



State of Alaska
Department of Health and Social Services
Division of Behavioral Health

Policy & Procedure

Topic: Performance Measures System

Policy: The policy of (agency) is to monitor treatment effectiveness through the use of on-going assessment of consumer functioning and satisfaction levels to maintain the highest quality of care that helps consumers move toward positive changes in their lives and to ensure their satisfaction with the behavioral health services they receive.

Intent: The intent of the performance measures system is to provide the agency and the Division of Behavioral Health (DBH) with a systematic method of gathering screening, outcome and satisfaction information from consumers of behavioral health services. This information will be used to evaluate whether the services consumers receive are helping them move toward positive change, and to ensure consumer satisfaction with their behavioral health services. This information will be reported in aggregate form to insure consumer confidentiality, and will be made available to the various stakeholders.

Responsibilities:

1. The Executive Director is responsible for the efficient and effective operation and management of the performance measures system.
2. The Executive Director is responsible for developing a performance measures process within the agency according to the guidelines contained in this Policy & Procedure. This will include developing a process for data collection and submission to DBH that meets DBH requirements.
3. The Executive Director is responsible for making sure that consumers are screened using the Alaska Screening Tool, prior to entering services, reviewed using the Client Status Review of Life Domains at the point of entry into services, every six months for adults and every three months for children and youth, and at termination of services, and for mailing the Behavioral Health Consumer Survey

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(BHCS)¹ annually. (Note: for residential facilities, the BHCS is completed at the termination of services).

4. The Executive Director is responsible for disseminating report findings received from DBH to appropriate staff and for developing the internal procedures to provide relevant feedback to agency consumers and integrate into changes undertaken that improve care.

Instruments

The performance measures system consists of three instruments: the Alaska Screening Tool (AST), the Client Status Review of Life Domains (CSR), and the Behavioral Health Consumer Survey (BHCS).

1. Alaska Screening Tool (AST)

- a. The AST functions as a standardized state-wide screening instrument that is designed to screen for substance abuse, mental illness, and traumatic brain injury (TBI). Two questions anchored within the substance abuse portion of the AST probe for Fetal Alcohol Spectrum Disorders (FASD).
- b. The AST can produce multiple recommendations which in turn can result in more than one referral for consumers to receive adequate services.
- c. The AST data will assist the DBH and providers in identifying the needs of individuals and families, the population needs of each agency, and to assist the state in federal reporting requirements.

(Note: For the purposes of this policy, screening is defined as an activity that determines the likelihood that a client has co-occurring substance use and mental disorders or that his or her presenting signs, symptoms, or behaviors may be influenced by co-occurring issues. The purpose is not to establish the presence or specific type of such a disorder, but to establish the need for an in-depth assessment. Screening is a process that typically is brief and occurs before or soon after the client presents for services.²

¹ This instrument was formerly referred to as the "Mental Health Statistics Improvement Program Consumer Satisfaction Survey (known as MHSIP). This instrument was updated in October, 2006 to reflect the integration of services i.e. SA & MH into behavioral health.

² The definition of screening is consistent with SAMHSA's Co-occurring Center for Excellence (COCE). This definition is references in the COCE Overview Paper Number 2 (located at www.coce.samhsa.gov)

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2. Client Status Review of Life Domains (CSR)

- a. The CSR assesses consumer functioning in nine life domains: productive activity, physical health, mental health, psychiatric hospitalization, substance use, financial security, housing, general safety, and legal involvement.
- b. The CSR data will be used to assess and monitor consumer functioning levels over time so that adjustments to individual treatment plans and/or program design can be made as needed to achieve greater individual consumer improvement in functioning levels.

3. Behavioral Health Consumer Satisfaction Survey (BHCS)

- a. There are three versions of the BHCS:
 - (1) Adult Services (age 18 and up)
 - (2) Youth Services (YSS) (age 13-17, or up to 21 for youth involved with DJJ)
 - (3) Youth Services for Families (YSS-F) (age 12 and under)
- b. The BHCS surveys provide the opportunity for consumers to confidentially and anonymously give their perspectives about the behavioral health services they receive in the areas of access to treatment, appropriateness and quality of care, outcomes, and general satisfaction.
- c. The BHCS data will be used to monitor trends in consumer satisfaction and to evaluate agency strengths and opportunities for service improvement that will lead to greater consumer satisfaction.

Administration Schedule

1. Alaska Screening Tool (AST)³

- a. All behavioral health providers (substance abuse and/or mental health grantees) are required to administer the AST during the screening process, prior to admission into services.

³ A study to assess the psychometric properties of the AST was completed in November 2003 in which the AST was compared to the Short Michigan Alcohol Screening Test (SMAST), the Drug Abuse Screening Test (DAST), and the Mental Health Screening Form –III (MHSF-III).

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- b. The screening results will be entered into the Alaska Automated Information Management System (AKAIMS) or the Electronic Data Interface.
2. Client Status Review of Life Domains (CSR)
 - a. The CSR will be administered to all consumers receiving behavioral health services at intake or when a consumer re-enters treatment.
 - b. The CSR will be updated during the course of treatment for all adult consumers every six months, and for all child and youth consumers every three months.
 - c. The CSR will be administered to all consumers at discharge from treatment, regardless of treatment status. The CSR is to be completed while the client remains on agency premises. If the consumer does not attend a discharge session, the CSR is not completed.
 - d. The service provider will enter the CSR into the Alaska Automated Information Management System (AKAIMS), or the Electronic Data Interface (EDI).
 - e. The CSR is not required for clients receiving emergency services only as the goal of emergency services is client stabilization. Emergency services include psychiatric emergency services and/or detoxification services.
3. Behavioral Health Consumer Survey (Adult, Youth, and Child)⁴
 - a. The BHCS survey will be administered to all consumers of community based services, once a year during the month of October. However, to facilitate administration to all consumers during this time period, they may be administered at any time between September 15 and November 15 of each year.
 - b. The BHCS survey will be administered to all consumers of residential-based services at the point of discharge from services. (Note: Providers who deliver residential services are no longer required to complete the “point in time” BHCS survey.)

⁴ The “Mental Health Statistics Improvement Program Consumer Satisfaction Survey (known as MHSIP) was originally implemented with Mental Health providers on July 1, 2002. It was further expanded as a requirement for all Substance Abuse providers on July 1, 2005. In 2006, the MHSIP was revised to adequately represent co-occurring disorders, and was entitled “Behavioral Health Consumer Survey”.

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- c. The BHCS surveys will be routed to the DBH.
- d. The BHCS survey is not required of clients in prevention and early intervention programs.

Administration Procedures

1. Alaska Screening Tool (AST)

- a. The AST is to be completed by the consumer at the initial screening process prior to the formal assessment process.
- b. Service providers will administer the AST by asking the consumer to complete the form independently, if the consumer is able and willing to do so. If a consumer is unable to complete the form independently, the service provider will provide minimal assistance as needed.
- c. The AST is administered to all consumers seeking either or both mental health and substance abuse treatment.
- d. When the screening tool has been completed, the service provider will:
 - (1) Score the three sections of the measure using the scoring criteria developed for the Alaska Screening Tool.
 - (2) Based on the findings consumers will be referred for the appropriate assessment (mental health, substance abuse, traumatic brain injury, fetal alcohol syndrome). AST findings may meet criteria for multiple referrals.
 - (3) Err on the side of referring for an assessment when they are not sure of the likelihood of a positive screen of one or more of the three sections.
 - (4) Enter AST scores into AKAIMS or the EDI after screening has been completed.

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2. Client Status Review of Life Domains (CSR)

- a. Service providers will administer the CSR by asking the consumer to complete the form independently, if the consumer is able and willing to do so. If a consumer is unable to complete the form independently, the service provider will provide assistance as needed.
- b. The CSR will be administered to all consumers at the beginning of treatment during the initial intake session, or when the consumer completes other agency forms for admission to services.
- c. After the initial or most recent administration, the CSR will be administered to all adult consumers at 6-month intervals and to all child and youth consumers at 3-month intervals.
- d. When a consumer is discharged from treatment, the CSR will be administered during the termination session or as close to termination as possible.
- e. The service provider will enter the completed CSR into the Alaska Automated Information Management System (AKAIMS), or the Electronic Data Interface (EDI).

2. Behavioral Health Consumer Survey (BHCS)

The administration of the BHCS involves two different formats: (1) the “Point in Time” Survey for community providers, and (2) as a ‘Discharge Survey’ for residential providers.

I BHCS “Point in Time” Survey for *Community Providers*

- a. Each provider will identify a “lead” person who will insure successful implementation of the BHCS survey.
- b. The DBH will send survey instruments to service providers.
- c. Community providers will generate a mailing list and mail packets to active clients.
- d. All consumers receiving community based services will receive a BHCS survey each October, along with a stamped, DBH-addressed envelope to return the survey directly to DBH.

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- e. The agency identified “lead” staff person will monitor and report the following information to the DBH Regional Behavioral Health Specialist: (1) the total number of surveys mailed, and (2) the number of “undeliverable” or returned surveys due to bad addresses, etc.
- f. The service provider may provide minimal assistance when a consumer is unable to complete the survey independently and asks for help.
- g. DBH will provide aggregate information to the agency on their consumer satisfaction surveys.

II BHCS “Discharge Survey” for *Residential Providers*

- a. Each provider will identify a “lead” person who will insure successful implementation of the BHCS survey into the agency discharge policy, and implemented throughout the year. The DBH will send survey instruments to service providers.
- b. The residential provider will administer the BHCS as a component of the discharge policy, and insure that the consumer is able to complete the survey in a confidential and unbiased manner. The completed BHCS survey is sealed in a self addressed envelope to DBH.
- c. The service provider will route completed BHCS surveys to the DBH.
- d. The agency identified “lead” staff person will report to the DBH the total number of surveys provided to clients. The DBH will monitor the number of responses to the survey. (Note: This will determine the return rate of each facility)
- e. DBH will provide aggregate information to the agency on their consumer satisfaction surveys.