

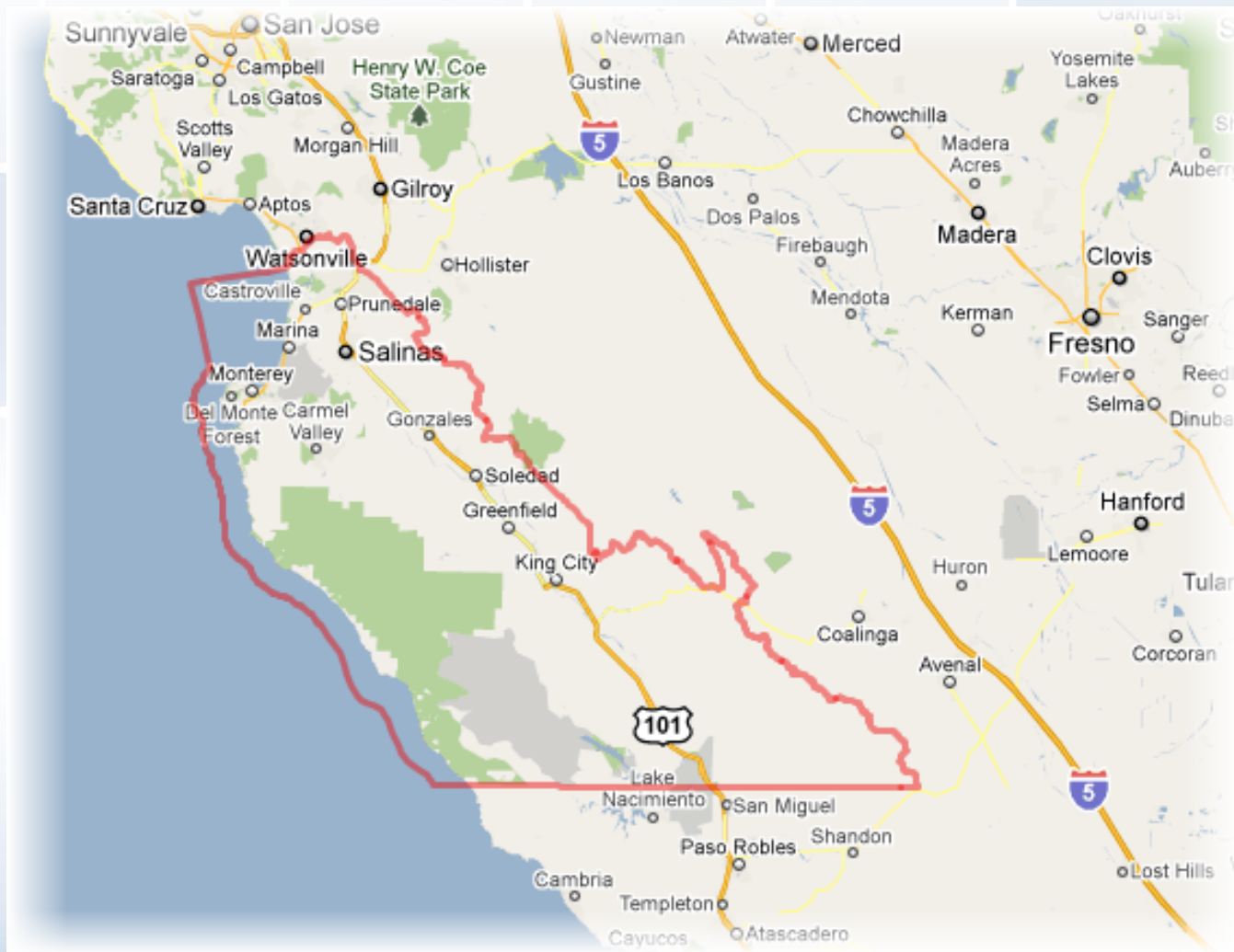


# Monterey County's Use of and EMR for PEI Data Management

Amie Miller



# Monterey County





420,238  
*Total population*

3,771

*Square miles in  
Monterey County*

16

*Different clinic  
locations serving  
every region in the  
county*

24

*Hour crisis  
services*

\$73,000,000

*Operating Mental Health and  
AOD Budget*

525

*Total Current  
EMR users*

# Data System Background

- Implemented Avatar in 2009



- We have all county staff and a large portion of contracted providers using this system for all clinical documentation



# Goals

**I Q<sup>2</sup> = D<sup>3</sup>**





# Goals & Objectives for System

- 1** Provide a measurement tool that collects data and measures staff time so they are credited towards productivity
- 2** Integrate client level data into overall performance management reports



① Provide a measurement tool that collects data and measures staff time so they are credited towards productivity

**Add New Appointment**

- Appointment Details
- Appointment Details
- MHSA Services**
- Team

**Submit**

**Online Documentation**

Title of MHSA Service Provided

MHSA Service Location

Location Zip Code

Total Number Served

Age Group Served

- 0-16
- 17-25
- 26-59
- 60+v/o

Notes/Purpose of Contact





## Goals & Objectives for System

- ② Integrate client level data into overall performance management reports
- We have a series of Fiscal year reports that look at key performance indicators for all programs
- Reports based on billing data entered by clinical staff and QA'd by my Quality Improvement team.

## Program Group - The Village Project, Inc.

This program is a unique response to the critical need to provide African Americans with intervention strategies that address issues that impact individuals and families of color. The Village Project has become an integral part of the community and serves as a focal program where individuals and families can access a range of culturally competent mental health and supportive services. The Village Project utilizes licensed clinicians, social workers, counselors, as well as interns who have specific expertise and training in working with African Americans. The Village Project works in collaboration with other community based organizations providing mental health services to ensure that services are culturally competent. Referrals are made through the community, faith based organizations and schools.

**Number of Clients Served: 31**

**Total Service Value: \$45,596.70**

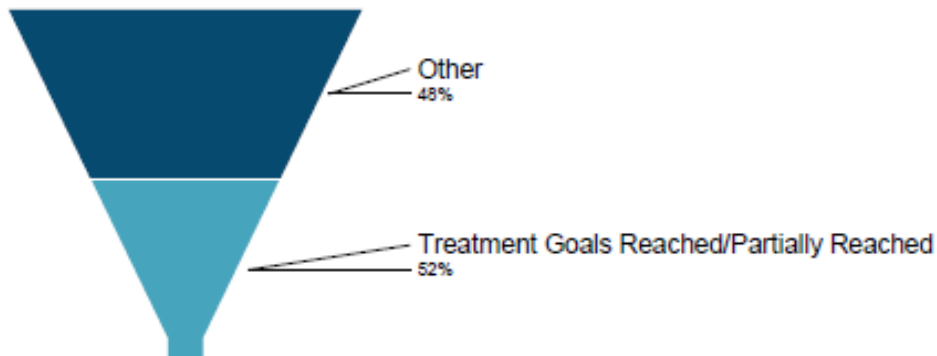
**Average Service Value per Client: \$1,470.86**

**Average Age: 27**

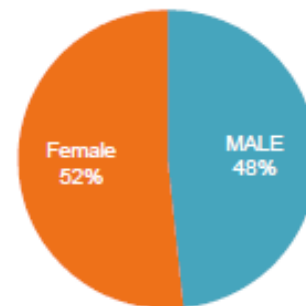
**Number of New Clients: 20**

**Number of Clients Discharged: 7**

### Discharge Disposition/Outcome



### Gender



### Language of Preference



Of the clients served, 3 % had a substance use diagnosis.

Of the Clients assessed\* 60% are victims of trauma.

*\*5 clients assessed*

Diagnosis Type	% of Clients with this type of diagnosis
Adjustment Disorders	32%
Depressive Disorders	26%
Anxiety Disorders	19%
Disruptive Behavior Disorder	10%
Bipolar / Mood Disorders	3%

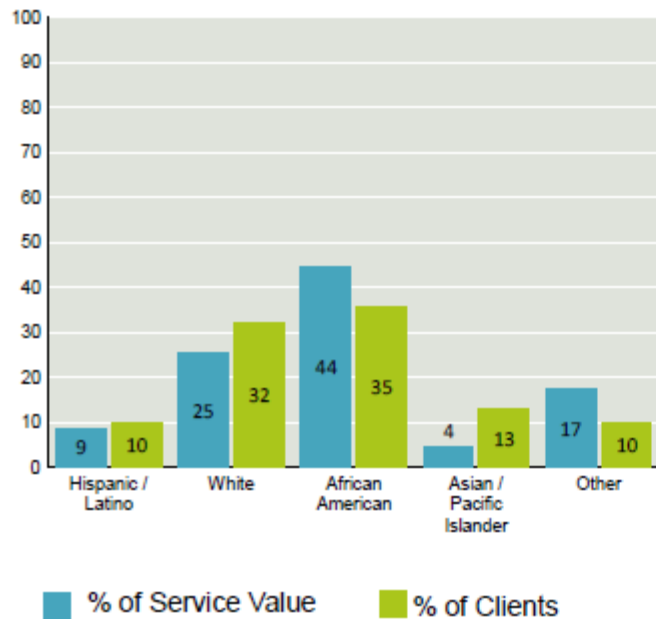
Breakdown of Services Provided			
	Number of Services	Percent of Total Service Minutes	Percent of Clients
Assessment/Evaluation	13	4%	32%
Collateral	26	10%	22%
Mental Health Counseling	247	86%	100%
Total	286	100%	100%

## Outcome Measurement Data (CANS/ANSA)

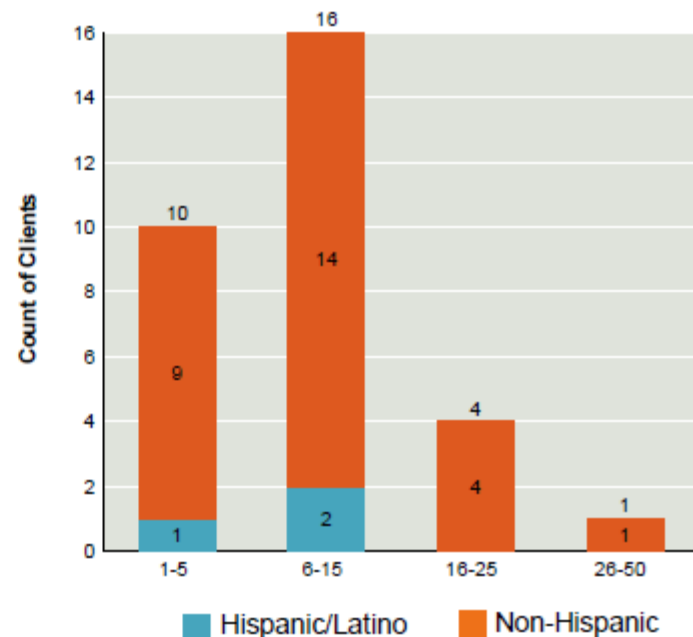
- 80% : of the clients assessed have a need for treatment relating to oppositional defiant behaviors
- 60% : of clients demonstrated symptoms of anxiety
- 60% : of the clients assessed presented with needs relating to impulsivity and hyperactivity
- 40% : of clients demonstrated an inability to identify and manage their anger when frustrated
- 40% : of the clients assessed needed treatment for presenting as a danger to others
- 40% : of the clients assessed presented as needing treatment because they were a danger to themselves
- 40% : of the clients assessed needed treatment for depression
- 40% : of the clients assessed needed treatment relating to experiences of victimization
- 40% : of the clients assessed needed treatment for family problems
- 40% : of the individuals assessed needed support relating to self-harming behaviors

## Health Equities

### Breakdown of Clients Served by Ethnicity



### Client Service Frequency

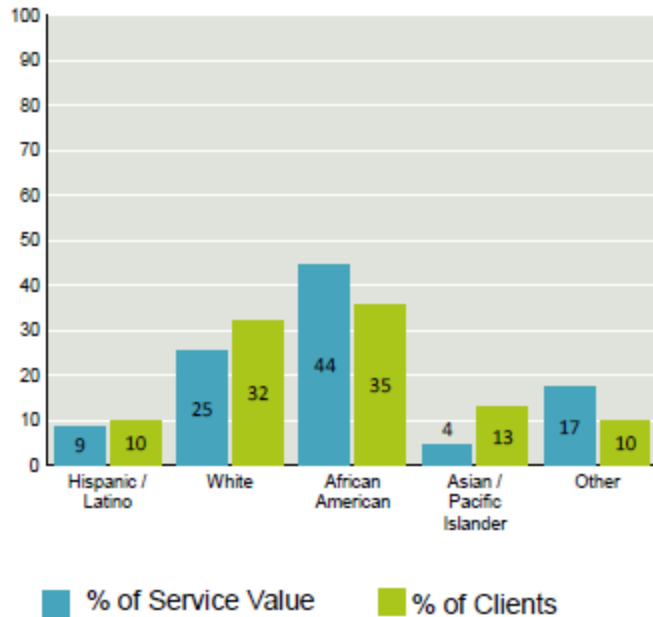


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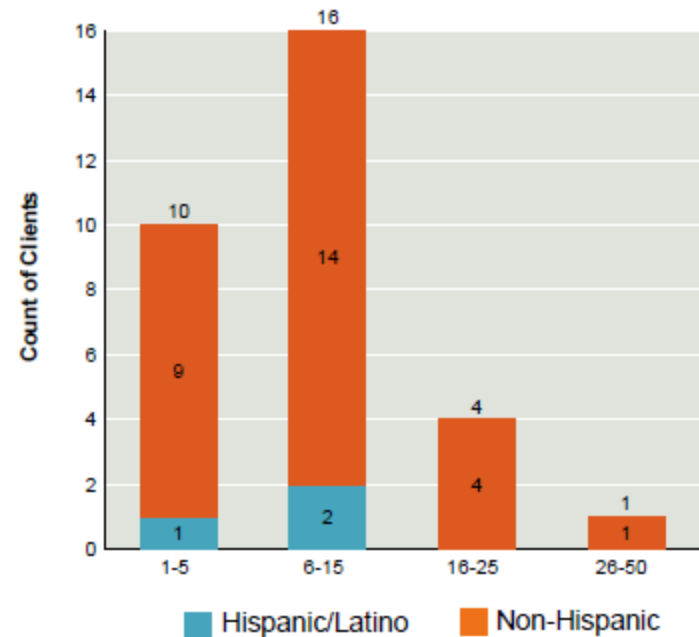
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## Health Equities

**Breakdown of Clients Served by Ethnicity**



**Client Service Frequency**





# Adaptability

- New measures always emerging
- Information publically available to staff on our website and through reports they run within the EMR system



Home

- Information For:
- Clinical Staff
  - MD Staff
  - Clerical Staff
  - Supervisors/Managers
  - Providers
  - Provider Billing Staff
  - MC Best
  - QI Newsletters
  - Onset of Services Materials
  - Loan Repayment Programs

- Training
- New County Staff Procedure
  - New Provider Staff
  - Key Documents
  - Training Event Calendar

- Main Menu
- Administrator
  - Home
  - QI Documents
  - QI Policy
  - QI Committee
  - QI FAQ's
  - Data
  - Policy Clarification Memos
  - Resources
  - Applause
  - Author Issues

Two sections that can be resources; The EMR user guide and the Data section



# For more Information

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Monterey County Behavioral Health

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Salinas, CA 93906

Check out the one stop shop for all QI information: <http://mtyhd.org/QI/>