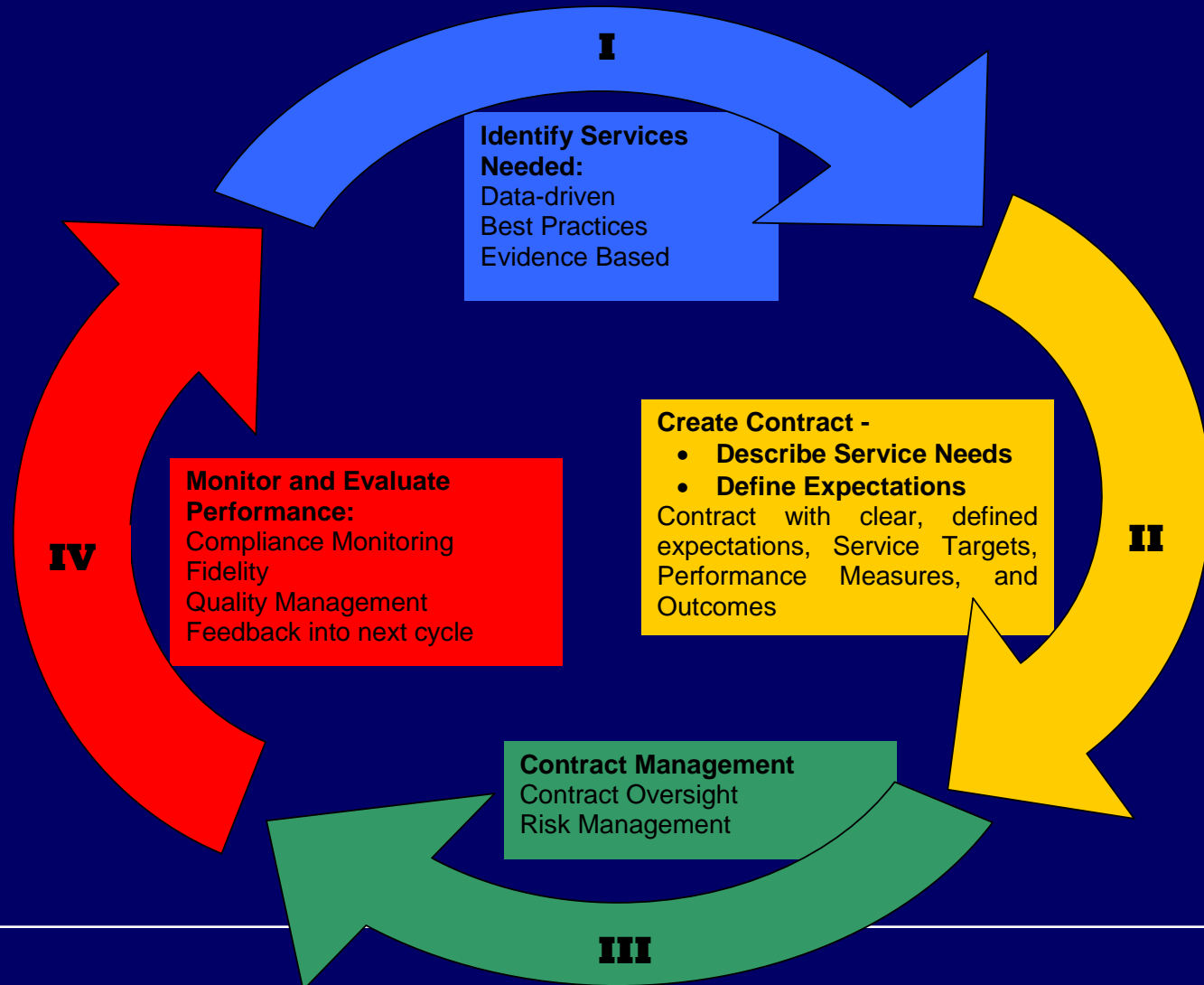


ACCOUNTABILITY

“In theory, there is no
difference between
theory and practice; In
practice, there is.”

Chuck Reid

Contract Management System Integrated Framework



Structure

- Local Authority conducts initial assessment.
- Local Authority authorizes care including overrides.
- Provider delivers service.
- Provider conducts follow-up assessments, requests authorizations.

Contract Management System

- **Phase 1**
- **Identify Services Needed:**
- Data-driven
- Evidence Based
- Best Practices
- More Accountability
- Service Delivery System

Contract Management System

- **Phase 2**
- **Create Contract :**
- Describe Service Needs
- Define Expectations
- Contract with Service Targets, Performance Measures, and Outcomes
- Penalties for failure to perform

Contract Management System

- **Phase 3**
- **Contract Management**
- Contract Oversight
- Data systems
- Data Driven Risk Management
- Sanctions combined with Collaborative improvements

MINIMUMS REPORT

2006 Q4 Minimums
Adult

	2 - Meds, Coordinati on and Therapies	3 - Meds and Case Mgmt	4 - ACT	Min Hr Contract Result	% Penalty
Min Hrs:	2	3	4		
010 - BETTY HARDWICK	89%	94%	99%	95%	0%
020 - PANHANDLE	71%	88%	95%	88%	0%
030 - ATCMHMR	96%	90%	88%	89%	0%
040 - CENTRAL COUNTIES		79%	97%	84%	0.06%
050 - CHCS	85%	87%	97%	89%	0%
060 - CLR	80%	89%	89%	89%	0%
070 - CENTRAL PLAINS		91%	100%	92%	0%
090 - EL PASO	94%	85%	93%	86%	0%
100 - GULF COAST	92%	95%	93%	94%	0%
110 - GULF BEND	100%	96%	95%	96%	0%
130 - TROPICAL	74%	85%	93%	85%	0%
140 - SPINDLETOP	52%	90%	87%	88%	0%
150 - LUBBOCK	33%	88%	95%	89%	0%
160 - CONCHO	100%	93%	87%	91%	0%
170 - PERMIAN BASIN	88%	98%	94%	97%	0%
180 - NUECES	94%	91%	92%	91%	0%
190 - ANDREWS	74%	84%	90%	82%	0.06%
200 - TARRANT	69%	86%	94%	87%	0%
210 - NORTHEAST TX	75%	47%	56%	48%	1.0%
220 - HOT	84%	87%	90%	88%	0%
230 - HELEN FARABEE	90%	89%	100%	89%	0%
240 - SABINE	94%	98%	96%	98%	0%
250 - BRAZOS		84%	91%	85%	0%
260 - BURKE	82%	91%	88%	90%	0%
280 - HARRIS	88%	89%	94%	90%	0%
290 - TEXOMA	87%	87%	100%	90%	0%
350 - PECAN VALLEY	100%	94%	100%	94%	0%
380 - TRI-COUNTY	98%	96%	99%	96%	0%
390 - JEN					
400 - DENTON	100%	90%	93%	91%	0%
430 - TEXANA	81%	92%	86%	89%	0%
440 - ACCESS	89%	91%	90%	91%	0%
450 - WEST TX	94%	94%	93%	94%	0%
460 - BLUEBONNET	92%	96%	98%	96%	0%
470 - HILL COUNTRY	89%	94%	92%	94%	0%
475 - COASTAL PLAINS	100%	97%	100%	97%	0%
480 - LAKES	80%	92%	97%	91%	0%
485 - BORDER	55%	79%	91%	80%	0.06%
490 - CAMINO	91%	99%	98%	98%	0%
Sum:	84.03%	89.24%	93.33%	89.46%	

Contract Management System

- **Phase 4**
- **Monitor and Evaluate Performance:**
- Compliance Monitoring
- Quality Management
- Fidelity
- Feedback into next cycle

Key Components

- Evidence-based and consensus-based.
- Person centered – focus on outcomes.
- Continuity-of-care across levels.
- Information available on performance and outcomes.
- Utilization Management – right service, right amount.
- Flexibility.

The Vision

- All activities should support the creation of a structure and process to achieve desired client outcomes.
- Streamline processes while raising standards.

Internal/External Challenges

- Consolidation
- Workforce issues
- Funding
- Data collection streamlining and enhancement
- Integration of substance abuse with mental health
- Provider issues
- Communication

Specific Accountability Framework

- Service Definitions
- Target Populations and Eligibility Criteria
- All persons must have a Uniform Assessment (Texas Recommended Assessment Guidelines)
- Texas Implementation of Medication Algorithms (TIMA)

Specific Accountability Framework

- Resiliency and Disease Management
- Data Submission
- Service Targets (number served)
- Performance Measures
 - Uniform Assessment Completion Rate
 - Appropriateness of Service Authorization
 - Minimum Hours

In God we trust; everyone else must
supply outcome data.

— *U.S. Health Care (Ross, 1997)*

Specific Accountability Framework

- Outcomes (Subject to remedies and sanctions for failure to achieve in 2007.)
 - Functioning
 - Criminal Justice Involvement
 - Employment
 - Housing
 - Co-Occurring Substance Use
 - Crises Avoidance
 - Time Between Assessment and First Service Encounter
 - Number of re-Admissions per Client

Sanctions

- **Preference for technical assistance and fidelity reviews**
- Financial Penalties including reduced funding
- Mandatory technical assistance
- Removal of officers/employees
- Suspension of contract
- Additional reporting requirements
- Management team
- Contract termination

Specific Examples

- FY 2006 penalties assessed: \$250,000
- Hospital bed day allocation
 - Proposed assessment for over utilization of state hospital beds in FY06.
- Quality mystery caller
 - Progressive sanctions for failure to provide routine services in a timely manner.
- Data Warehouse reports
 - Reports available to providers and staff.