

Quality of Care (QoC) Surveys

- ❑ Collected by TeleSage Outcome Measurement System (TOMS)



Louisiana National Outcome Measures (NOMs)

Collection of **MH NOMs**: through TOMS Assessment (also from LGE EHR Client-Level Data), and QoC Surveys from MH Outpatient Clients.

TOMS Assessments (Self-Assessments)	TOMS Surveys (Quality of Care or Client Satisfaction)
<p>3 types of Assessments:</p> <ul style="list-style-type: none"> Adult(18+) Self-Assessment: 38 questions Youth(13-17) Self-Assessment: 51 questions Parent/Guardian(6-12)Self-Assessment: 50 questions 	<p>2 types of Surveys:</p> <ul style="list-style-type: none"> Adult (Modified MHSIP or C'est Bon): 42 questions Parent/Guardian(YSS-F or LaFête): 32 questions
<p>Assessment are Identified by Client name, DOB, SSN</p>	<p>Surveys are Anonymous</p>
<p>Frequency: At intake, every 3 months thereafter up to 24 months</p>	<p>Frequency: Twice a year</p>
<p>Not graded in AIP Tool</p>	<p>Graded in AIP Tool (LA 49 and LA 50)</p>

Louisiana Mental Health NOMS: Quality of Care (QoC) Survey Domains

- ▶ Access to Services/Care
- ▶ Appropriateness/Quality of Services/Care
- ▶ Medication
- ▶ Outcomes of Services/Care
- ▶ Treatment Involvement/Participation in Treatment Planning
- ▶ General Satisfaction with Care (Adult)/Cultural Sensitivity of Providers Parent/Guardian/Child

*Must answer AT LEAST 2/3 of all questions in a domain in order to calculate a score for the domain.

Number of Completed QoC Surveys Required for Receiving a Compliant Grade in AP Tool

▶ **Adult Survey (Modified MHSIP) / C'est Bon Survey: 42 Items**

- ❑ Minimum of 10-15% of all mental health clients served
- ❑ Surveys completed by OBH survey team may be counted towards required percentage

▶ **Parent/Guardian Survey (YSS-F) / LaFête Survey: 32 items**

- ❑ Minimum of 5% of all mental health clients served

Louisiana Mental Health NOMS: through Quality of Care (QoC) Surveys

Table 1: Main Performance Indicators

Main Performance Indicators	GPA	Client Count
ACCESS TO SERVICES	3.73	106
APPROPRIATENESS OF SERVICES	3.78	105
MEDICATION	3.65	93
OUTCOME OF SERVICES	3.62	105
PARTICIPATION IN TREATMENT	3.83	103

Table 2: General Satisfaction Questions

Question for General Satisfaction	Percent Responses for Client Responding to Question		Client Count
	Yes	No	
32. If you could go anywhere you wanted for services, would you continue to come here? [Q1821]	97.12%	2.88%	104
33. Would you recommend the clinic to a friend or family member? [Q1822]	98.08%	1.92%	104

Table 3: GPA Questions Grouped by Performance Indicator

Question	Percent Responses for Client Responding to Question						GPA	Client Count
	A - Excellent	B - Very Good	C - OK	D - Poor	F - Failing	N/A		
ACCESS								
1. How would you grade the location of the services (for example, parking, public transportation, distance)? [Q1790]	65.71%	22.86%	11.43%	0%	0%	0%	3.54	105
2. How would you grade getting your phone calls returned promptly? [Q1791]	74.29%	20.95%	3.81%	0%	0.95%	0%	3.68	105

Louisiana Mental Health NOMS: through Quality of Care (QoC) Surveys

Table 4: Agreement Questions Grouped by Performance Indicator

Question	Percent Responses for Client Responding to Question						Average Score	Client Count
	1 - Strongly Agree	2 - Agree	3 - Neutral	4 - Disagree	5 - Strongly Disagree	N/A		
FUNCTIONING								
34. My symptoms are not bothering me as much. [Q1823]	66.02%	25.24%	8.74%	0%	0%	0%	1.43	103
35. I do things that are more meaningful to me. [Q1824]	64.42%	28.85%	4.81%	0.96%	0.96%	0%	1.45	104
36. I am better able to take care of my needs. [Q1825]	70.19%	22.12%	5.77%	1.92%	0%	0%	1.39	104
37. I am better able to handle things when they go wrong. [Q1826]	58.65%	26.92%	13.46%	0.96%	0%	0%	1.57	104
38. I am better able to do things that I want to do. [Q1827]	66.35%	25%	5.77%	2.88%	0%	0%	1.45	104
Functioning Summary	65.13%	25.63%	7.71%	1.35%	0.19%	0%	1.46	104
CONNECTEDNESS								
39. I am happy with the friendships I have. [Q1828]	54.37%	28.16%	12.62%	3.88%	0.97%	0%	1.69	103
40. I have people with whom I can do enjoyable things. [Q1829]	51.92%	29.81%	11.54%	6.73%	0%	0%	1.73	104
41. I feel I belong in my community. [Q1830]	50%	22.12%	22.12%	5.77%	0%	0%	1.84	104
42. In a crisis, I would have the support I need from family or friends. [Q1831]	65.38%	29.81%	1.92%	1.92%	0.96%	0%	1.43	104
Connectedness Summary	55.42%	27.47%	12.05%	4.58%	0.48%	0%	1.67	104

Number of Completed QoC Surveys Required for Receiving a Compliant Grade in AP Tool

LGE AP Tool

Information Management, Data Collection & Reporting			
Indicator Number	Performance Indicators	Score 1=Yes / 0=N or N/A	Comments
LA49	LGE has completed TeleSage Outcomes Measurement System QoC surveys for at least 10-15% of their total adults served in the most recent fiscal year. Surveys completed by OBH survey teams count toward required percentages. (AIP-8, AIP-41) (Verify by: TeleSage Activity Report) (DTR - Analytics)		_____ has completed ___ Adult/Modified MHSIP/C'est Bon surveys of the _____ adult (mental health) patients served during fiscal year 20___. That is ___%. The expectation is minimum ___ to ___ completed surveys (around 10 to 15% of adults served).
LA50	LGE has completed TeleSage Outcomes Measurement System YSS-F surveys for at least 5% of their total children served in the most recent fiscal year. (AIP-8, AIP-41) (Verify by: TeleSage Activity Report) (DTR - Analytics)		_____ has completed ___ Parent/Guardian/YSS-F surveys of the ___ children/adolescents (mental health) served during fiscal year 20___. That is ___%. The expectation is minimum ___ completed surveys (around 5% of children/adolescents served).

Louisiana Mental Health Indicators: through TOMS Assessments

- ▶ Some measures are collected through TOMS Assessments (Adult, Youth 13-17, Parent-Guardian 5-12).
- ▶ Depression and Anger Domain:
 - Percentage of persons reporting a reduction in symptom severity
- ▶ Some Used primarily for Internal Monitoring (*LGE MH NOMS Report*).

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Client Population	Domain	Measure Number	Performance Measure	Documentation
MH		1	01. Percentage of persons reporting improved functioning	Client Input: Quality of Care Surveys; MHSIP Adult Consumer Survey & YSS-F Parent/Guardian Survey- functional Items)
MH		2	02. Percentage of persons reporting a reduction in symptom severity: Depression Domain	From Telesage: Adult, Youth & PG: Numerator: The number of clients (specified in the denominator) whose Depression score for Most Recent Follow-up < their Depression score at Intake Denominator: The total number of clients with a depression domain score at Most Recent Follow-up
MH		3	03. Percentage of persons reporting a reduction in symptom severity: Anger Domain	From Telesage: Adult, Youth & PG Numerator: The number of clients (specified in the denominator) whose Anger score for Most Recent Follow-up < their Anger score at Intake Denominator: The total number of clients with an Anger domain score at Most Recent Follow-up

Louisiana Mental Health Indicators: through TOMS Assessments

Table 3A: Intake Scores of Adult Completed Surverys

		Average Score at Intake		
		Clinic (n=351)	Agency (n=776)	State (n=9668)
Social Functioning (Peer) Domain of 3 items (past 7 days)	Range 1-5 (<i>higher</i> is better)	3	3.07	3.06
Recovery Domain of 3 items (past 7 days)	Range 1-5 (<i>higher</i> is better)	3.48	3.52	3.51
Medication Single item (past 7 days)	Percent who endorsed the item	65.81%	67.23%	57.93%
Medication Adherence Domain of 2 items (past 7 days)	Range 1-5 (<i>higher</i> is better)	3.95	4.1	3.92
Medication Side Effects Single item (past 7 days)	Range 1-5 (<i>higher</i> is better)	3.68	3.4	3.27
Depression Domain of 4 items (past 7 days)	Range 1-5 (<i>lower</i> is better)	2.95	2.88	2.95
Anxiety Domain of 3 items (past 7 days)	Range 1-5 (<i>lower</i> is better)	3.64	3.49	3.59
Anger Domain of 3 items (past 7 days)	Range 1-5 (<i>lower</i> is better)	2.54	2.44	2.48

Louisiana Mental Health NOMS: through LGE EHR Data

- ▶ Measures are collected from LGE EHR Client-level data (e.g. Employment, Education, Residence type etc.).
 - Increased or maintained employment
 - Decrease in the school absences or expulsions
 - Reduced number of arrests or remaining arrest free
 - Reduced Homelessness or maintained independent/supported housing

Louisiana Mental Health NOMS: MH NOMS Report

► Work in progress.

OFFICE OF BEHAVIORAL HEALTH- ACCOUNTABILITY AND IMPLIMENTATION PLAN (AP) REPORT : MH NOMS

		Fiscal Year 2016		Fiscal Year 2016		Fiscal Year 2017		Fiscal Year 2017		
		Quarter 3		Quarter 4		Quarter 1		Quarter 2		
LGE	ITEM		Percent / Per Capita	Count for total sample	Percent / Per Capita	Count for total sample	Percent / Per Capita	Count for total sample	Percent / Per Capita	Count for total sample
2-CAHSD	01. Percentage of persons reporting improved functioning	QOC Adult								
2-CAHSD		QOC Parent								
2-CAHSD	02. Percentage of persons reporting a reduction in symptom severity: Depression Domain ***	Adult								
2-CAHSD		Youth								
2-CAHSD	03. Percentage of persons reporting a reduction in symptom severity: Anger Domain ***	Adult								
2-CAHSD		Youth								
2-CAHSD	04. Percentage of persons reporting reduced alcohol/drug use (co-occurring disorders) ***	Adult								
2-CAHSD		Youth								
2-CAHSD	05. Increased/ Maintained Employment: % of persons reporting increased/ maintained employment ***	Adult								
2-CAHSD		Youth								
2-CAHSD	06. Decreased school absences or expulsions: % of persons reporting decrease in the number of days of school absences or expulsions ***	Youth								