Behavioral Health Services — Mental Health Residential

Performance Objectives FY 2022-2023

FY22-23 BHS AOA MH Residential Objectives

Indicator	Type of Objective	Client Inclusion Criteria	Data Source / Compliance	Source of Requirement	Report Availability for Providers
AOA-MH-RES-1: 60% of clients will improve on at least 30% of their actionable items on the ANSA.	Outcome	All clients with ≥ 2 ANSA assessments, most recent ANSA within FY22-23 Items rated 2 or 3 are actionable. 30% of clients must improve for program to score any points on objective. Applies to ADU & TRTP.	Avatar – QM calculates	BHS Policy ACA	QM Quarterly Report SFDPH website, BHS/QM section
AOA-MH-RES-2: Of those clients who remain in an Acute Diversion Unit (ADU) for a continuous 12 days or more, at least 80% will not be discharged to PES, psych inpatient, or Dore Urgent Care on the same or next day.	Outcome	All clients discharged from the ADU between 07/01/22 – 6/30/23 and who have been in the program for a continuous 12 days or more. Applies to ADU only.	Avatar - BOCC calculates	DHCS ACA	QM Quarterly Report sent directly to applicable Service Provider/Program Director
AOA-MH-RES-3: Of those clients who have been in a Transitional Residential Treatment Program (TRTP) for a continuous ≥ 60 days, 70% will have at least one outpatient behavioral health service prior to discharge.	Outcome	All clients discharged from the TRTP between 07/01/22 - 06/30/23 and who have been in the program for a continuous 60 days or more. Applies to TRTP only.	Agency Self Report to provide information on client referrals & linkages made since all programs not in Avatar. Contractor prepares Annual Summary Report documenting achievement for SOC Program Manager & BOCC by 9/1/22	DHCS ACA	Programs Self Report
AOA-MH-RES-4: 100% of clients with an open episode will have the initial Treatment Plan of Care finalized in Avatar ≤ 3 days of episode opening.	Process	All clients with an initial Treatment Plan of Care due during FY22-23. Applies to ADU & TRTP.	Avatar - BOCC calculates	BHS Policy DHCS	AOA Residential Initial TPOC Status Avatar Report
AOA-MH-RES-5: On any date after the first 3 days for new clients, 100% of clients will have a current finalized Assessment in Avatar.	Process	All clients with an Assessment due in FY 22-23 Excludes: Outpatient services provided in residential Tx settings & first 3 days for new clients. Applies to ADU & TRTP.	Avatar - BOCC calculates	BHS Policy DHCS	AOA Annual Assessment Status Avatar Report

FY22-23 BHS AOA MH Residential Objectives

Indicator	Type of Objective	Client Inclusion Criteria	Data Source / Compliance	Source of Requirement	Report Availability for Providers
AOA-MH-RES-6: On any date after the first 3 days for new clients 100% of clients will have a current finalized Treatment Plan of Care in Avatar.	Process	All clients with Tx Plan of Care due in FY22-23; completed annually from anniversary date of opening episode of last completed Tx Plan of Care Excludes: Outpatient services provided within residential treatment settings & first 3 days for new clients. Applies to ADU & TRTP.	Avatar. BOCC calculates	BHS Policy DHCS	Adult TPOC Due by Program/Staff Report Avatar Report

FY22-23 BHS AOA Vocational Rehab Objectives

Indicator	Type of Objective	Client Inclusion Criteria	Data Source / Compliance	Source of Requirement	Report Availability for Providers
AOA-SUPHSG-1: No more than 10% of clients will experience a psychiatric hospitalization**.**	Outcome	All clients who have been in the program for at least 60 continuous days. Only hospitalizations occurring more than 60 days after the episode opening date are counted.	Avatar -BOCC calculates	ACA	MHS 140 Report
AOA-SUPHSG-2: At least 80% of psychiatric inpatient hospital discharges occurring in FY21-22 will not be followed by a readmission within 90 days.	Outcome	Clients enrolled prior to the hospital admission date and remaining in services during the 90 days post hospital discharge. Excludes: Mobile Crisis, Progress Dore Urgent Care, any Ambulatory Outpatient RU connected to Residential Tx. programs, UC Citywide Linkage program codes, or any program with fewer than 5 clients with psychiatric inpatient hospitalizations during FY22-23	Avatar - BOCC calculates	DHCS/ACA	QM Quarterly Report on SFDPH website, BHS/QM section
AOA-SUPHSG-3: At least 80% of psychiatric emergency services (PES) episodes occurring in FY21-22 will not be followed by a readmission to PES within 30 days.	Outcome	Clients with an open episode prior to the PES discharge, and open in the program during the 30 days post PES discharge. Excludes: Mobile Crisis, Progress Dore Urgent Care, any Ambulatory Outpatient RU connected to Residential Tx. programs, UC Citywide Linkage program codes, or any program with fewer than 5 clients with psychiatric inpatient hospitalizations during FY22-23	Avatar - BOCC calculates	BHS Policy	Pending
AOA-SUPHSG-4: 60% of clients will improve on at least 30% of their actionable items on the ANSA.	Outcome	All clients with 5 or more services and ≥ 2 ANSA assessments, most recent ANSA within FY22-23. Items rated 2 or 3 are actionable. 30% of clients must improve for program to score any points on this objective. Excludes: Citywide Linkage program, Dore Urgent Care, and Conard Supportive Housing codes.	Avatar - QM calculates	BHS Policy/ACA	QM Quarterly Report SFDPH website, BHS/QM section

Updated 10-13-21

FY22-23 BHS AOA Vocational Rehab Objectives

Indicator	Type of Objective	Client Inclusion Criteria	Data Source / Compliance	Source of Requirement	Report Availability for Providers
AOA-SUPHSG-5: 100% of clients with an open episode will have the initial Treatment Plan of Care or Problem List finalized in Avatar within 60 days of episode opening.	Process	All clients with an initial Tx Plan of Care due during FY22-23 Excludes: Outpatient services provided within residential Tx settings	Avatar - BOCC calculates	BHS Policy/DHCS	AOA Initial TPOC Status Report Avatar Report
AOA-SUPHSG-6: On any date 100% of clients will have a current finalized annual Assessment in Avatar.	Process	All clients with annual Assessment due in FY22-23 Excludes: Outpatient services provided in residential Tx settings & first 60 days for new clients and Citywide Linkage program codes.	Avatar - BOCC calculates	BHS Policy/DHCS	AOA Annual Assessment Status Avatar Report
AOA-SUPHSG-7: On any date 100% of clients will have a current finalized Treatment Plan of Care or Problem List in Avatar.	Process	All clients with annual Tx Plan of Care due in FY22-23; completed annually from anniversary date of opening episode of last completed Tx Plan of Care Excludes: Outpatient services provided within residential Tx settings & first 60 days for new clients	Avatar - BOCC calculates	BHS Policy/DHCS	Adult TPOC Due by Program/Staff Report Avatar
AOA-SUPHSG-8: 100% of clients will have an initial Assessment finalized in Avatar within 60 days of episode opening.	Process	All new clients with an episode of ≥ 60 days at some point during FY22-23. Excludes: Citywide Linkage program codes and outpatient services provided in residential Tx settings	Avatar - BOCC calculates	BHS Policy/ACA	AOA Comprehensive Report Due by Program