in School Functioning
 - Social Relationships
 - Involvement with Juvenile Justice System
 - Illness Self Management
-



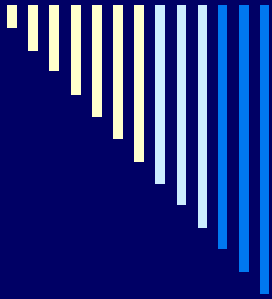
The MHSIP Quality Report – Setting-Specific

- COMPREHENSIVE COMMUNITY SYSTEMS

- Perception of Access

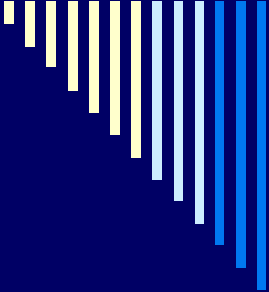
- HOSPITALS / INPATIENT

- Seclusions
 - Restraints
-



How Were The Measures Developed?

- Measures based on current operational definitions being used;
 - In some cases, there are multiple measures
 - For developmental measures, need testing
 - For multiple definitions, need testing
-



Some Measures: Recovery Orientation of System

- Staff respect me as a whole person.
 - There is at least one person who believes in me.
 - I do not have the support I need to function in the roles I want in my community.
 - I have a say in what happens to me when I am in crisis.
 - I have housing that I can afford.
 - Staff use pressure, threats, or force in my treatment.
 - Staff see me as an equal partner in my treatment program.
 - Mental Health staff support my self-care or wellness.
 - I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).
 - Staff believe I can grow, change and recover.
-



Some Measures: Cultural Competence

- My individual needs and goals were met;
 - Staff were sensitive to my cultural background (race, ethnicity, religion, language, age, sexual orientation, etc.);
 - My culture and race/ethnicity was included in planning the services I received;
 - Staff understood the customs and traditions of my race/ethnic group;
 - I was able to get services from staff of my race/ethnicity group when I wanted;
 - Staff was able to speak my language (or use interpreters) whenever I needed.
-



The MHSIP Quality Report – Next Steps

□ TESTING PLAN

- Testing Individual Indicators
- Testing the Set of Performance Measures

□ HOW CAN YOU BE INVOLVED?
