

Performance Outcomes Adult Specialty Mental Health Services Report

Report Date September, 2016

Background

This report measures the effectiveness of adult specialty mental health services. It models reports developed to measure Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) mental health services as mandated by Welfare and Institutions Code Section 14707.5. The intent of these reports is to improve outcomes at the individual, program, and system levels and inform fiscal decision-making related to the purchase of services.

Since 2012 DHCS has worked with several groups of stakeholders to create a structure for reporting, to develop a Performance Measurement Paradigm, and to design indicators and measures. The Performance Outcomes System will be used to evaluate the domains of access, engagement, service appropriateness to need, service effectiveness, linkages, cost effectiveness and satisfaction. Further information on the Performance Measures System implementation is available on the DHCS website. Documents posted include the relevant legislation, plans submitted to the Legislature, and handouts for meetings with the Stakeholder Advisory Committee back to the first meeting in 2012. To obtain this information go to: <http://www.dhcs.ca.gov/provgovpart/pos/Pages/default.aspx>.

Overview

Three reports will be provided: statewide aggregate data; population-based county groups; and county-specific data. These aggregate reports provide adult information on the initial indicators that were developed for the Performance Outcomes System. DHCS plans to move to annual reporting of these data for the Performance Outcomes System.

The first series of charts and tables focus on the demographics of adults 21* and older who are receiving SMHS based on approved claims for Medi-Cal eligible beneficiaries. Specifically, this includes demographics tables of this population by age, gender, and race/ethnicity. Utilization of services reports are shown in terms of dollars, as well as by service in time increments. Two types of penetration information are provided; both penetration rate tables are also broken out by demographic characteristics. The snapshot table provides a point-in-time view of adults arriving, exiting, and continuing services over a two-year period. The time-to-step-down table provides a view over the past four years of the time to stepdown services following inpatient discharge.

Where possible, the reports provide trend information by displaying information for Fiscal Years (FY) 11/12, 12/13, 13/14, and 14/15.

Definitions

***Population** - Beneficiaries with approved services adjudicated through the Short Doyle/Medi-Cal II claiming system that were:

- Age 22 or older during the approved date of service on the claim; or
- Age 21 during the approved date of the service on the claim and a birth date on or after July 1st of the Fiscal Year.

Data Sources -

- Short-Doyle/Medi-Cal II (SD/MC II) claims with dates of service in FY 11/12 through FY 14/15.
- Medi-Cal Eligibility Data System (MEDS) data from the Management Information System/Decision Support System (MIS/DSS) FY 11/12 through 14/15.

Performance Outcomes Adult Specialty Mental Health Services Report

Report Date September, 2016

Additional Information

The **Measures Catalog** is the companion document for these reports and provides the methodology and definitions for the measures. Each measure is defined and the numerator and denominator used to develop the metrics are provided with relevant notes and additional references. The Measures Catalog may be found at:

http://www.dhcs.ca.gov/services/MH/Documents/MedCCC/Library/POSMeasuresCatalog_Sept15Reporting_Final_1.11.15.pdf

Note on Privacy:

The Health Insurance Portability and Accountability Act (HIPAA) and Code of Federal Regulations (CFR) 42 rules protect most individually identifiable health information in any form or medium; whether electronic, on paper, or oral. DHCS has strict rules in place to protect the identification of individuals in public reports. A "Public Aggregate Reporting – DHCS Business Reports" process has been established to maintain confidentiality of client Personal Information. The Performance Outcomes System complies with Federal and State privacy laws. Thus, the POS must appropriately and accurately de-identify data for public reporting. Due to privacy concerns, some cells in this report may have been suppressed to comply with state and federal rules. When necessary, these data are represented as follows: 1) Data that are missing is indicated as "-" 2) Data that have been suppressed due to privacy concerns is indicated as "^".

Report Highlights

*County-specific findings may be interpreted alongside the POS statewide and population-based report findings.

*The **penetration** rates reported here were calculated using a different methodology than that used by the External Quality Review Organization (EQRO). The differences in methodology makes comparison between the POS penetration rates and the EQRO penetration rates not appropriate nor useful. The POS methodology for calculating penetration rates was selected because it is easier to compute, more straightforward to interpret, and is in use by other states and counties. For the POS, the penetration rate is calculated by taking the total number of adults who received a number of SMHS (1 or 5 for POS) in a FY and dividing that by the total number of Medi-Cal eligible adults for that FY. This methodology results in lower penetration rates as compared to the EQRO rates, but it does so across the board so that all counties and the state will be similarly impacted.

*The **snapshot** report provides a point-in-time look at adults' movement through the SMHS system. The report uses five general categories to classify if an adult is entering, exiting, continuing services, or a combination of these categories (e.g., arriving and exiting). As of now, this report only classifies adults and their service usage for FY 12/13 through FY14/15. Eventually the snapshot data will be used along with measures of service effectiveness to identify whether adults are improving as a result of receiving services from the time they first arrived in the system to when they exit the system. This methodology was adapted from the California Mental Health and Substance Use System Needs Assessment (2012). More information on the original methodology can be found here: <http://www.dhcs.ca.gov/provgovpart/pos/Pages/Performance-Outcomes-System-Reports-and-Measures-Catalog.aspx>

*The psychiatric emergency services/hospital data measured in the **time to step-down services** report relies solely on claims data from Short Doyle/Medi-Cal II. Currently, the number of days is capped at 365 days (to mitigate the impact of extreme statistical anomalies) when calculating the mean and max for time between discharge and step down service. This methodology will be updated in the next reporting cycle. Additionally, county specific and population-based reports are based on the county of the hospital from which the patient is discharged and receives step-down services.

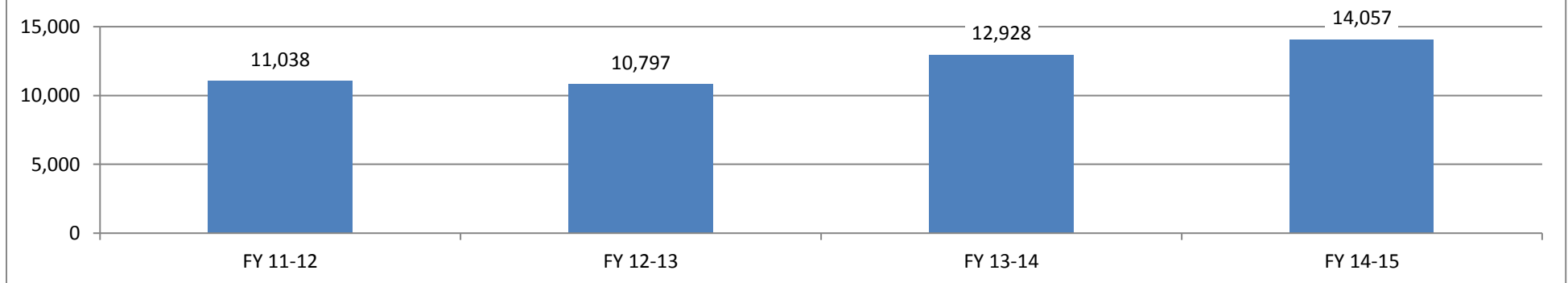
Please contact cmhpos@dhcs.ca.gov for any questions regarding this report.

Demographics Report: Unique Count of Adults Receiving SMHS by Fiscal Year

San Francisco County

SFY	Unique Count Receiving SMHS*	Year-Over-Year Percentage Change	Unique Count of Medi-Cal Eligibles	Year-Over-Year Percentage Change
FY 11-12	11,038		93,741	
FY 12-13	10,797	-2.2%	94,175	0.5%
FY 13-14	12,928	19.7%	149,214	58.4%
FY 14-15	14,057	8.7%	175,850	17.9%
Compound Annual Growth Rate SFY**		8.4%		23.3%

Unique Count of Adults Receiving SMHS



*SMHS = Specialty Mental Health Services. See Measures Catalog for more detailed information.

**SFY = State Fiscal Year which is July 1 through June 30.

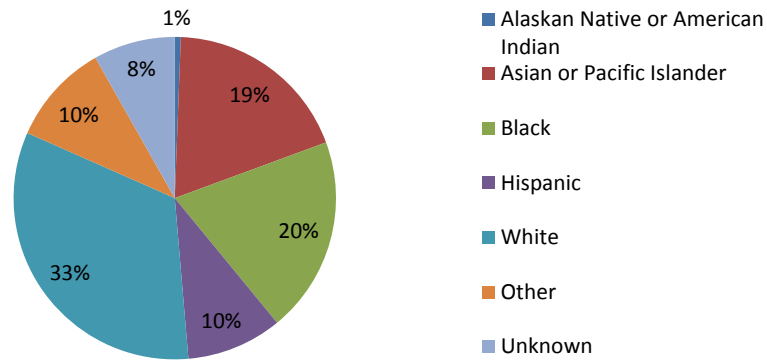
The Measures Catalog may be found at: http://www.dhcs.ca.gov/services/MH/Documents/MedCCC/Library/POSMeasuresCatalog_Sept15Reporting_Final_1.11.15.pdf

Demographics Report: Unique Count of Adults Receiving SMHS by Fiscal Year

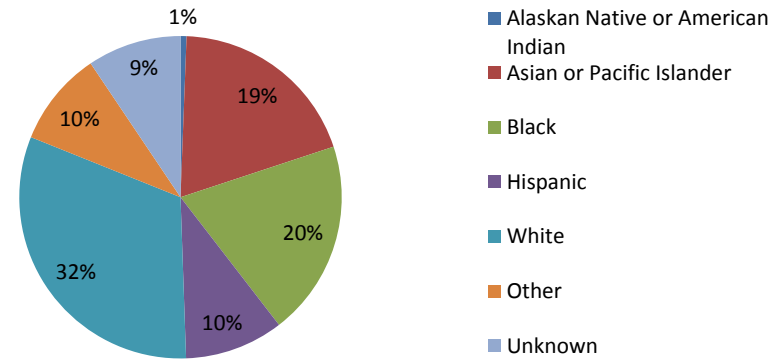
San Francisco County

Fiscal Year	Alaskan Native or American Indian Count	Alaskan Native or American Indian %	Asian or Pacific Islander Count	Asian or Pacific Islander %	Black Count	Black %	Hispanic Count	Hispanic %	White Count	White %	Other Count	Other %	Unknown Count	Unknown %
FY 11-12	65	0.6%	2,076	18.8%	2,179	19.7%	1,058	9.6%	3,639	33.0%	1,121	10.2%	900	8.2%
FY 12-13	63	0.6%	2,083	19.3%	2,119	19.6%	1,071	9.9%	3,416	31.6%	1,027	9.5%	1,018	9.4%
FY 13-14	90	0.7%	2,421	18.7%	2,459	19.0%	1,299	10.0%	4,229	32.7%	1,170	9.1%	1,260	9.7%
FY 14-15	92	0.7%	2,619	18.6%	2,512	17.9%	1,334	9.5%	4,648	33.1%	1,450	10.3%	1,402	10.0%

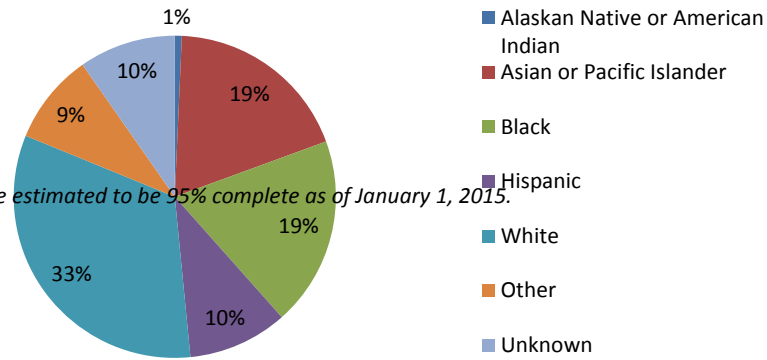
Fiscal Year 11-12 Race Distribution



Fiscal Year 12-13 Race Distribution

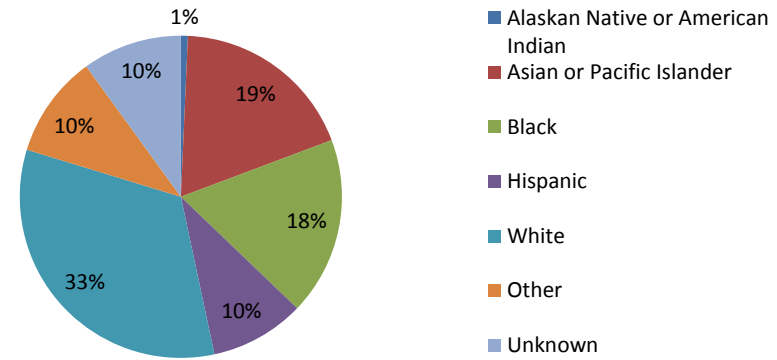


Fiscal Year 13-14 Race Distribution



*FY 13-14 claims are estimated to be 95% complete as of January 1, 2015.

Fiscal Year 14-15 Race Distribution

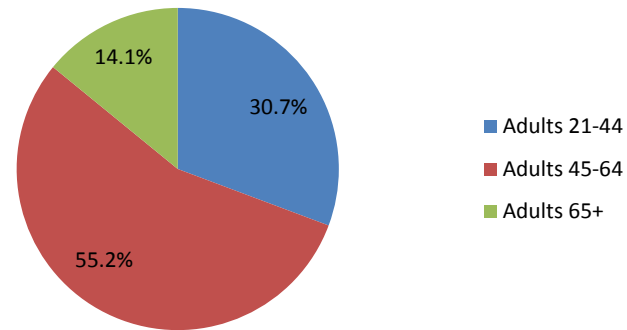


Demographics Report: Unique Count of Adults Receiving SMHS by Fiscal Year

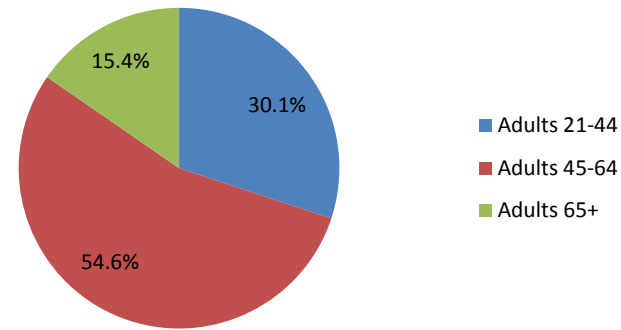
San Francisco County

Fiscal Year	Adults 21-44 Count	Adults 21-44 %	Adults 45-64 Count	Adults 45-64 %	Adults 65+ Count	Adults 65+ %
FY 11-12	3,388	30.7%	6,090	55.2%	1,560	14.1%
FY 12-13	3,246	30.1%	5,891	54.6%	1,660	15.4%
FY 13-14	4,485	34.7%	6,687	51.7%	1,756	13.6%
FY 14-15	5,205	37.0%	7,068	50.3%	1,784	12.7%

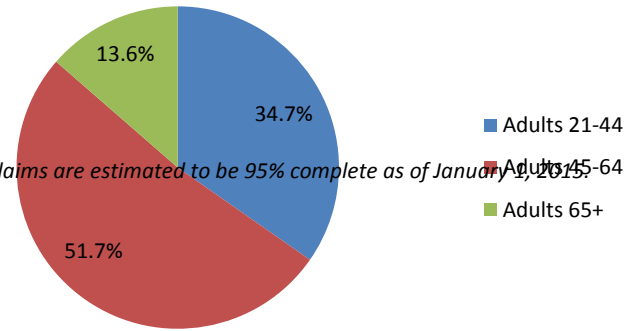
Fiscal Year 11-12 Age Group Distribution



Fiscal Year 12-13 Age Group Distribution

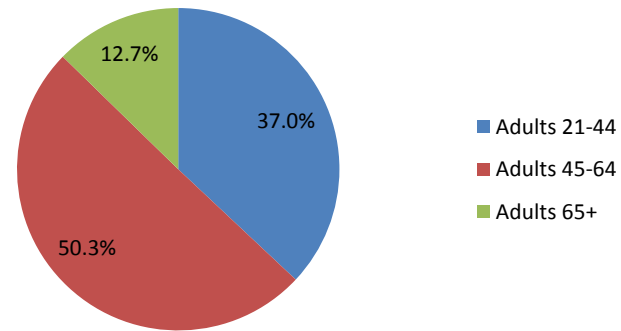


Fiscal Year 13-14 Age Group Distribution



*FY 13-14 claims are estimated to be 95% complete as of January 1, 2015.

Fiscal Year 14-15 Age Group Distribution

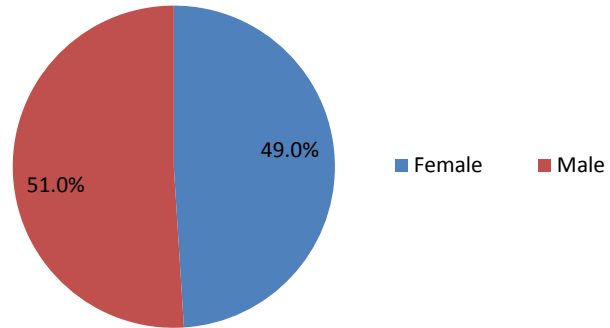


Demographics Report: Unique Count of Adults Receiving SMHS by Fiscal Year

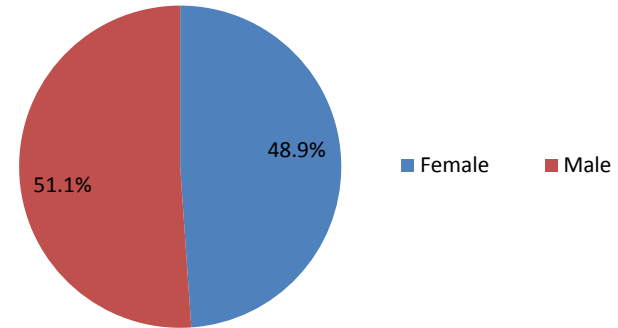
San Francisco County

Fiscal Year	Female Count	Female %	Male Count	Male %
FY 11-12	5,407	49.0%	5,631	51.0%
FY 12-13	5,278	48.9%	5,519	51.1%
FY 13-14	6,219	48.1%	6,709	51.9%
FY 14-15	6,527	46.4%	7,530	53.6%

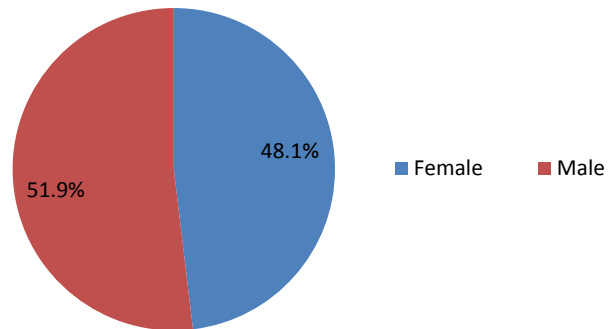
Fiscal Year 11-12 Gender Distribution



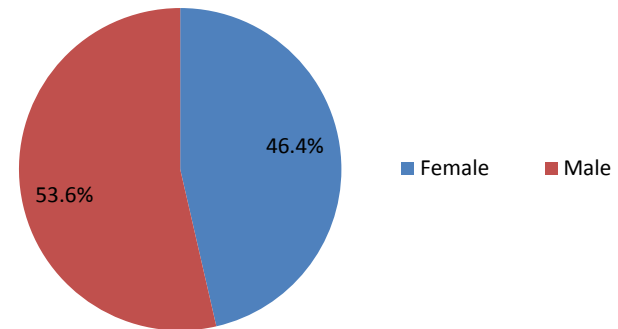
Fiscal Year 12-13 Gender Distribution



Fiscal Year 13-14 Gender Distribution



Fiscal Year 14-15 Gender Distribution

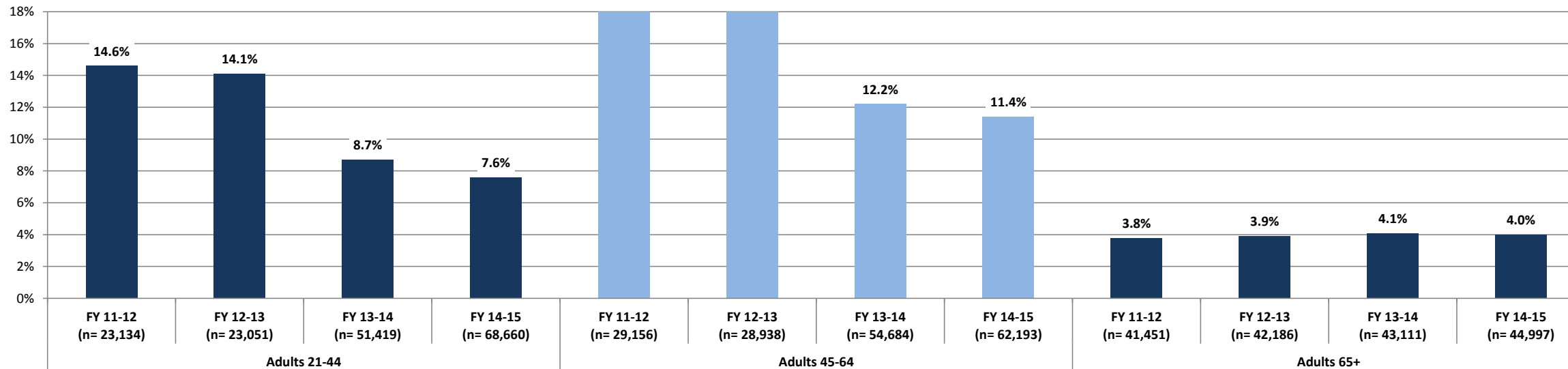


Penetration Rates* Report: Adults With At Least One SMHS Visit**

San Francisco County

	FY 11-12			FY 12-13			FY 13-14			FY 14-15		
	Adults with 1 or more SMHS Visits	Certified Eligible Adults	Penetration Rate	Adults with 1 or more SMHS Visits	Certified Eligible Adults	Penetration Rate	Adults with 1 or more SMHS Visits	Certified Eligible Adults	Penetration Rate	Adults with 1 or more SMHS Visits	Certified Eligible Adults	Penetration Rate
All	11,038	93,741	11.8%	10,797	94,175	11.5%	12,928	149,214	8.7%	14,057	175,850	8.0%
Adults 21-44	3,388	23,134	14.6%	3,246	23,051	14.1%	4,485	51,419	8.7%	5,205	68,660	7.6%
Adults 45-64	6,090	29,156	20.9%	5,891	28,938	20.4%	6,687	54,684	12.2%	7,068	62,193	11.4%
Adults 65+	1,560	41,451	3.8%	1,660	42,186	3.9%	1,756	43,111	4.1%	1,784	44,997	4.0%
Alaskan Native or American Indian	65	298	21.8%	63	289	21.8%	90	502	17.9%	92	600	15.3%
Asian or Pacific Islander	2,076	38,702	5.4%	2,083	38,788	5.4%	2,421	63,370	3.8%	2,619	72,907	3.6%
Black	2,179	11,715	18.6%	2,119	11,716	18.1%	2,459	16,259	15.1%	2,512	18,259	13.8%
Hispanic	1,058	9,534	11.1%	1,071	9,636	11.1%	1,299	13,997	9.3%	1,334	16,537	8.1%
White	3,639	16,466	22.1%	3,416	15,976	21.4%	4,229	27,361	15.5%	4,648	33,098	14.0%
Other	1,121	9,473	11.8%	1,027	9,683	10.6%	1,170	16,908	6.9%	1,450	21,817	6.6%
Unknown	900	7,553	11.9%	1,018	8,087	12.6%	1,260	10,817	11.6%	1,402	12,632	11.1%
Female	5,407	51,813	10.4%	5,278	52,189	10.1%	6,219	77,844	8.0%	6,527	89,724	7.3%
Male	5,631	41,928	13.4%	5,519	41,986	13.1%	6,709	71,370	9.4%	7,530	86,126	8.7%

Penetration Rates by Age
Adults With At Least One SMHS Visit**, By Fiscal Year



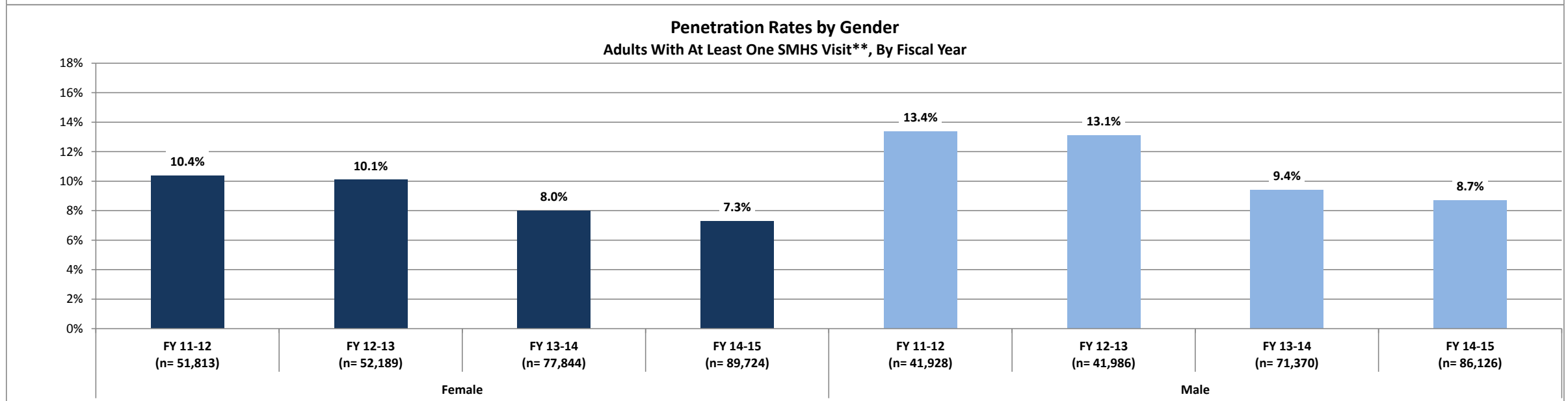
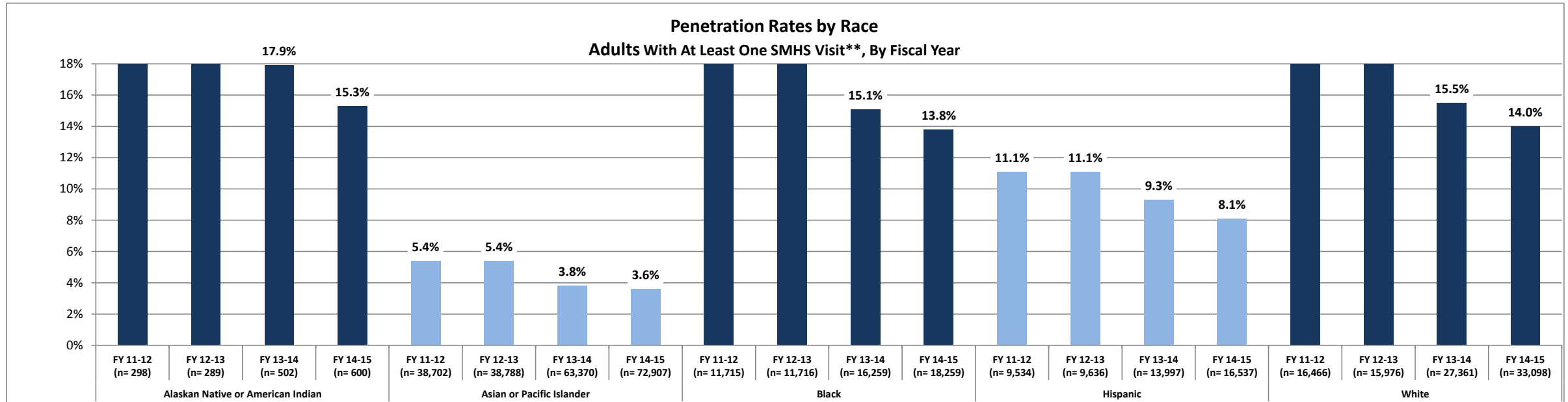
*Penetration Rate is defined as the percentage of SMHS eligible beneficiaries that have received a SMHS that was claimed via the Short-Doyle/Medi-Cal claiming system. This does not include non-specialty mental health services provided in Medi-Cal Managed Care system.

**Adults that have received at least one SMHS that was claimed through the Short-Doyle/ Medi-Cal claiming system on at least one (1) day in the Fiscal Year.

Penetration rates decreased because the number of Affordable Care Act SMHS eligible beneficiaries increased markedly beginning in SFY 2013-14 while claims increased more gradually.

Penetration Rates* Report: Adults With At Least One SMHS Visit**

San Francisco County



*Penetration Rate is defined as the percentage of SMHS eligible beneficiaries that have received a SMHS that was claimed via the Short-Doyle/Medi-Cal claiming system. This does not include non-specialty mental health services provided in Medi-Cal Managed Care system.

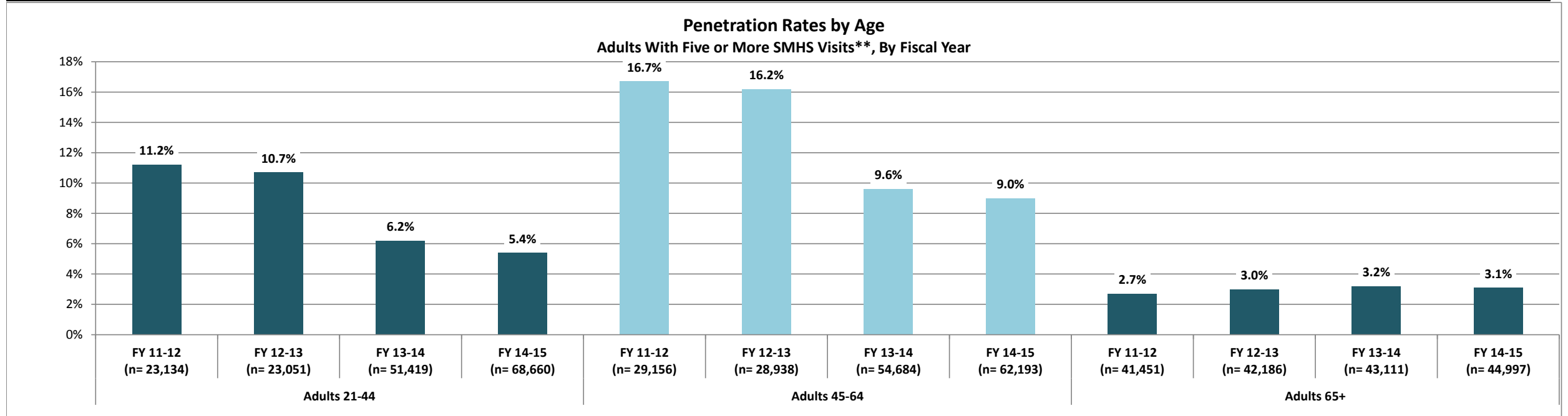
**Adults that have received at least one SMHS that was claimed through the Short-Doyle/ Medi-Cal claiming system on at least one (1) day in the Fiscal Year.

Penetration rates decreased because the number of Affordable Care Act SMHS eligible beneficiaries increased markedly beginning in SFY 2013-14 while claims increased more gradually.

Penetration Rates* Report: Adults with Five or More SMHS Visits**

San Francisco County

	FY 11-12			FY 12-13			FY 13-14			FY 14-15		
	Adults with 5 or more SMHS Visits	Certified Eligible Adults	Penetration Rate	Adults with 5 or more SMHS Visits	Certified Eligible Adults	Penetration Rate	Adults with 5 or more SMHS Visits	Certified Eligible Adults	Penetration Rate	Adults with 5 or more SMHS Visits	Certified Eligible Adults	Penetration Rate
All	8,565	93,741	9.1%	8,423	94,175	8.9%	9,795	149,214	6.6%	10,704	175,850	6.1%
Adults 21-44	2,600	23,134	11.2%	2,474	23,051	10.7%	3,191	51,419	6.2%	3,697	68,660	5.4%
Adults 45-64	4,858	29,156	16.7%	4,686	28,938	16.2%	5,230	54,684	9.6%	5,601	62,193	9.0%
Adults 65+	1,107	41,451	2.7%	1,263	42,186	3.0%	1,374	43,111	3.2%	1,406	44,997	3.1%
Alaskan Native or American Indian	50	298	16.8%	46	289	15.9%	62	502	12.4%	68	600	11.3%
Asian or Pacific Islander	1,669	38,702	4.3%	1,693	38,788	4.4%	1,929	63,370	3.0%	2,080	72,907	2.9%
Black	1,605	11,715	13.7%	1,561	11,716	13.3%	1,788	16,259	11.0%	1,801	18,259	9.9%
Hispanic	840	9,534	8.8%	819	9,636	8.5%	952	13,997	6.8%	1,031	16,537	6.2%
White	2,836	16,466	17.2%	2,712	15,976	17.0%	3,257	27,361	11.9%	3,568	33,098	10.8%
Other	850	9,473	9.0%	771	9,683	8.0%	842	16,908	5.0%	1,074	21,817	4.9%
Unknown	715	7,553	9.5%	821	8,087	10.2%	965	10,817	8.9%	1,082	12,632	8.6%
Female	4,202	51,813	8.1%	4,110	52,189	7.9%	4,769	77,844	6.1%	5,034	89,724	5.6%
Male	4,363	41,928	10.4%	4,313	41,986	10.3%	5,026	71,370	7.0%	5,670	86,126	6.6%



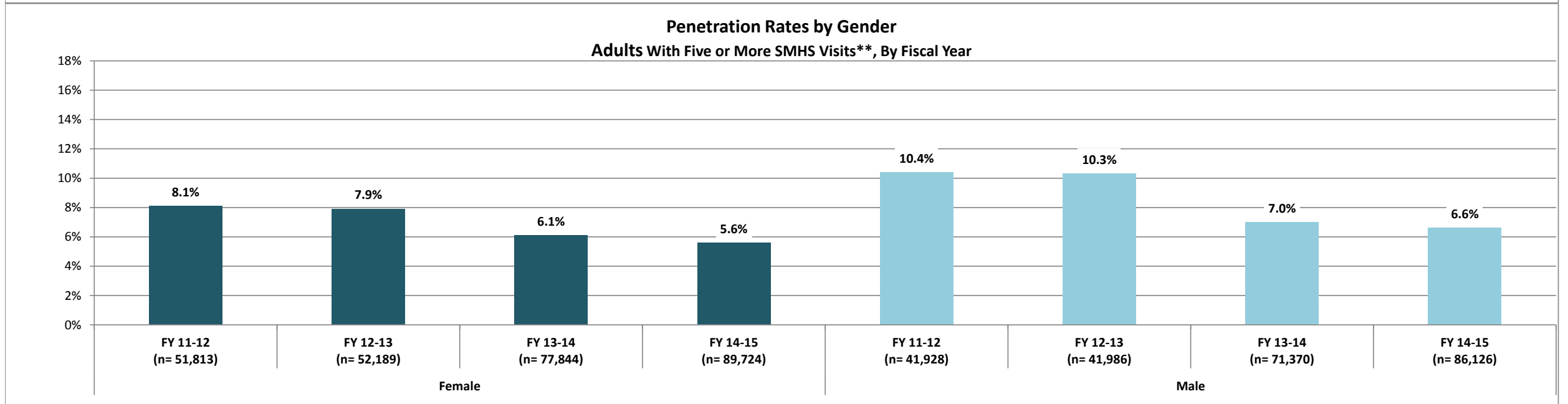
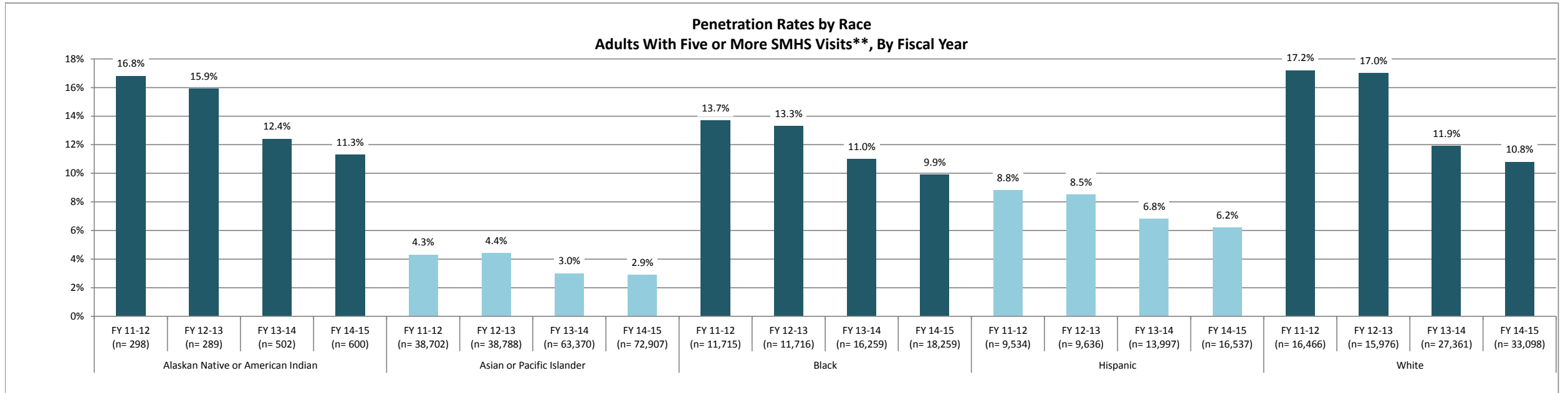
*Penetration Rate is defined as the percentage of SMHS eligible beneficiaries that have received a SMHS that was claimed via the Short-Doyle/Medi-Cal claiming system. This does not include non-specialty mental health services provided in Medi-Cal Managed Care system.

**Adults that have received at least five SMHS that were claimed through the Short-Doyle/ Medi-Cal claiming system on at least five (5) or more different days in the Fiscal Year.

Penetration rates decreased because the number of Affordable Care Act SMHS eligible beneficiaries increased markedly beginning in SFY 2013-14 while claims increased more gradually.

Penetration Rates* Report: Adults with Five or More SMHS Visits**

San Francisco County



*Penetration Rate is defined as the percentage of SMHS eligible beneficiaries that have received a SMHS that was claimed via the Short-Doyle/Medi-Cal claiming system. This does not include non-specialty mental health services provided in Medi-Cal Managed Care system.

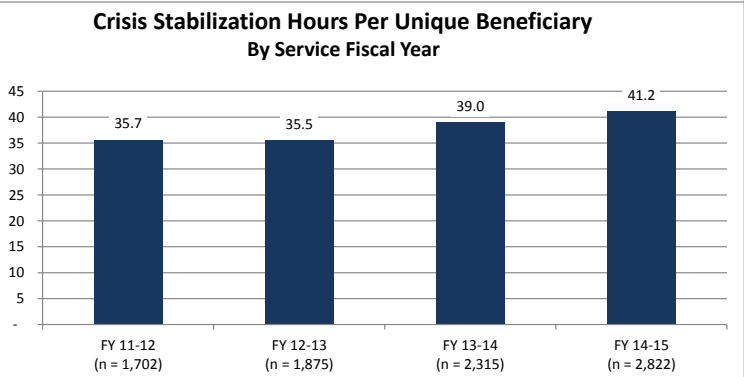
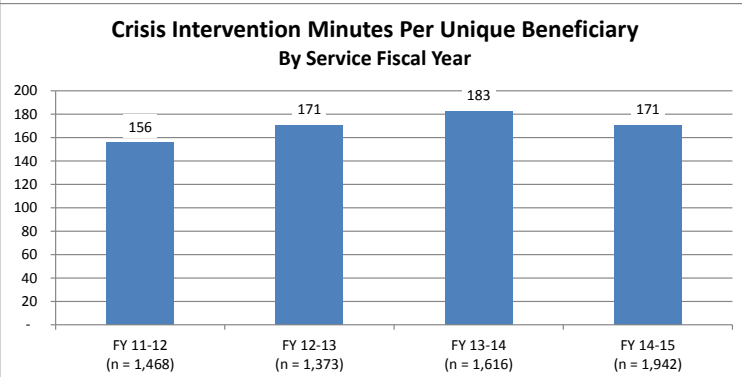
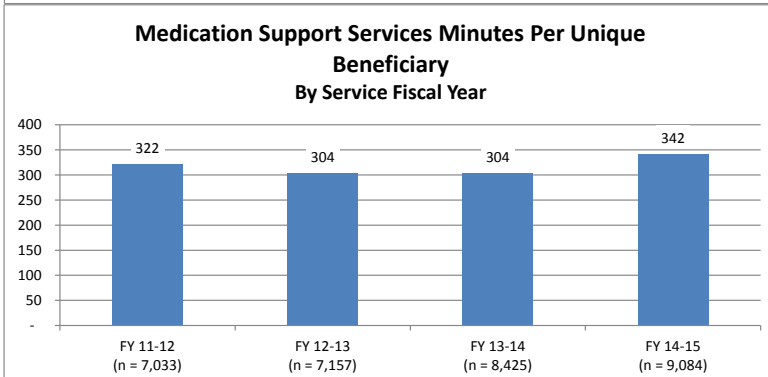
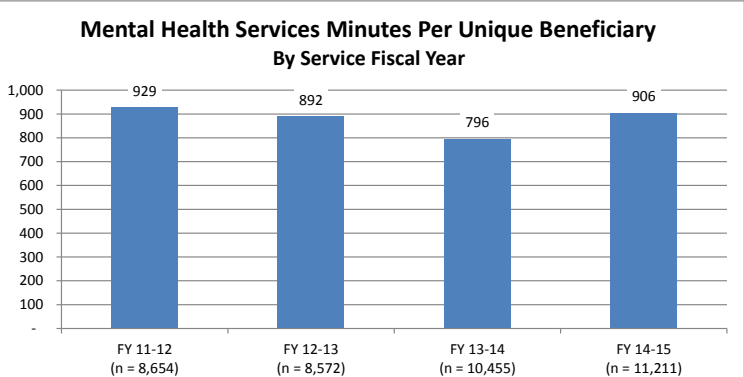
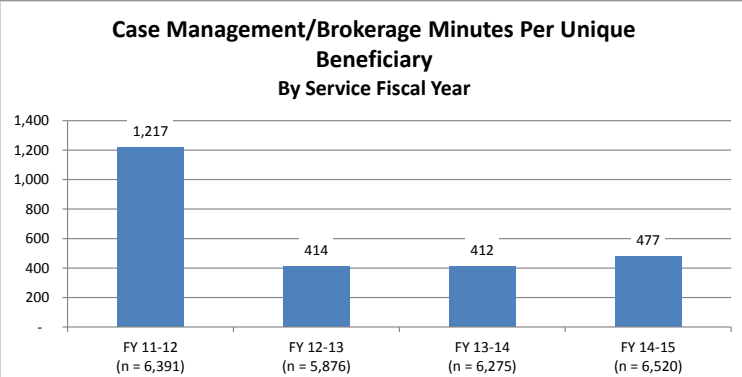
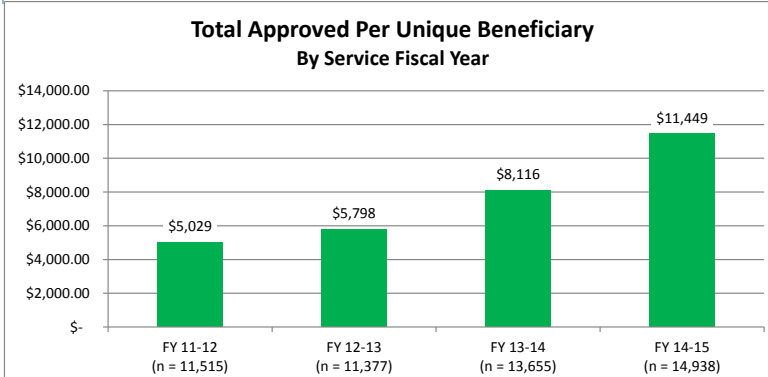
**Adults that have received at least five SMHS that were claimed through the Short-Doyle/ Medi-Cal claiming system on at least five (5) or more different days in the Fiscal Year.

Penetration rates decreased because the number of Affordable Care Act SMHS eligible beneficiaries increased markedly beginning in SFY 2013-14 while claims increased more gradually.

**Utilization Report*: Approved Specialty Mental Health Services for Adults
Mean Expenditures and Mean Service Quantity per Unique Beneficiary by Fiscal Year***

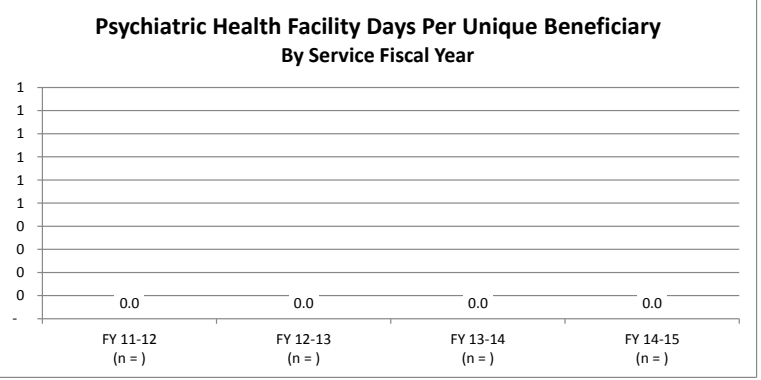
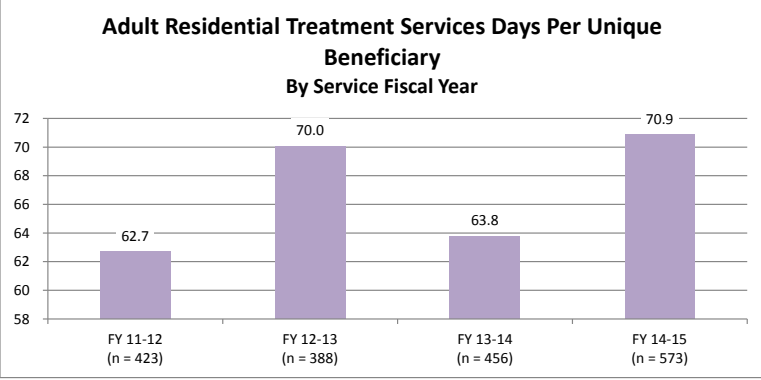
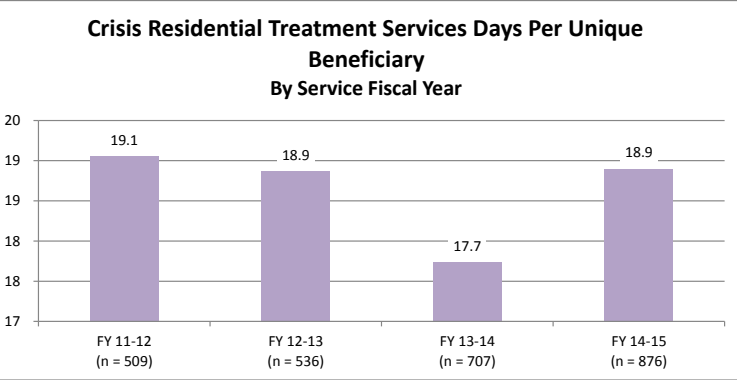
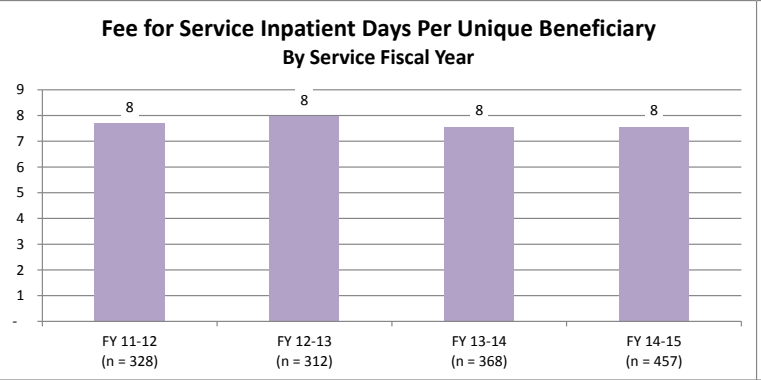
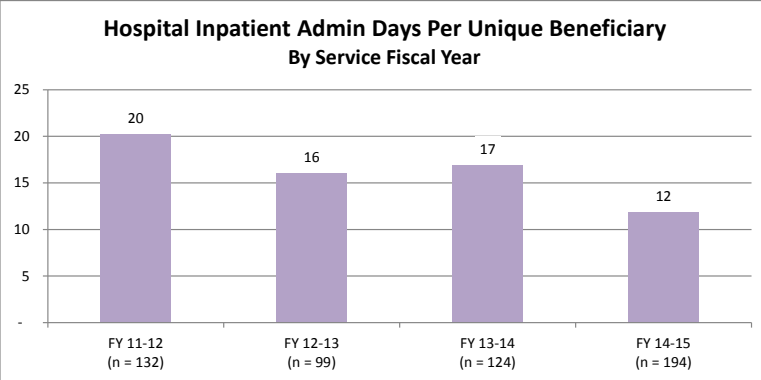
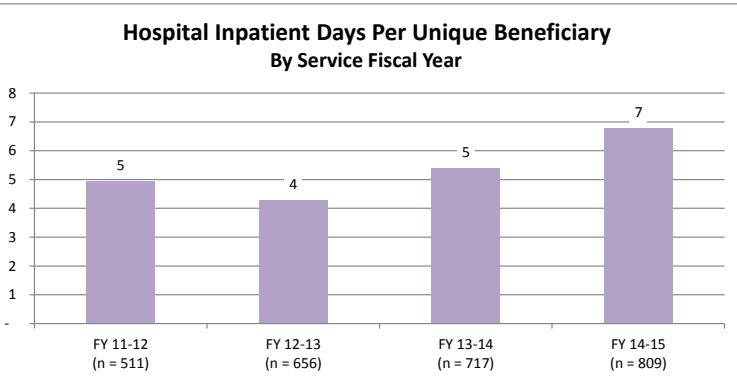
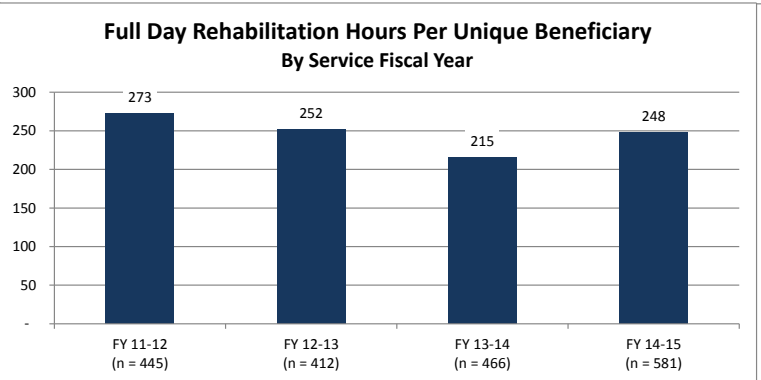
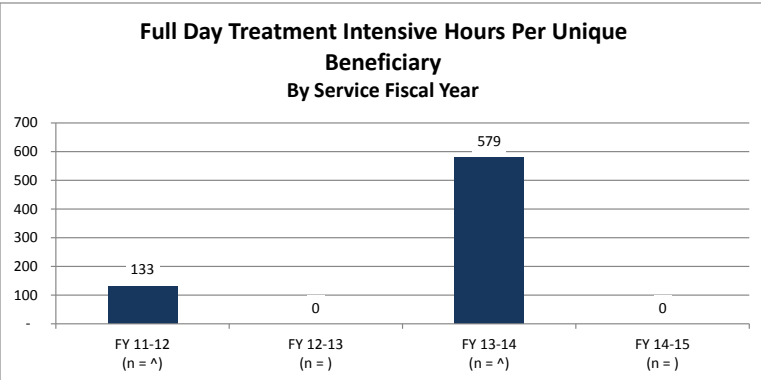
San Francisco County

Fiscal Year	SDMC Total Approved	Case Management/ Brokerage (Minutes)	Mental Health Services (Minutes)	Medication Support Services (Minutes)	Crisis Intervention (Minutes)	Crisis Stabilization (Hours)	Full Day Treatment Intensive (Hours)	Full Day Rehabilitation (Hours)	Hospital Inpatient (Days)	Hospital Inpatient Admin (Days)	Fee for Service Inpatient (Days)	Crisis Residential Treatment Services (Days)	Adult Residential Treatment Services (Days)	Psychiatric Health Facility (Days)
FY 11-12	5,029	1,217	929	322	156	36	133	273	5	20	8	19	63	0
FY 12-13	5,798	414	892	304	171	36	0	252	4	16	8	19	70	0
FY 13-14	8,116	412	796	304	183	39	579	215	5	17	8	18	64	0
FY 14-15	11,449	477	906	342	171	41	0	248	7	12	8	19	71	0
MEAN	\$ 7,597.60	630	881	318	170	38	356	247	5	16	8	19	67	0



*The graphs are color coded so that those reported in the same unit of analysis (e.g., minutes) are colored similarly. Please note that (n) values listed at the bottom of each bar graph represent the actual number of adults that received the SMHS represented in their respective graph by Fiscal Year.

Utilization Report*: Approved Specialty Mental Health Services for Adults
Mean Expenditures and Mean Service Quantity per Unique Beneficiary by Fiscal Year*
 San Francisco County



*The graphs are color coded so that those reported in the same unit of analysis (e.g., minutes) are colored similarly.
 Please note that (n) values listed at the bottom of each bar graph represent the actual number of adults that received the SMHS represented in their respective graph by Fiscal Year.
 ^ Data has been suppressed to protect patient privacy.

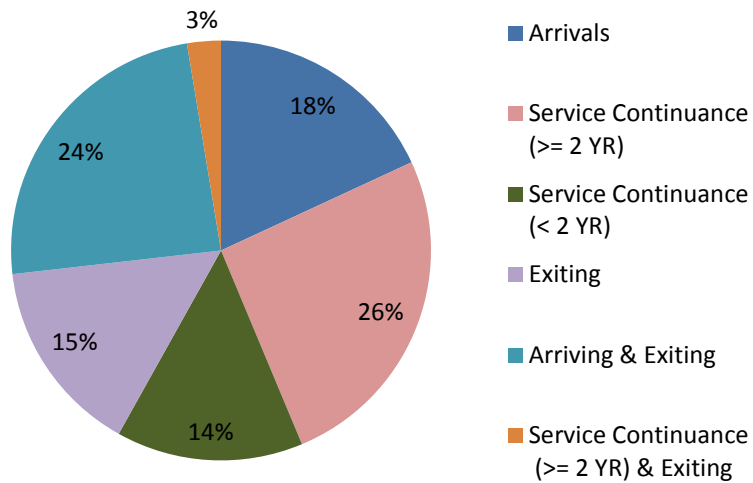
Snapshot Report: Unique Count of Adults Receiving SMHS Arriving, Exiting, and with Service Continuance by Fiscal Year

San Francisco County

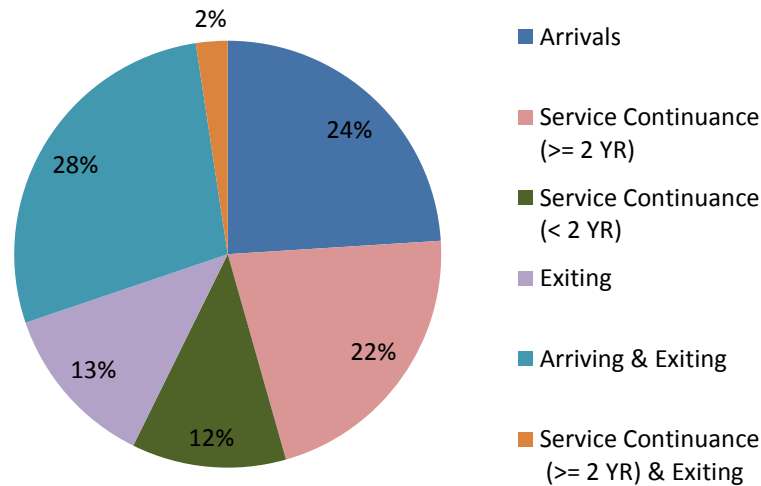
Category	Description (Please refer to the Measures Catalog for more detailed descriptions on all Performance Outcomes System measures.)
Arrivals	Adults that did not receive any SMHS within 3 months of their first date of service in the Fiscal Year.
Service Continuance	Adults receiving continuous services with no breaks in service greater than 90 days for a period of at least 2 years (≥ 2 YR) or a period of 1 to 2 years (< 2 YR).
Exiting	Adults that did not receive any SMHS within 3 months after their last date of service in the Fiscal Year.
Arriving & Exiting	A distinct category in which adults met both the criteria for Arrivals and Exiting above for the fiscal year.
Service Continuance & Exiting	A distinct category in which adults had at least 2 years of Service Continuance going into the Fiscal Year and then Exited within the same Fiscal Year.

Service Fiscal Year	Arrivals Count	Arrivals %	Service Continuance (≥ 2 YR) Count	Service Continuance (≥ 2 YR) %	Service Continuance (< 2 YR) Count	Service Continuance (< 2 YR) %	Exiting Count	Exiting %	Arriving & Exiting Count	Arriving & Exiting %	Service Continuance (≥ 2 YR) & Exiting Count	Service Continuance (≥ 2 YR) and Exiting %	Total Count	Total %
FY 12-13	1,949	18.1%	2,755	25.6%	1,555	14.4%	1,630	15.1%	2,604	24.2%	283	2.6%	10,776	100%
FY 13-14	3,105	24.0%	2,792	21.6%	1,513	11.7%	1,612	12.5%	3,590	27.8%	307	2.4%	12,919	100%
FY 14 - 15	2,433	17.3%	2,846	20.2%	1,954	13.9%	2,292	16.3%	4,244	30.2%	304	2.2%	14,073	100%

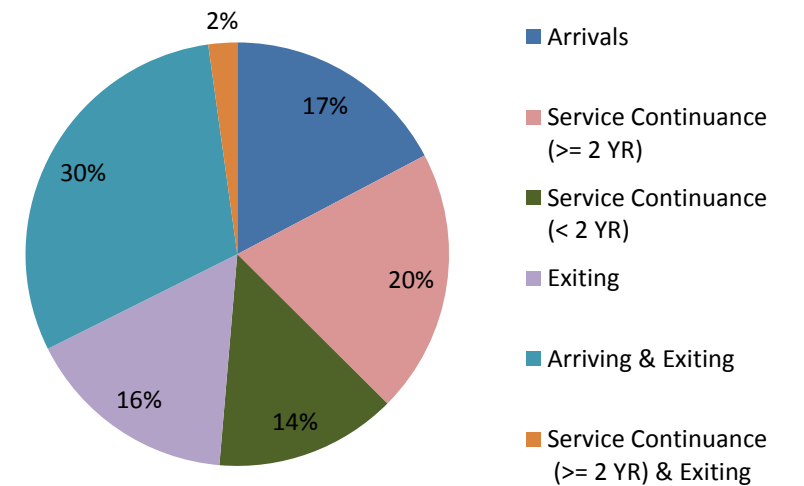
Fiscal Year 12-13 Arrivals, Service Continuance, & Exits Distribution



Fiscal Year 13-14 Arrivals, Service Continuance, & Exits Distribution



Fiscal Year 14-15 Arrivals, Service Continuance, & Exits Distribution



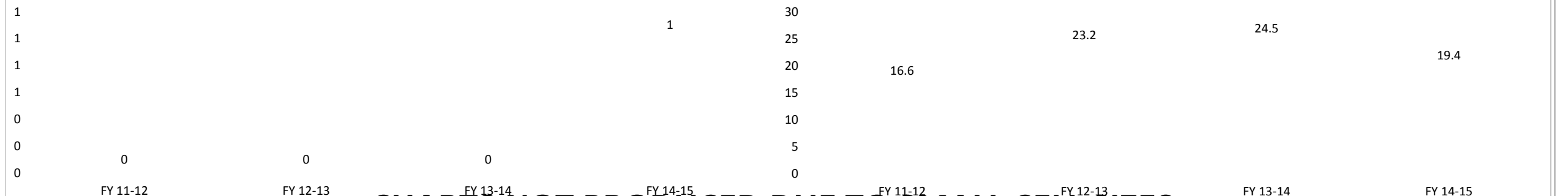
Time to Step Down Report: Adults Stepping Down in SMHS Services Post Inpatient Discharge*

San Francisco County

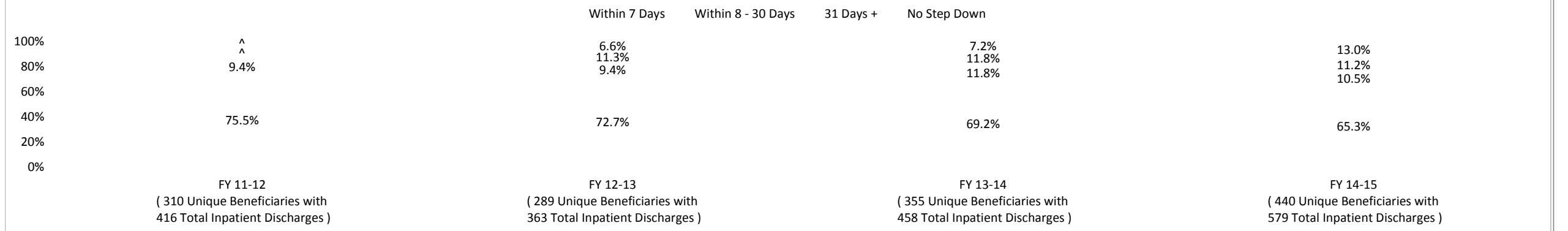
Service FY	Count of Inpatient Discharges with Step Down within 7 Days of Discharge	Percentage of Inpatient Discharges with Step Down within 7 Days of Discharge	Count of Inpatient Discharges with Step Down Between 8 and 30 Days	Percentage of Inpatient Discharges with Step Down Between 8 and 30 Days	Count of Inpatient Discharges with a Step Down > 30 Days from Discharge	Percentage of Inpatient Discharges with a Step Down > 30 Days from Discharge	Count of Inpatient Discharges with No Step Down*	Percentage of Inpatient Discharges with No Step Down*	Minimum Number of Days between Discharge and Step Down	Maximum Number of Days between Discharge and Step Down	Mean Time to Next Contact Post Inpatient Discharge (Days)	Median Time to Next Contact Post Inpatient Discharge (Days)
FY 11-12	314	75.5%	39	84.9%	^	^	^	^	0	365	16.6	0
FY 12-13	264	72.7%	34	82.1%	41	11.3%	24	6.6%	0	365	23.2	0
FY 13-14	317	69.2%	54	81.0%	54	11.8%	33	7.2%	0	365	24.5	0
FY 14-15	378	65.3%	61	75.8%	65	11.2%	75	13.0%	0	365	19.4	1

Median Time Between Inpatient Discharge and Step Down Service in Days

Mean Time Between Inpatient Discharge and Step Down Service in Days



CHARTS NOT PRODUCED DUE TO SMALL CELL SIZES.
 Percentage of Discharges by Time Between Inpatient Discharge and Step Down Service



* **No Step Down** is defined as no Medi-Cal eligible service was claimed through Short-Doyle/Medi-Cal after a claimed inpatient service was billed with a discharge date. This category may include data currently unavailable to DHCS, such as beneficiaries that were moved to a community-based program or beneficiaries that were incarcerated.

^ Data has been suppressed to protect patient privacy.