

## MHASD Performance Dashboard for Verity

This dashboard highlights critical measures MHASD uses to track the clinical and financial performance of the system of care for Verity members.

### CLINICAL PERFORMANCE

Category	FY 07	FY 08	FY 09	FY 10	Comments
Total Member Months	774,793	793,979	856,407	907,214	Increases in FY10 include both adults and children
Unique Adults Served	6,767	6,795	7,027	8,230	
Unique Children Served	4,226	4,100	4,111	4,597	
Adult Penetration	16.22%	16.3%	15.8%	18.7%	
Child/Adolescent Penetration (Children aged 0-17)	8.20%	8%	7.6%	8.2%	Children % is from ages 0-17. Children from 6-17 is 12%
Adult Hospital Discharges Per Thousand Members Per Month (PTMPM)	2.3	2.0	2.1	2.1	Verity overall discharges has stabilized and no further reduction has taken place.
Adult Inpatient Days PTMPM	14.4	13.8	12.9	14.2	Current target 12.1. Verity days increased.
Adult Hospital Average Length of Stay (ALOS) Days	6.6	6.9	6.6	6.8	Verity only Non-Medicare
Adult Hospital Readmissions in 30 Days (includes readmissions in 0-7 days)	21.9%	18.0%	16.74%	20.6%	Verity and Medicare combined. Verity Utilization program initiated an outreach and engagement program targeting individuals that were not enrolled in outpatient service but were repeatedly hospitalized.
Child/Adolescent Hospital Discharges PTMPM	.4	.3	.2	.2	System continues to be able to support children in intensive community-based care.
Child/Adolescent Inpatient Days PTMPM	2.6	2.3	1.5	1.6	
Child/Adolescent Hospital ALOS	6.8	7.5	7.3	7.5	
Child/Adolescent Hospital Readmissions in 30 Days (includes readmissions 1-30 days)	9.4%	5.5%	5.6%	10.1%	
Psychiatric Residential Treatment Services (PRTS) Admissions PTMPM	.12	.1	.1	.1	System continues to be able to support children in intensive community-based care.
PRTS Days PTMPM	13.7	9.2	11.0	8.7	
PRTS average length of stay (days)	94.3	88.9	90.3	97.3	

**CLINICAL PERFORMANCE**

Category	FY 07	FY 08	FY 09	FY10	Comments
Percent of Intensive Community-Based Treatment Services (ICTS) in home/community	ICTS 61.4%	SMI <u>28.4%</u> ICTS 58.0%	SMI <u>24.7%</u> ICTS 51.2%	SMI <u>18.9%</u> ICTS 57.9%	SMI = Severe Mental Illness ICTS = Intensive Community-Based Treatment Services
Child Initiation: Clients have a second outpatient visit within 14 days of the first visit	6-17 yrs: 48.39%	6-17 yrs: 50.14%	6-17 yrs: 44.0%	6-17 yrs: 48.6%	1. Measures were collapsed in FY07 for validity. The total number was very low when broken into categories.
Adult Initiation (Same as above)	18+ yrs 49.01%	18+ yrs 51.12%	18+ yrs 52.11%	18+ yrs 53.0%	
Child Engagement: Clients have four visits within the first 44 days	6-17 yrs: 34.52%	6-17 yrs: 35.31%	6-17 yrs: 30.53%	6-17 yrs: 31.9%	
Adult Engagement (Same as above)	18+ yrs 28.68%	18+ yrs 29.55%	18+ yrs 30.13%	18+ yrs 31.4%	

**CLINICAL OUTCOMES**

Category	FY07	FY08	FY09	FY10	Comments
General OP Adult Effect Size	N/A	N/A	N/A	0.71	n=364
SMI Adult Effect Size	N/A	N/A	N/A	0.52	n=98
Children's Effect Size	N/A	N/A	N/A	0.74	n=30
Children's Care Giver Effect Size	N/A	N/A	N/A	0.84	n=41

**MENTAL HEALTH CALL CENTER PERFORMANCE**

Category	FY07	FY08	FY09	FY10	Comments
Total Crisis Line calls received	63,811	64,247	53,119	50,955	
Total Crisis Line calls answered	60,393	60,932	50,638	47,956	
Average speed of answer in seconds	15	15	14	18	
Abandonment rate	5.3%	5.1%	4.76%	5.82%	

**VERITY FINANCIAL PERFORMANCE**

Category	FY07	FY08	FY09	FY10	Comments
Total Oregon Health Plan payment for Verity membership	\$34,878,339	\$36,072,468	\$39,022,799	\$42,931,561	Amount of Verity revenue fluctuates based on number of Verity members
Verity revenue per member per month (PMPM)	\$45.56	\$45.86	\$49.77	\$46.01	
Verity expense PMPM	\$40.52	\$41.41	\$42.10	\$42.04	