

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.

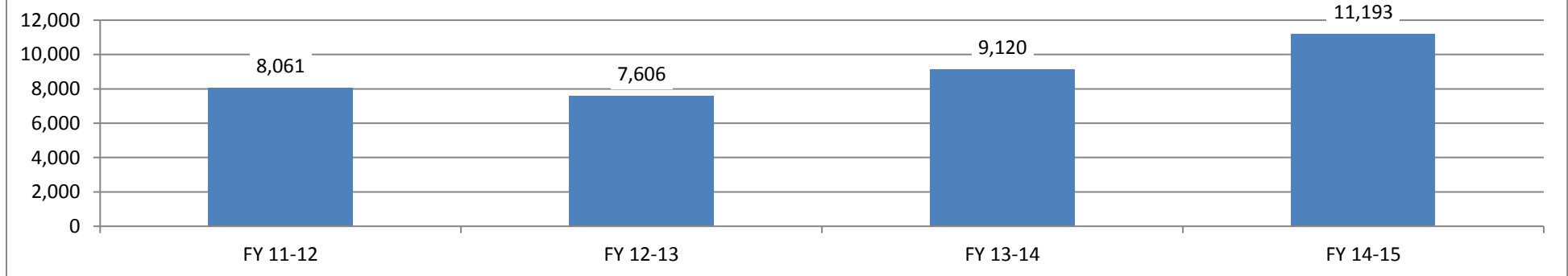
Please contact cmhpos@dhcs.ca.gov for any questions regarding this report.

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

Santa Clara 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	8,061		124,993	
FY 12-13	7,606	-5.6%	127,913	2.3%
FY 13-14	9,120	19.9%	201,640	57.6%
FY 14-15	11,193	22.7%	249,513	23.7%
Compound Annual Growth Rate SFY**		11.6%		25.9%

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.

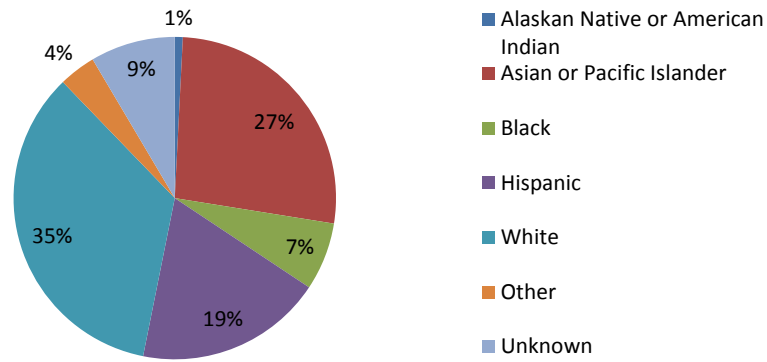
The Measures Catalog may be found at: http://www.dhcs.ca.gov/services/MH/Documents/MedCCC/Library/POSMeasuresCatalog_Sept15Reporting_Final_1.11.15.pdf

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

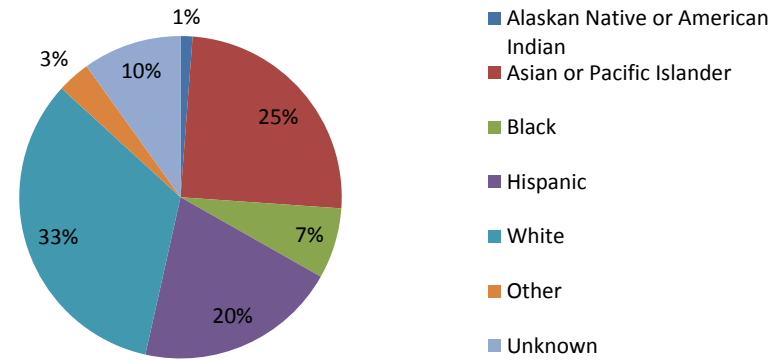
Santa Clara County

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	66	0.8%	2,154	26.7%	552	6.8%	1,517	18.8%	2,790	34.6%	296	3.7%	686	8.5%
FY 12-13	90	1.2%	1,896	24.9%	540	7.1%	1,542	20.3%	2,533	33.3%	249	3.3%	756	9.9%
FY 13-14	98	1.1%	2,121	23.3%	604	6.6%	1,790	19.6%	3,119	34.2%	387	4.2%	1,001	11.0%
FY 14-15	133	1.2%	2,636	23.6%	771	6.9%	2,013	18.0%	3,810	34.0%	636	5.7%	1,194	10.7%

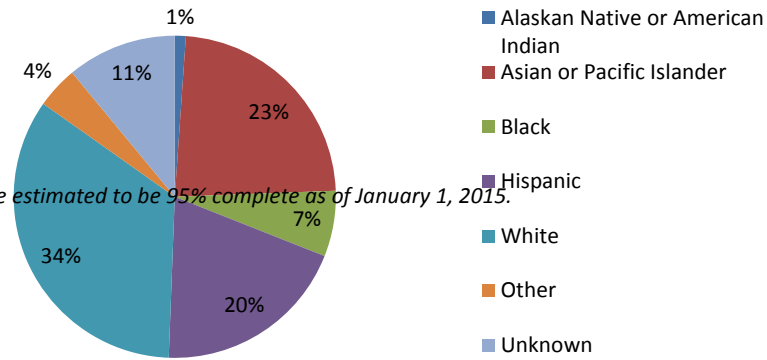
Fiscal Year 11-12 Race Distribution



Fiscal Year 12-13 Race Distribution

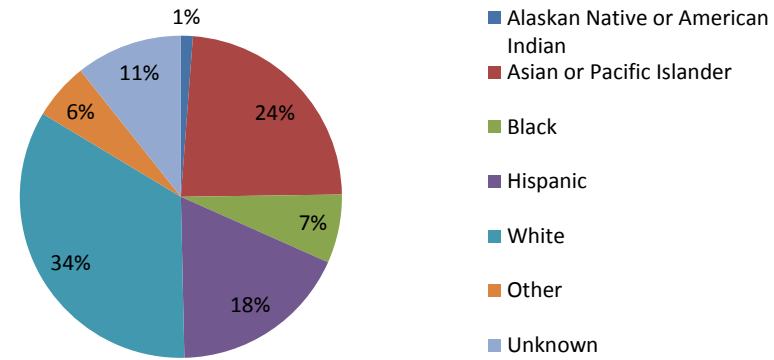


Fiscal Year 13-14 Race Distribution



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

Fiscal Year 14-15 Race Distribution

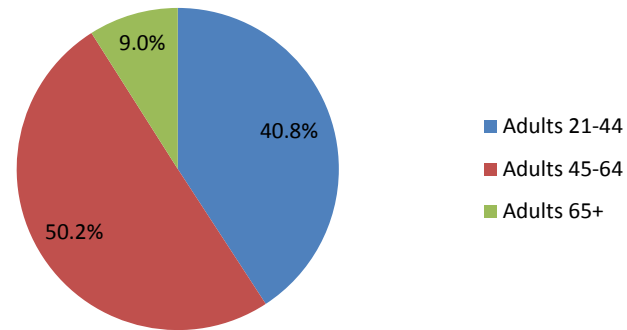


Demographics Report: Unique Count of Adults Receiving SMHS by Fiscal Year

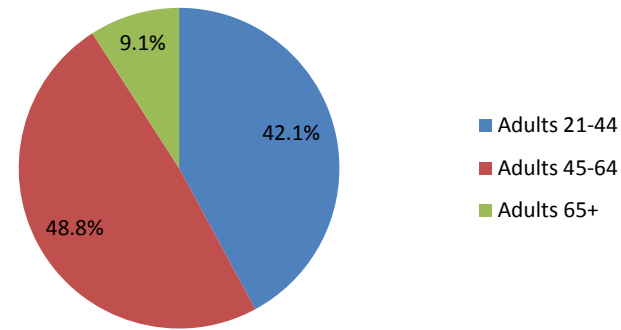
Santa Clara County

Fiscal Year	Adults 21-44 Count	Adults 21-44 %	Adults 45-64 Count	Adults 45-64 %	Adults 65+ Count	Adults 65+ %
FY 11-12	3,286	40.8%	4,050	50.2%	725	9.0%
FY 12-13	3,203	42.1%	3,710	48.8%	693	9.1%
FY 13-14	3,976	43.6%	4,405	48.3%	739	8.1%
FY 14-15	5,143	45.9%	5,199	46.4%	851	7.6%

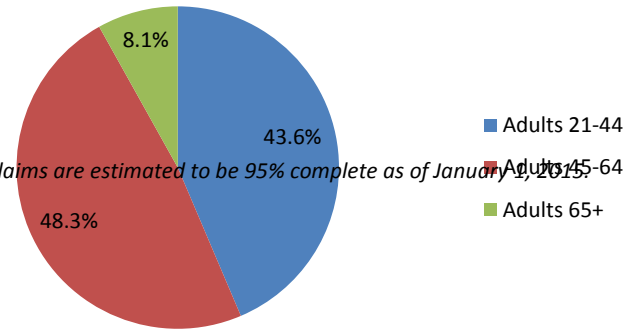
Fiscal Year 11-12 Age Group Distribution



Fiscal Year 12-13 Age Group Distribution

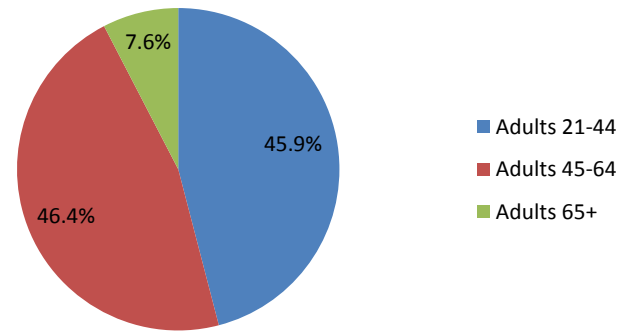


Fiscal Year 13-14 Age Group Distribution



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

Fiscal Year 14-15 Age Group Distribution

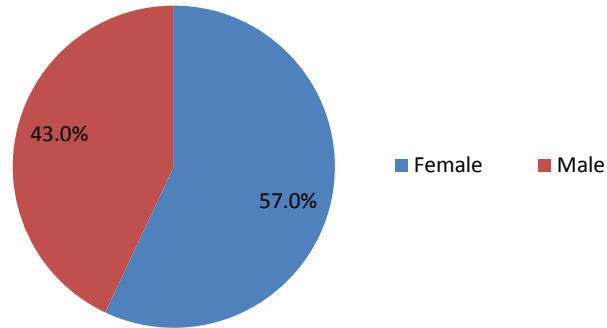


Demographics Report: Unique Count of Adults Receiving SMHS by Fiscal Year

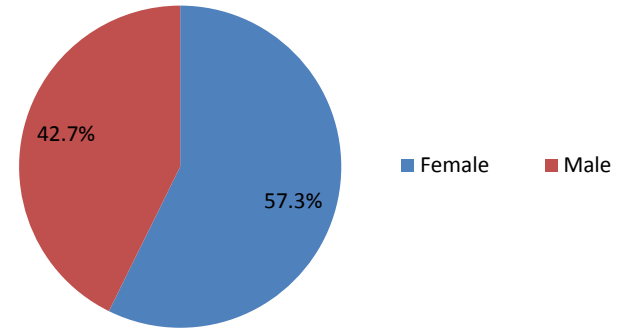
Santa Clara County

Fiscal Year	Female Count	Female %	Male Count	Male %
FY 11-12	4,594	57.0%	3,467	43.0%
FY 12-13	4,361	57.3%	3,245	42.7%
FY 13-14	4,981	54.6%	4,139	45.4%
FY 14-15	5,777	51.6%	5,416	48.4%

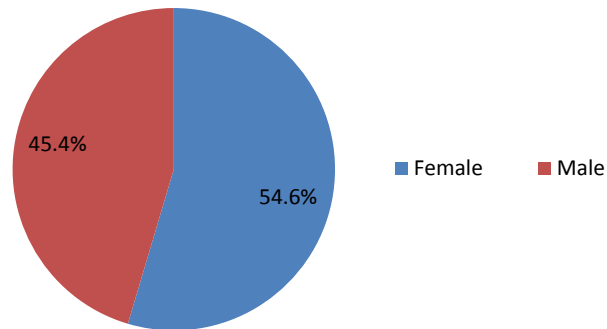
Fiscal Year 11-12 Gender Distribution



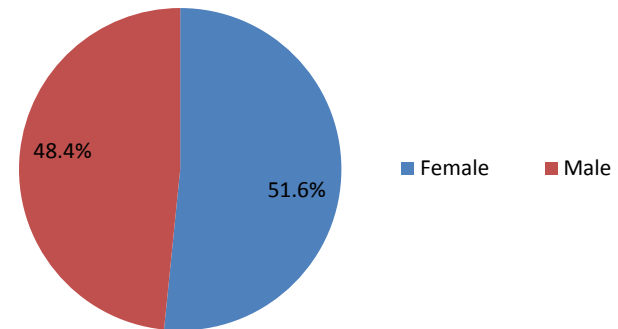
Fiscal Year 12-13 Gender Distribution



Fiscal Year 13-14 Gender Distribution



Fiscal Year 14-15 Gender Distribution

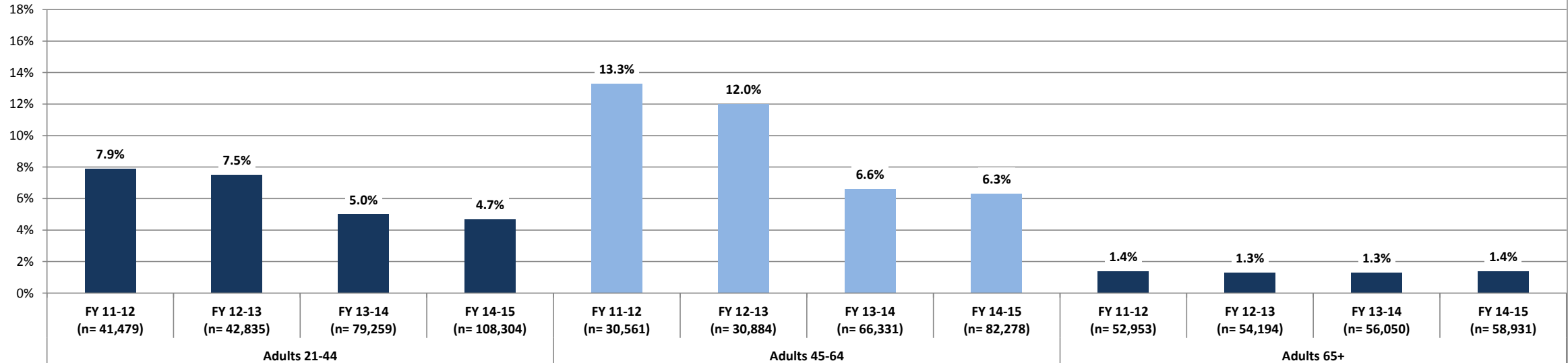


Penetration Rates* Report: Adults With At Least One SMHS Visit**

Santa Clara 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	8,061	124,993	6.4%	7,606	127,913	5.9%	9,120	201,640	4.5%	11,193	249,513	4.5%
Adults 21-44	3,286	41,479	7.9%	3,203	42,835	7.5%	3,976	79,259	5.0%	5,143	108,304	4.7%
Adults 45-64	4,050	30,561	13.3%	3,710	30,884	12.0%	4,405	66,331	6.6%	5,199	82,278	6.3%
Adults 65+	725	52,953	1.4%	693	54,194	1.3%	739	56,050	1.3%	851	58,931	1.4%
Alaskan Native or American Indian	66	634	10.4%	90	637	14.1%	98	1,029	9.5%	133	1,309	10.2%
Asian or Pacific Islander	2,154	50,955	4.2%	1,896	52,000	3.6%	2,121	85,390	2.5%	2,636	106,375	2.5%
Black	552	5,289	10.4%	540	5,396	10.0%	604	8,097	7.5%	771	9,974	7.7%
Hispanic	1,517	28,006	5.4%	1,542	29,072	5.3%	1,790	39,881	4.5%	2,013	47,310	4.3%
White	2,790	24,048	11.6%	2,533	23,829	10.6%	3,119	39,537	7.9%	3,810	48,877	7.8%
Other	296	5,739	5.2%	249	5,976	4.2%	387	12,681	3.1%	636	17,827	3.6%
Unknown	686	10,322	6.6%	756	11,003	6.9%	1,001	15,025	6.7%	1,194	17,841	6.7%
Female	4,594	77,331	5.9%	4,361	79,336	5.5%	4,981	116,497	4.3%	5,777	139,103	4.2%
Male	3,467	47,662	7.3%	3,245	48,577	6.7%	4,139	85,143	4.9%	5,416	110,410	4.9%

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.

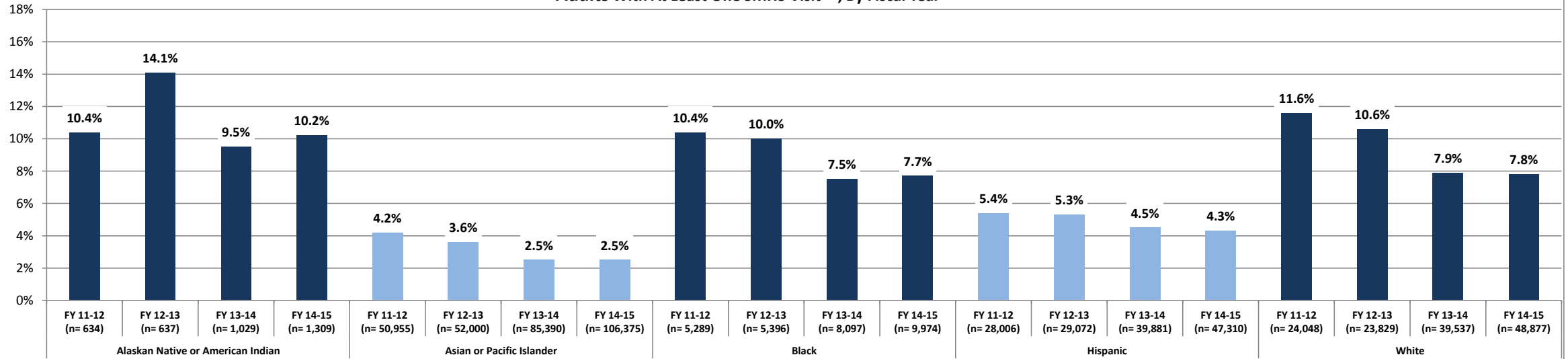
**Adults that have received at least one SMHS that was claimed through the Short-Doyle/ Medi-Cal claiming system on at least one (1) day in the Fiscal Year.

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.

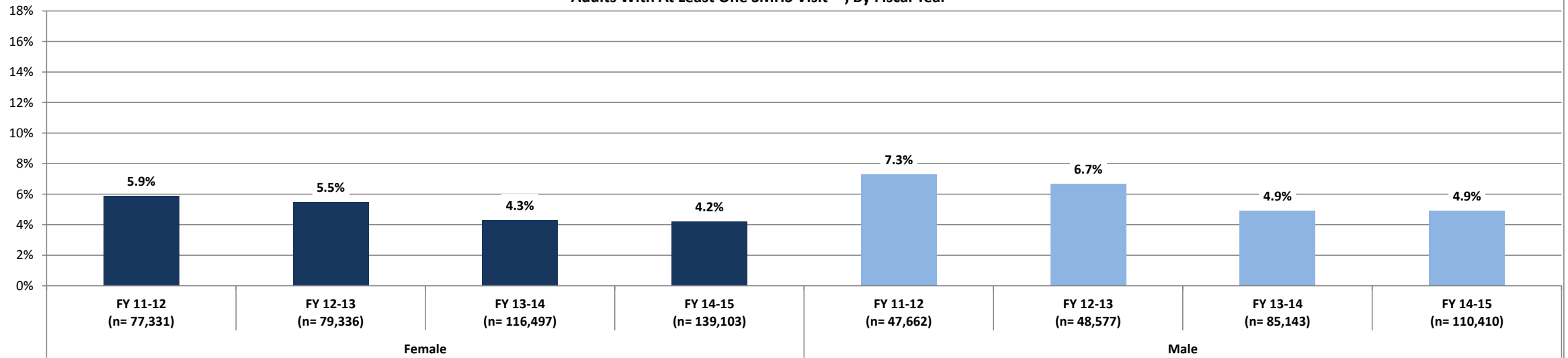
Penetration Rates* Report: Adults With At Least One SMHS Visit**

Santa Clara County

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



Penetration Rates by Gender 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.

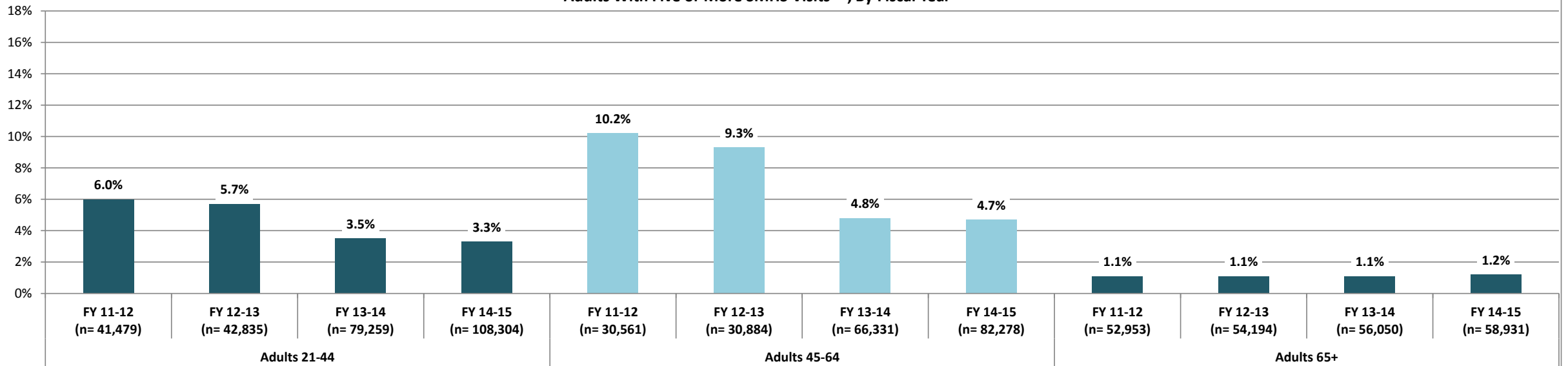
Penetration rates decreased because the number of Affordable Care Act SMHS eligible beneficiaries increased markedly beginning in SFY 2013-14 while claims increased more gradually.

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

Santa Clara 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	6,160	124,993	4.9%	5,877	127,913	4.6%	6,611	201,640	3.3%	8,157	249,513	3.3%
Adults 21-44	2,498	41,479	6.0%	2,435	42,835	5.7%	2,787	79,259	3.5%	3,621	108,304	3.3%
Adults 45-64	3,104	30,561	10.2%	2,871	30,884	9.3%	3,212	66,331	4.8%	3,856	82,278	4.7%
Adults 65+	558	52,953	1.1%	571	54,194	1.1%	612	56,050	1.1%	680	58,931	1.2%
Alaskan Native or American Indian	47	634	7.4%	66	637	10.4%	74	1,029	7.2%	92	1,309	7.0%
Asian or Pacific Islander	1,586	50,955	3.1%	1,425	52,000	2.7%	1,500	85,390	1.8%	1,814	106,375	1.7%
Black	410	5,289	7.8%	419	5,396	7.8%	436	8,097	5.4%	566	9,974	5.7%
Hispanic	1,179	28,006	4.2%	1,185	29,072	4.1%	1,286	39,881	3.2%	1,432	47,310	3.0%
White	2,182	24,048	9.1%	1,989	23,829	8.3%	2,278	39,537	5.8%	2,891	48,877	5.9%
Other	220	5,739	3.8%	186	5,976	3.1%	256	12,681	2.0%	415	17,827	2.3%
Unknown	536	10,322	5.2%	607	11,003	5.5%	781	15,025	5.2%	947	17,841	5.3%
Female	3,458	77,331	4.5%	3,331	79,336	4.2%	3,640	116,497	3.1%	4,252	139,103	3.1%
Male	2,702	47,662	5.7%	2,546	48,577	5.2%	2,971	85,143	3.5%	3,905	110,410	3.5%

Penetration Rates by Age
Adults With Five or More SMHS Visits**, By Fiscal Year

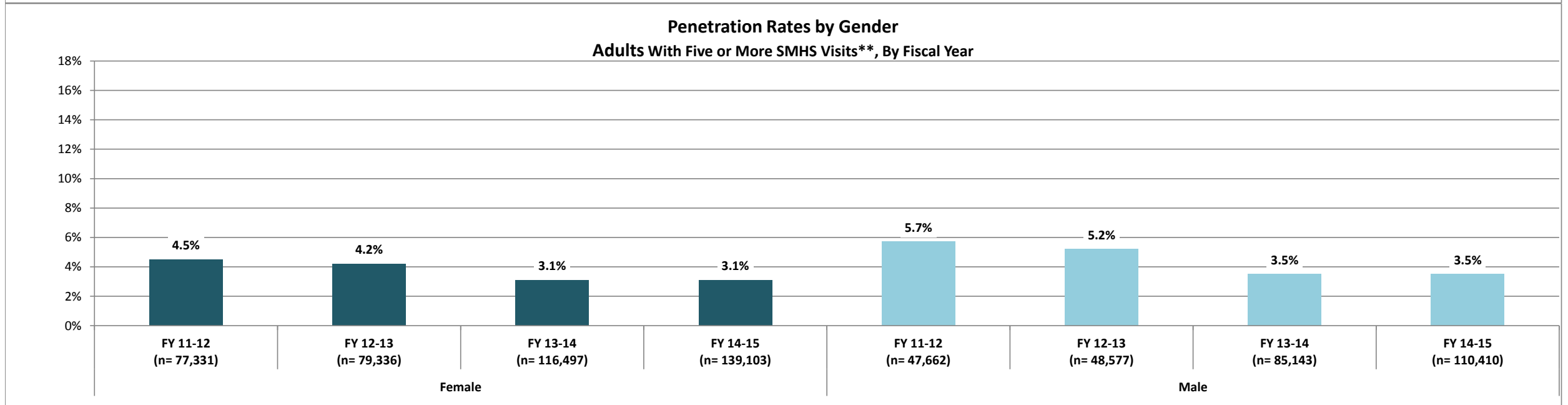
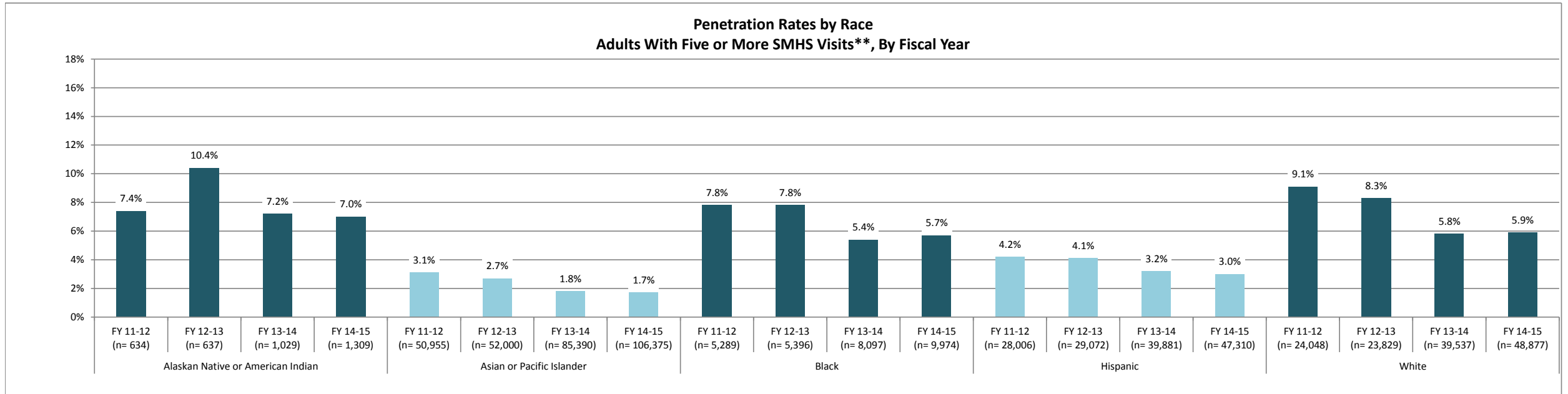


*Penetration Rate is defined as the percentage of SMHS eligible beneficiaries that have received a SMHS that was claimed via the Short-Doyle/Medi-Cal claiming system. This does not include non-specialty mental health services provided in Medi-Cal Managed Care system.

**Adults that have received at least 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**
Santa Clara 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.

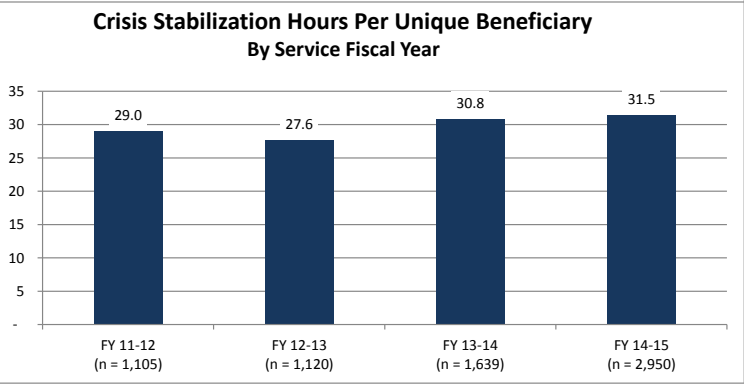
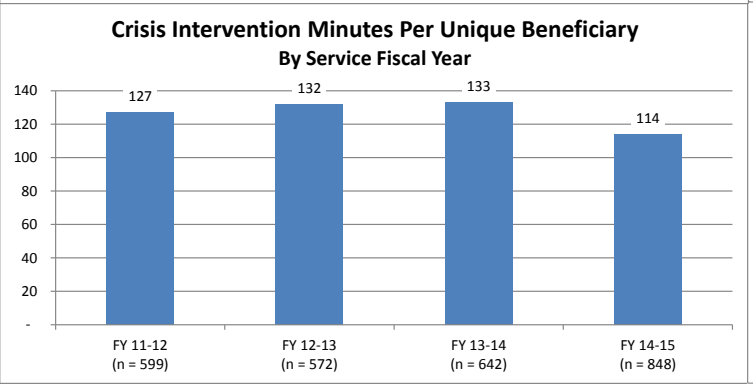
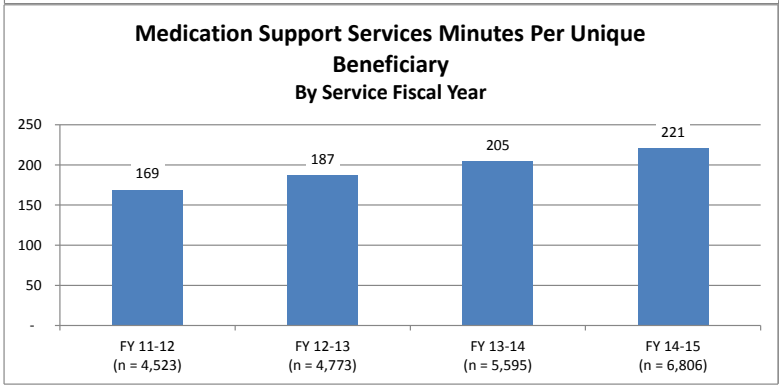
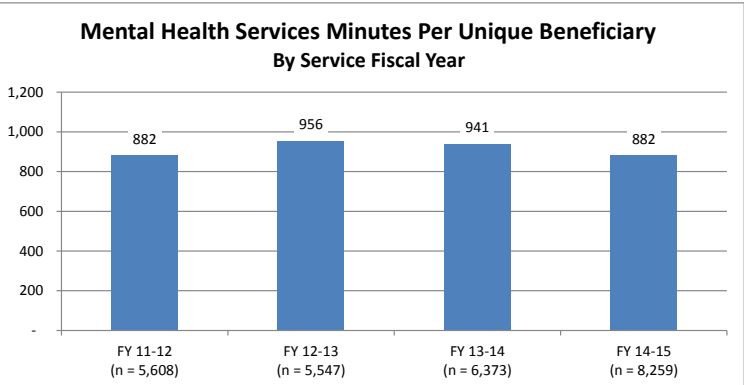
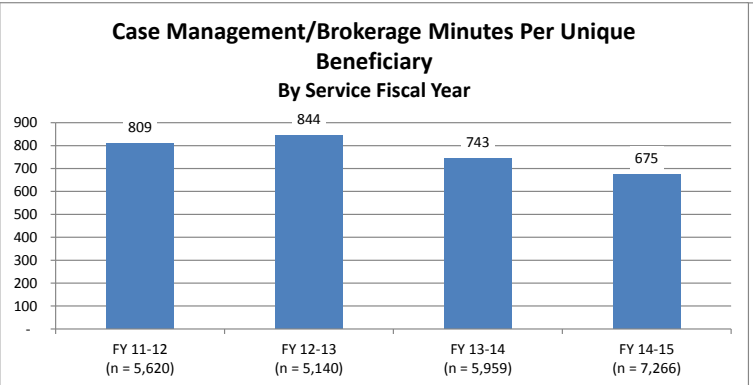
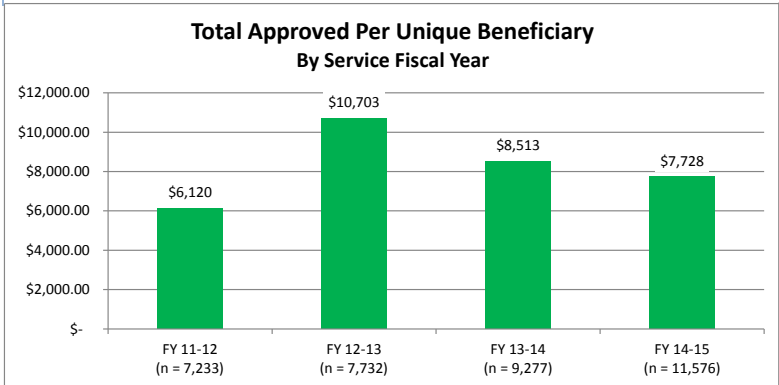
**Adults that have received at least five SMHS that were claimed through the Short-Doyle/ Medi-Cal claiming system on at least five (5) or more different days in the Fiscal Year.

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***

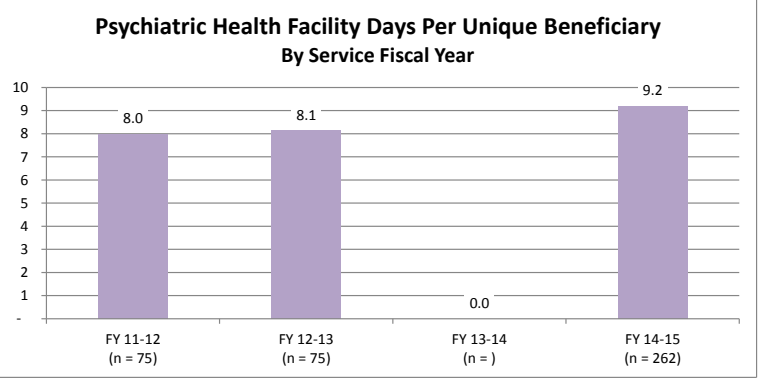
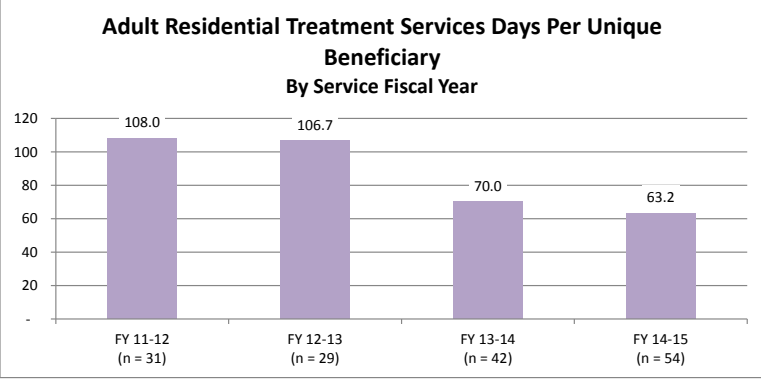
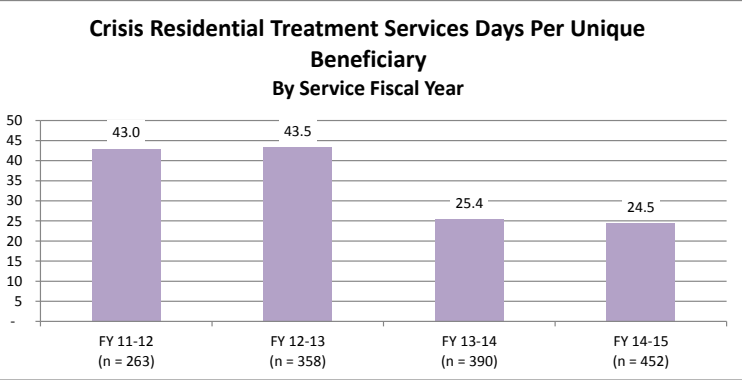
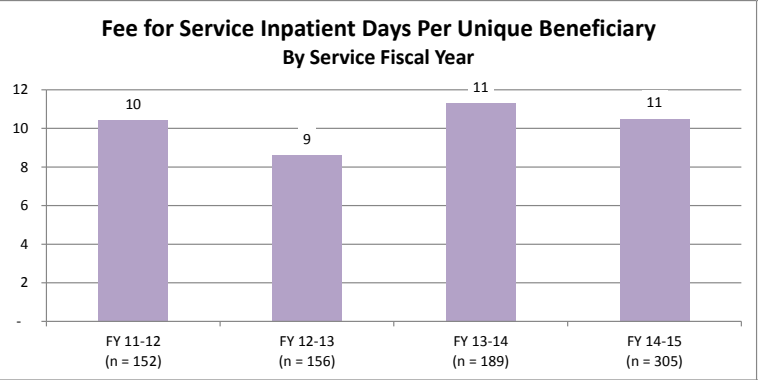
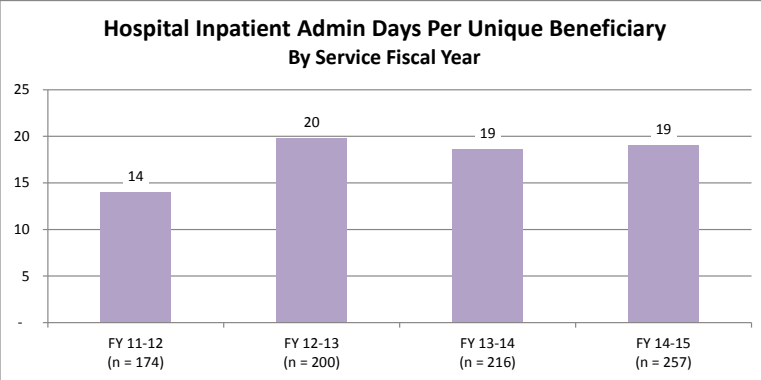
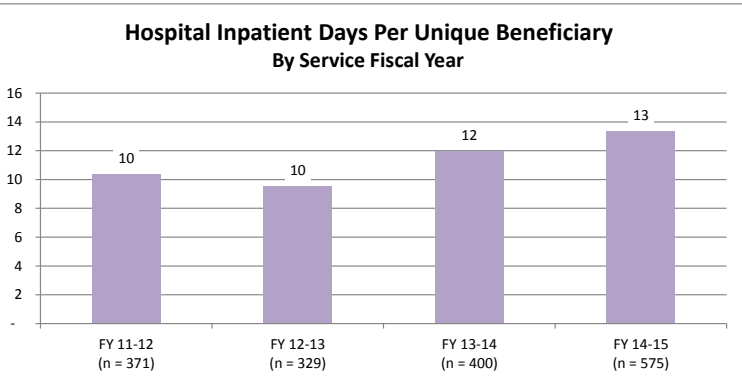
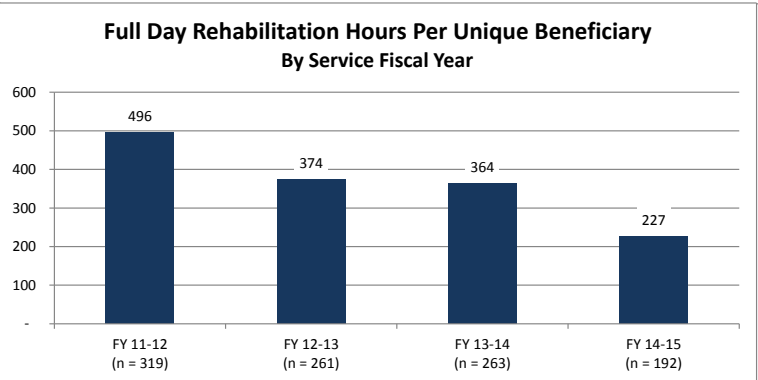
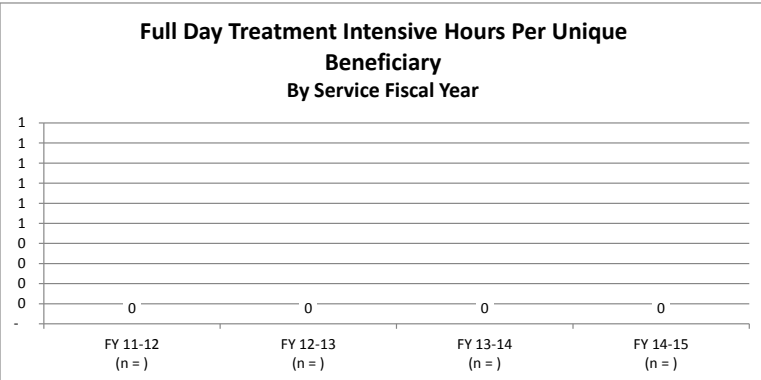
Santa Clara County

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	6,120	809	882	169	127	29	0	496	10	14	10	43	108	8
FY 12-13	10,703	844	956	187	132	28	0	374	10	20	9	43	107	8
FY 13-14	8,513	743	941	205	133	31	0	364	12	19	11	25	70	0
FY 14-15	7,728	675	882	221	114	31	0	227	13	19	11	25	63	9
MEAN	\$ 8,266.15	768	915	196	127	30	0	365	11	18	10	34	87	8



*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*
 Santa Clara 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.

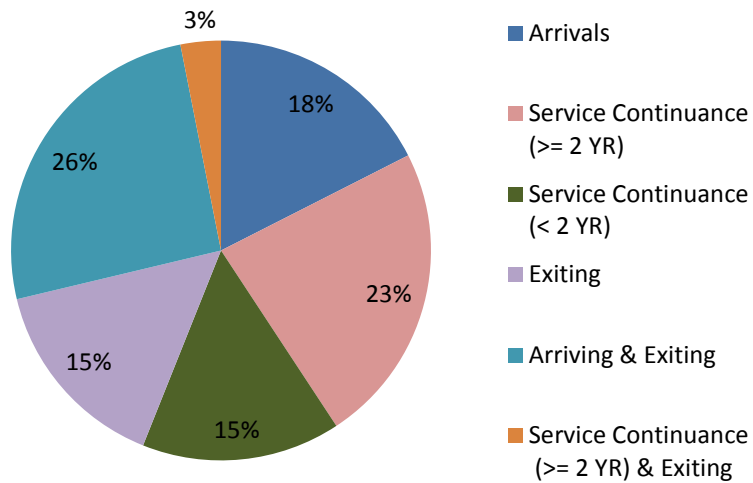
Snapshot Report: Unique Count of Adults Receiving SMHS Arriving, Exiting, and with Service Continuance by Fiscal Year

Santa Clara County

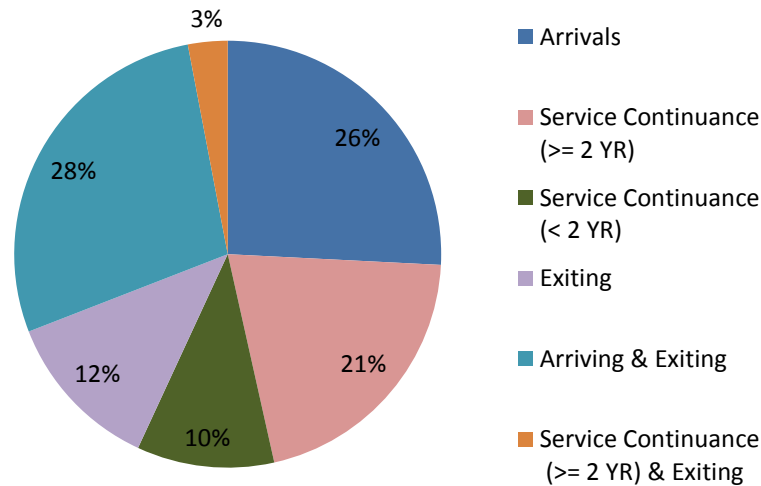
Category	Description (Please refer to the Measures Catalog for more detailed descriptions on all Performance Outcomes System measures.)
Arrivals	Adults that did not receive any SMHS within 3 months of their first date of service in the Fiscal Year.
Service Continuance	Adults receiving continuous services 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	1,332	17.5%	1,759	23.2%	1,163	15.3%	1,156	15.2%	1,947	25.6%	238	3.1%	7,595	100%
FY 13-14	2,355	25.8%	1,890	20.7%	944	10.4%	1,111	12.2%	2,545	27.9%	272	3.0%	9,117	100%
FY 14 - 15	2,277	20.3%	1,894	16.9%	1,424	12.7%	1,578	14.1%	3,768	33.7%	253	2.3%	11,194	100%

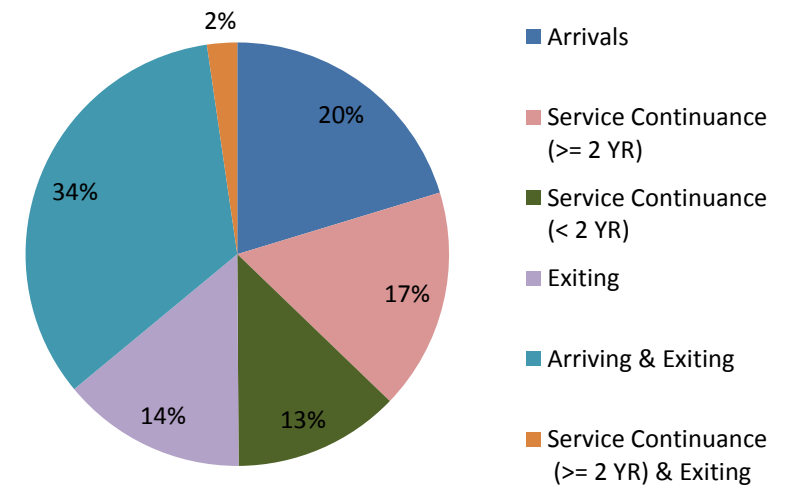
Fiscal Year 12-13 Arrivals, Service Continuance, & Exits Distribution



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



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

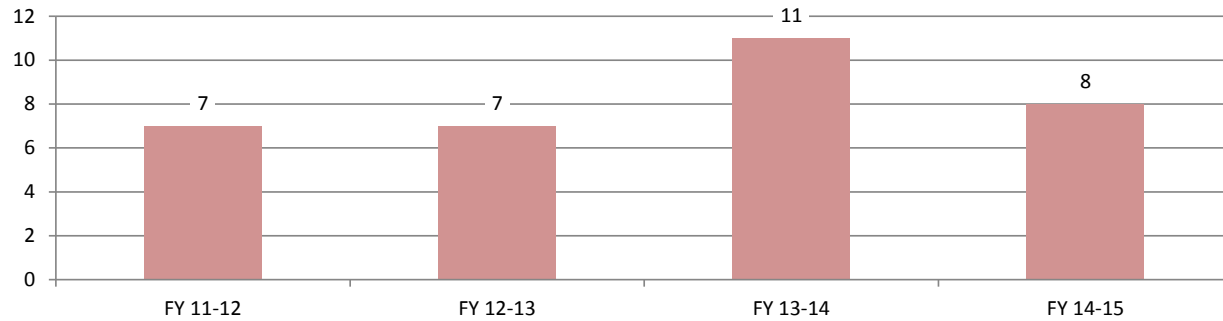


Time to Step Down Report: Adults Stepping Down in SMHS Services Post Inpatient Discharge

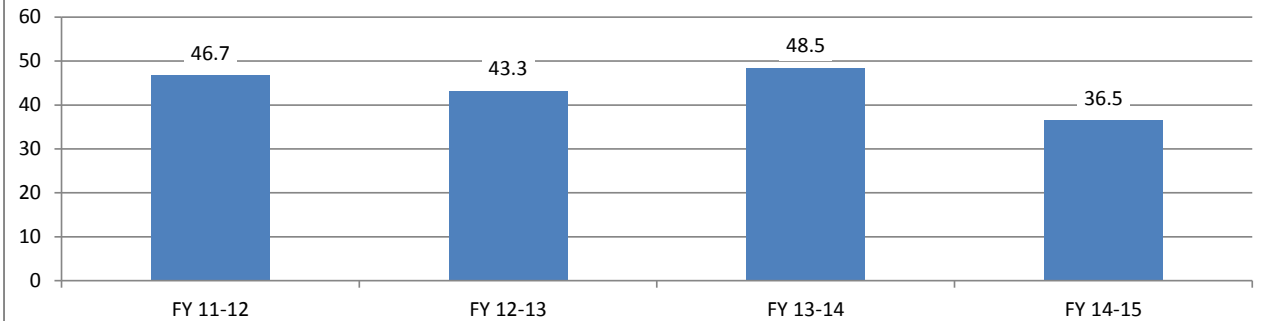
Santa Clara County

Service FY	Count of Inpatient Discharges with Step Down within 7 Days of Discharge ^a	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 ^b	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	324	47.4%	149	21.8%	167	24.5%	43	6.3%	0	365	46.7	7
FY 12-13	265	47.0%	128	22.7%	129	22.9%	42	7.4%	0	365	43.3	7
FY 13-14	255	41.4%	140	22.7%	176	28.6%	45	7.3%	0	365	48.5	11
FY 14-15	411	44.1%	211	22.6%	204	21.9%	106	11.4%	0	365	36.5	8

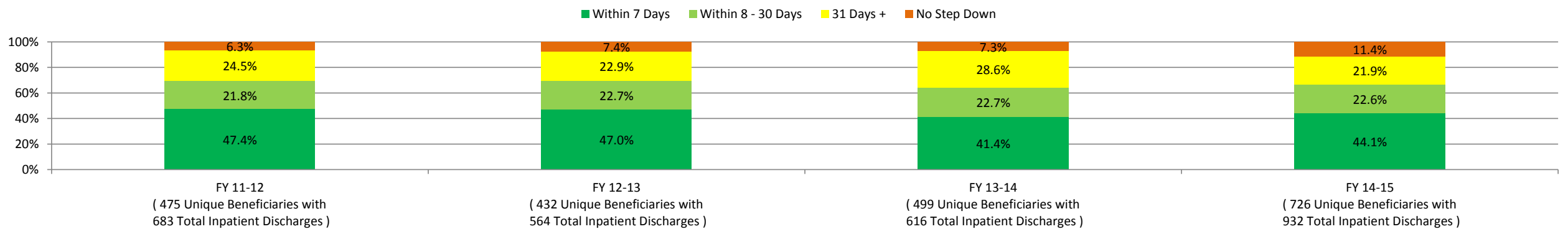
Median Time Between Inpatient Discharge and Step Down Service in Days



Mean Time Between Inpatient Discharge and Step Down Service in Days



Percentage of Discharges by Time Between Inpatient Discharge and Step Down Service



^a Adults aged 22-64 receiving inpatient services from Institution for Mental Disease (IMD) facilities not included in count of inpatient discharges.

^b **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.