

DEPARTMENT OF ALCOHOL AND DRUG PROGRAMS

1700 K STREET
 SACRAMENTO, CA 95811-4037
 TDD (916) 445-1942
 (916) 323-8333

**ADP BULLETIN**

Title

**GUIDELINES TO CLARIFY PROCEDURES FOR COLLECTION OF ADMISSION
 AND DISCHARGE DATA FOR THE CALIFORNIA OUTCOME MEASUREMENT
 SYSTEM - TREATMENT (CALOMS-TX)**

Issue Date: 9-16-08 Issue No.

Expiration Date: #08-08

Date: N/A

Supersedes Bulletin/ADP Letter No.

N/A

Function:

Information Management

Quality Assurance

Service Delivery

Fiscal

Administration

Other

Gigi Smith

Chief Information Officer

Information Management Services Division

PURPOSE

This bulletin provides protocols and guidelines for collecting CalOMS-Tx data from clients when they are admitted and discharged from alcohol and other drug (AOD) treatment services and reporting this data to the Department of Alcohol and Drug Programs (ADP). The guidelines in this bulletin were developed by a collaborative workgroup named the Data/Outcomes Committee that consists of several county administrators representing the County Alcohol and Drug Program Administrators Association of California (CADPAAC), representatives of the University of California, Los Angeles' Integrated Substance Abuse Program (UCLA ISAP), and ADP staff.

DISCUSSION

Recent analyses of CalOMS-Tx data conducted by ADP and UCLA ISAP indicate a high percentage of administrative discharges are being reported to ADP. Interviews with AOD treatment providers and county staff show an inconsistent understanding of the proper use of the CalOMS-Tx discharge statuses which determine whether a discharge is an administrative discharge (no treatment outcomes collected) or a standard discharge (treatment outcomes are collected). This indicates that, for a portion of our client population, valuable client outcome data is not being collected or is being collected incorrectly.

CalOMS-Tx client outcome information collected at admission and discharge is critical to demonstrate the benefits of treatment services to decision-makers and to compete for scarce funding resources. For continuous quality improvement, our programs must be able to demonstrate that public funds are put to good use and are achieving desired client outcomes. Therefore, to be able to demonstrate AOD treatment program efficacy, it is critical that ADP, counties, and treatment providers collect complete and

accurate client outcome data at admission and discharge in a consistent manner so that treatment outcomes can be measured and reported to public funding agencies.

Every treatment provider who receives funding for AOD treatment from ADP, either via a contract with a county or a direct contract with ADP, and every licensed narcotic treatment provider is required to collect CalOMS-Tx data from every client served. Treatment providers must collect CalOMS-Tx data when a client is admitted to treatment (within seven days of their first service), on the one year anniversary date of their admission (for clients in the same treatment service for one year or more), and when the client is discharged from the treatment service in which they have been participating. The one exception to this rule is when the only ADP-distributed funding a provider receives are Substance Abuse Treatment Trust Funds (SATTf) for the Substance Abuse and Crime Prevention Act (SACPA) and the services that provider offers are not narcotic treatment services. If a provider fits this description, then that provider collects and reports CalOMS-Tx data from their SACPA clients only.

Protocols for Discharging Clients

The following protocols clarify business rules for discharging clients from treatment in CalOMS-Tx.

1. A CalOMS-Tx discharge record must be submitted for every client for whom a CalOMS-Tx admission record has been submitted.
2. AOD treatment providers must schedule and conduct a discharge interview with every client. A discharge interview is either in person (face-to-face) or via telephone. This interview includes, but is not limited to, asking each of the required CalOMS-Tx standard discharge questions. Treatment providers are advised to include in each client's treatment plan a date to conduct a discharge interview. This date may be scheduled for some time prior to or on the client's planned last date of service, but may not be more than two weeks prior to the client's planned date of last service.
3. Providers should make every effort to ensure the discharge interview is a face-to-face interview. However, some clients may be unable to appear for the scheduled discharge interview, despite having made satisfactory progress in treatment. In these situations, providers are strongly encouraged to contact the client by phone to collect the CalOMS-Tx standard discharge data.
4. Administrative discharges should only be reported in the event the client cannot be located, either in person or by telephone, to answer the CalOMS-Tx questions. Such attempts to contact a client for a CalOMS-Tx discharge interview must be documented in the client's file. Providers should never guess or complete responses on behalf of an absent client for the required CalOMS-Tx discharge questions.

Key Terms Related to CalOMS-Tx Data Collection

Treatment Episode

Typically, a treatment episode is a planned series of treatment service types occurring consecutively, e.g., admission to and discharge from detoxification followed by admission to and discharge from outpatient services. However, a treatment episode may also be a single treatment service, e.g., admission to and discharge from outpatient treatment with no further AOD treatment services planned for the client. In CalOMS-Tx, episodes should be identified as follows:

- At the time of **admission** to the first treatment service (e.g. detoxification) in an episode, the provider should indicate that the admission is an “initial admission” in the “admission transaction type” field of the CalOMS-Tx admission record. “Initial admission” should also be reported for clients who will only be receiving one treatment service and will not be referred to another AOD treatment program or treatment service.
- At the time of **discharge** from the client's first treatment service, the client's discharge status should be recorded as “completed and referred” (discharge status 1). This indicates in the CalOMS system that the client successfully completed the first phase of multiple planned phases and has been referred to the next level of care. If the client has not completed the first phase and is being referred to continue the same treatment service elsewhere or to change to a different treatment service, choose either “left before completion with satisfactory progress and referred” (discharge status 3) or “left before completion with unsatisfactory progress and referred” (discharge status 5), whichever is applicable to the client’s progress in treatment.
- At the time of **admission** to the next treatment service, i.e., the AOD treatment service to which the client was referred by their previous provider, the “admission transaction type” field in the CalOMS admission record should indicate “transfer/change in service.”

To summarize, “transfers” are identified in the CalOMS-Tx admission record using the “admission transaction type” field and “referrals” are identified in the CalOMS-Tx discharge record using the “discharge status” field. Please note that a client must be admitted to the treatment programs within 30 days of the prior discharge in order for the service to which the client was referred to be included in the episode. If there is a break of more than 30 days between discharge from one service and admission to the next treatment service, a new episode begins.

Initial Admission

An initial admission is the first admission in a treatment episode. This type of admission may also be used for a client who will be admitted to a single treatment service; i.e. clients for whom an episode is not planned.

Transfer or Change in Service Admission

A transfer or change in service admission is reported for each subsequent treatment service in a treatment episode that follows the initial admission. Transfers follow a referral from the provider that recently discharged the client. A transfer can occur when a client moves from one level of care or service (e.g. detoxification to outpatient) to another within the same provider or between different providers (e.g. ABC Agency to Agency 123).

Referral

Referrals occur when a client is discharged from AOD treatment programs. A referral is when a client in an AOD treatment program is referred to another AOD treatment program for services or referred to a different AOD treatment service within the same provider. For CalOMS-Tx, a referral occurs when the staff at the treatment program in which the client has been participating refers the client to receive additional treatment services at the same service provider or another AOD treatment provider. A client does not have to accept the treatment provider's referral in order for it to be reported as a referral on the discharge record. In CalOMS-Tx, referrals do not include referrals to non-treatment services such as medical appointments or twelve-step programs, or other recovery support services.

Administrative Discharge

An administrative discharge occurs under one of these circumstances:

1. The client has stopped appearing for treatment services without leave from or notification to the AOD treatment program and the client cannot be located to be discharged and complete the CalOMS-Tx discharge interview. Depending on the client's progress (as determined from the client's file or the counselor's interactions with the client while they were in the program) prior to leaving the program, the provider should report either "did not complete, made satisfactory progress, not referred" (status 4), or "did not complete, made unsatisfactory progress, not referred" (status 6).
2. The client has died (status 7) prior to completing all of his/her planned AOD treatment services and thus cannot be interviewed for CalOMS-Tx discharge data collection.

3. The client has become incarcerated (status 8) prior to completing all of their planned AOD treatment services and thus cannot be interviewed for CalOMS-Tx discharge data collection.

An administrative discharge shall only be reported to CalOMS-Tx when one of the above circumstances takes place. Because the client has left the program and cannot be interviewed, the administrative discharge requires the provider to determine the last date they saw the client which is called the administrative discharge date. For example, if a client is enrolled in outpatient treatment services and has not appeared for his/her planned services within the last 30 days, then the discharge date should be the date the treatment counselor last saw the client. The provider can then use the data from the client's admission record to complete the CalOMS-Tx administrative discharge record. Detailed guidelines for determining the administrative discharge date for the different types of treatment services are provided in the *CalOMS Treatment Data Collection Guide*, available on ADP's website.

An administrative discharge is structured this way to ensure data quality; providers administratively determine the discharge date and complete a limited set of information to prevent providers from having to guess the answers to the required CalOMS-Tx discharge questions. An administrative discharge shall only be submitted when a client cannot be located to complete a CalOMS-Tx discharge interview. In these situations, accurate data on the client's condition at the time of discharge cannot be collected to enable measurement of treatment outcomes, e.g., whether a client reduced or abstained from AOD use, became employed, etc. Discharges inappropriately recorded as administrative discharges hinder ADP, county, and treatment provider's ability to report the benefits of AOD treatment services to stakeholders and decision-makers.

Standard Discharge

A standard discharge shall be reported when the client is available to be interviewed and one of these circumstances takes place:

1. The client has completed the treatment episode and is interviewed for the CalOMS-Tx discharge either via telephone or in person.
2. The client has completed a single treatment service and is interviewed for the CalOMS-Tx discharge either via telephone or in person.
3. The client has made either satisfactory or unsatisfactory progress in treatment, will be referred to another AOD treatment service or program, and is interviewed for the CalOMS-Tx discharge either via telephone or in person.

For standard discharges, providers are required to complete a full CalOMS-Tx discharge record by interviewing the client and asking all of the required CalOMS-Tx discharge questions. The date for a standard discharge is the date on which the client completes the CalOMS-Tx discharge interview or the date of last treatment service, whichever is later.

A standard discharge is used to measure treatment outcomes for reporting purposes at the county, state, and federal levels. It is very important to ask the client every CalOMS-Tx standard discharge question and report the client's response in the discharge record. This is because the outcome measures collected for a client's admission and standard discharge for CalOMS-Tx are used to measure whether the client reduced or abstained from drug use, obtained employment, remained out of the criminal justice system, etc. It is critical that counties and treatment providers collect accurate and complete client outcome data at discharge so client outcomes can be measured and reported to public funding agencies to demonstrate the benefits and efficacy of treatment services.

REFERENCES

CalOMS-Tx Data Collection Guide
CalOMS-Tx Data Compliance Standards

Refer to the *CalOMS Treatment Data Collection Guide* for detailed descriptions of data collection requirements. The *CalOMS Treatment Data Collection Guide* is on the ADP Web site (<http://www.ap.ca.gov/CalOMS/pdf/CalOMSDataCollectionGuide.pdf>).

QUESTIONS/MAINTENANCE

Counties are encouraged to conduct provider trainings on how to implement discharge codes properly and on discharge interviewing methods, e.g., strategies to successfully complete the exit interview. UCLA's Addiction Technology Transfer Center (ATTC) can be utilized by counties as a resource to train providers on discharge interview protocols. In addition, a variety of CalOMS-Tx training materials are available online via ADP's website.

For further information related to CalOMS-Tx data collection refer to the CalOMS website through ADP's website:

2. Click the green tab labeled "Data Systems" toward the top of ADP's homepage.
3. Click the "CalOMS Treatment" link, just below "Active Data Systems."

You may also contact ADP's CalOMS-Tx Help Desk by phone (toll free) at 1-877-517-3329 or at (916) 327-3010.

EXHIBITS

Exhibit A: CalOMS-TX Discharge Status Definitions and Sample Scenarios

The Data/Outcomes Committee developed sample scenarios for each CalOMS-Tx discharge status to provide further assistance in determining the appropriate discharge status for a given situation. Refer to Exhibit A: *CalOMS-TX Discharge Status Definitions and Sample Scenarios* for additional information related to use of each discharge status.

DISTRIBUTION

County Alcohol and Drug Program Administrators
Strategic Local Government Services, LLC
Director's Advisory Council