

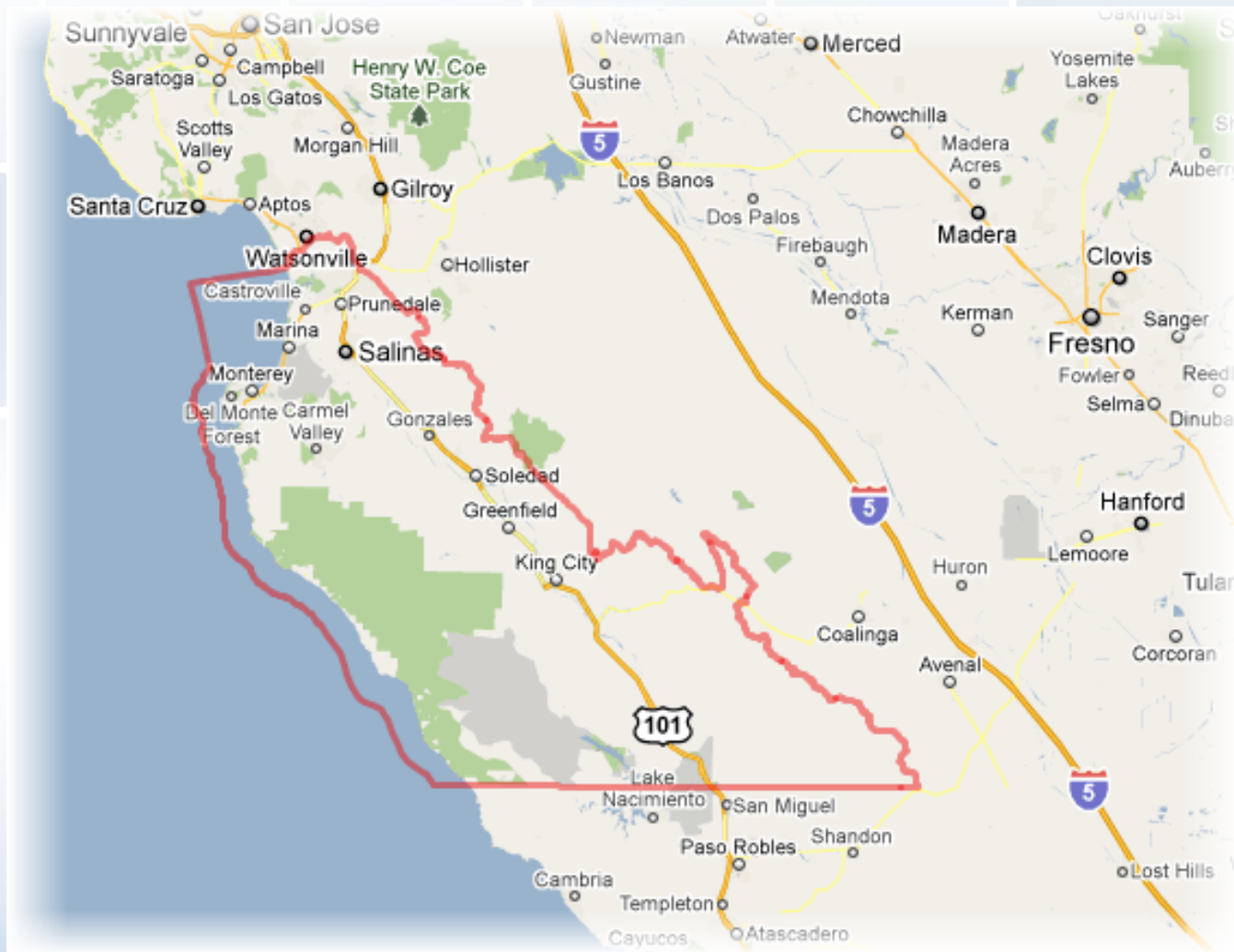


Monterey County's Use of and EMR for PEI Data Management

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 Q² = D³



Motivation for System Change

Reduce errors by eliminating data entry duplication

BEHAVIORAL HEALTH DIVISION ADULT SERVICES STAFF LOG
MORENO ARNALDO 17

SERVICE DATE: / /

301/LOC	381/LOC	330/LOC	361/LOC	GROUP #	DOC

PROCEDURE CODES

301 CASE MANAGEMENT/BROKE
 381 MENTAL HEALTH SERVICE

DATE	PROC CODE	MI

Single Service Entry

Client Number: Service Date: 3 /19/2010 RU:

Procedure:

Staff: Staff Duration: : Number in Group: 01

Co-Staff: Location:

Billing Code: Modifier_1: Modifier_2:



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

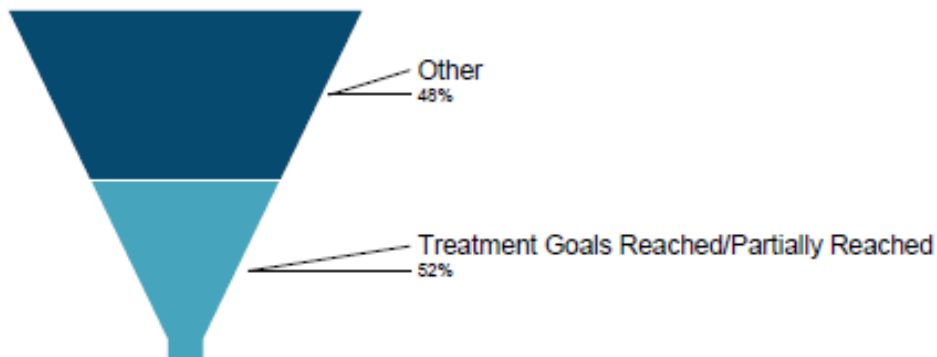
Average Service Value per Client: \$1,470.86

Average Age: 27

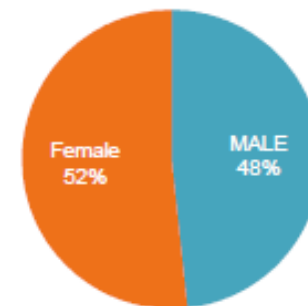
Number of New Clients: 20

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%

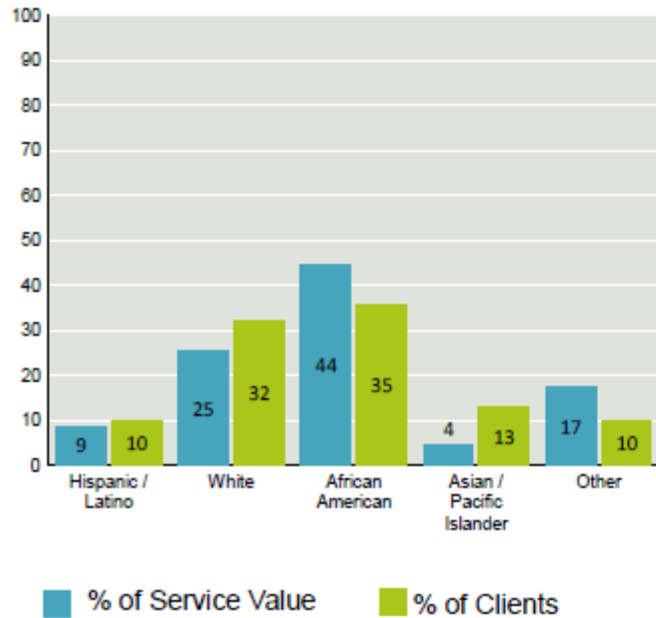
Breakdown of Services Provided			
	Number of Services	Percent of Total Service Minutes	Percent of Clients
Assessment/Evaluation	13	4%	32%
Collateral	26	10%	22%
Mental Health Counseling	247	86%	100%
Total	286	100%	100%

Outcome Measurement Data (CANS/ANSA)

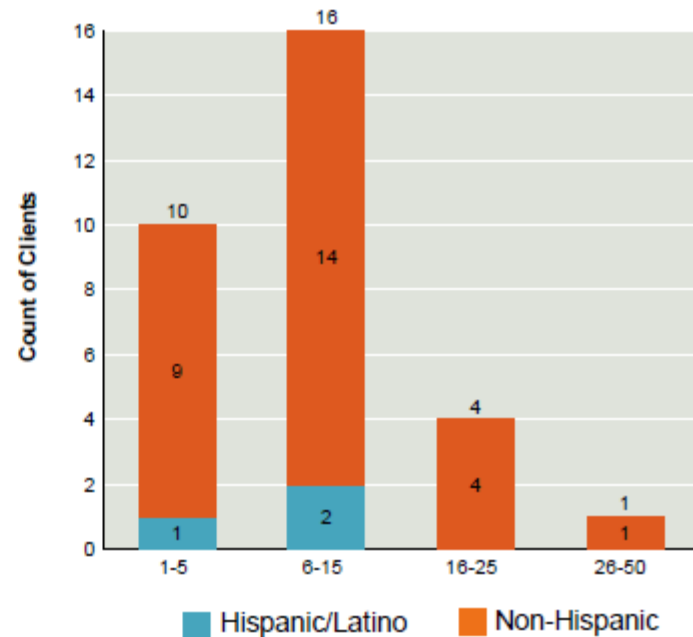
- 80% : of the clients assessed have a need for treatment relating to oppositional defiant behaviors
- 60% : of clients demonstrated symptoms of anxiety
- 60% : of the clients assessed presented with needs relating to impulsivity and hyperactivity
- 40% : of clients demonstrated an inability to identify 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

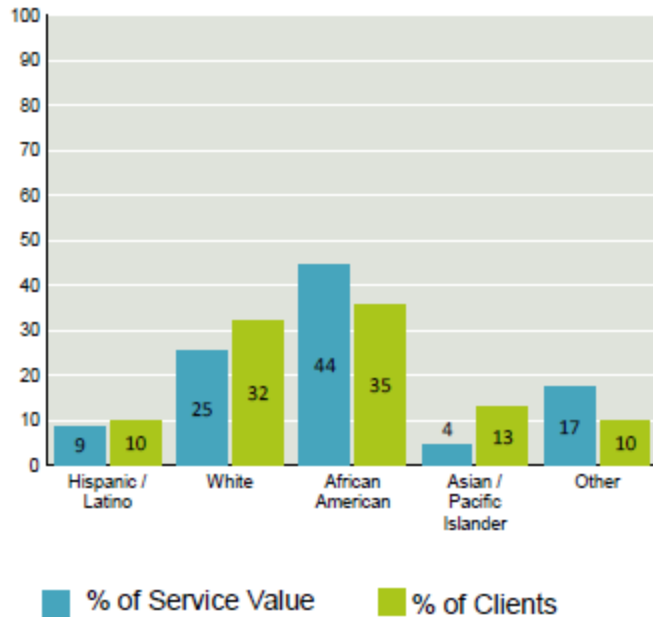


Outcome Measurement Data (CANS/ANSA)

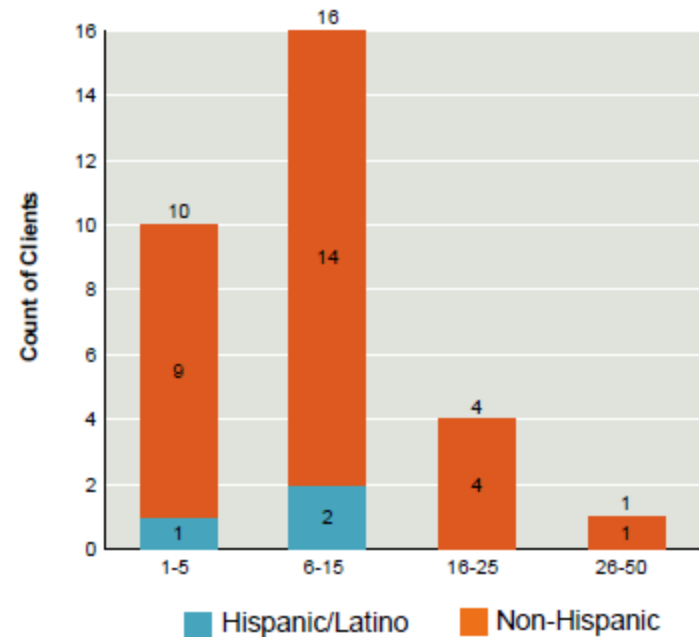
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Health Equities

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

Learn More:



For more Information

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Salinas, CA 93906

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