

Department of Mental Health and Addiction Services (DMHAS)

INTRODUCTION OF FISCAL YEAR 2013 PROVIDER QUALITY REPORTS

The Department of Mental Health and Addiction Services (DMHAS) introduced Provider Quality Reports as part of a performance evaluation system in 2009. These Provider Quality Reports were designed to evaluate consumer outcomes and agency and program performance on a wide range of indicators. The reports evaluate agency and program performance in relation to DMHAS contract measures and benchmarks. One section of these reports evaluates data quality since we need “good data” if this system is to be effective. These reports are distributed on a quarterly basis and they provide summary demographic information regarding an agency’s consumers and the services they receive. Our goal is to use these reports as a feedback tool with a goal of improving quality within the DMHAS system.

The development of the Quality Reports has been a collaborative effort involving DMHAS’ Quality, Information Technology, and Community Services Divisions. The design for the Quality Reports draws from a number of influences. The Connecticut Legislature has been very interested in Results Based Accountability (RBA), a quality improvement model that focuses on an agency’s mission and whether the mission is being accomplished. Several of the Institute of Medicine’s (IOM) Quality domains, access and patient centered care have been incorporated into the reports. A final influence is the Substance Abuse and Mental Health Services Administration’s (SAMHSA) National Outcome Measures (NOMS). The NOMS examine areas like employment, living situation, arrests, abstinence, treatment completions, readmission, and social supports.

The Quality Reports have been refined over the past 4 years drawing heavily upon provider feedback. The Quality Reports are now presented in an easy to read “dashboard” format that visually summarizes agency and program performance. When looking at Quality Reports, please keep in mind that this is a “work in progress” that will mature and improve over time. A major emphasis continues to be placed on improving data quality. We are aware that performance as highlighted by the Quality Reports may be negatively affected by data quality. Therefore a provider’s results may not always be a true reflection of the services they provide. Data has improved significantly but more work remains to be done.

A system like this offers multiple benefits to a state agency like ours. It will clearly be used to measure agency and program performance. The reports will help us to identify system-wide quality improvement activities. Data contained in the reports will be used to benchmark actual performance throughout our provider system. This may lead to adjustments in contract goals that may have been set unrealistically high or too low. As the system continues to develop, it also offers us a tool to analyze utilization data and other trends which will inform our planning efforts. Finally, certain measures may provide information about service gaps that need to be the focus of our attention.

In the same way we evaluate provider performance, we will also be continually refining the Quality Reports and our performance measurement system. This is a beginning effort that will surely evolve over time. As you browse the Quality Reports section of our website, please check all of our links to see a number of resources that will assist you to better understand the reports.