Behavioral Health Services—SUD Performance Objectives FY 2021-2022

Creation Date: 9/1/21
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Indicator	Type of Objective	Client Inclusion Criteria	Data Source / Compliance	Source of Requirement	Report Availability for Providers
CYF-SA-OP-1: At least 60% of clients will have successfully completed treatment or will have left before completion with satisfactory progress as measured by discharge codes.	Outcome	Clients discharged in FY21-22 ***Excludes:*** *Methadone programs* .	CalOMS Discharge Status Field	Affordable Care Act (ACA)	CalOMS Discharge Status Report
CYF-SA-OP-2: 100% of initial requests for services (phone and walk-ins) will be recorded in the Avatar Timely Access Log.	Compliance	All initial requests for services, from new (non-registered) clients, or clients registered in Avatar w/o an open episode in program ***Excludes*** *: ICM, WRAP, TBS.*	Avatar No. of entries recorded in Timely Access Log should be > No. of new episodes opened in FY21-22	BHS Policy CA Dept of Managed Health Care (DMHC)	Pending
CYF-SA-OP-3: 100% of clients must be offered an appointment within 10 business days of the initial request for services.	Process	All clients with non-urgent needs beginning Tx with a new provider; extended wait times for app't. only approved & accepted if deemed clinically appropriate by qualified Behavioral Health practitioner & documented via attestation in Avatar Timely Access Log ***Excludes:*** *ICM, FSP, supportive housing programs, RAMS Wellness Centers/Programs & Outpatient services provided in residential Tx settings* .	Avatar - Dates of requests for services and offered appointment dates recorded in the Timely Access Log.	BHS Policy CA Dept of Managed Health Care (DMHC)	Timely Access Report (Program) Avatar Report
CYF-SA-OP-4: 100% of open clients will have zero errors on their CalOMS Admission Form.	Compliance	All clients of CalOMS programs with an open episode in FY21-22	CalOMS Admission Error Report	BHS Policy DHCS	CalOMS Admission Errors by Program Report Avatar Report
CYF-SA-OP-5: 100% of clients discharged during FY21-22 will have the CalOMS Discharge Status field completed no later than 30 days after episode closing is entered into Avatar.	Compliance	Clients discharged during FY21-22.	CalOMS Discharge Status Field	BHS Policy DHCS	CalOMS Discharge Timely Status Avatar Report
CYF-SA-OP-6: No more than 40% of clients will be coded as CalOMS Administrative Discharge during FY21-22. NOTE: Administrative discharge codes "4" and "6" only used when client interview not possible and full set of CalOMS items cannot be completed	Compliance	Applicable to all CalOMS programs with clients discharged in FY21-22 ***Excludes:*** *Methadone Programs.*	CalOMS Discharge Status Field	BHS Policy DHCS	CalOMS Administrative Discharge Status Report Avatar Report

FY21-22 BHS AOA SUD Outpatient Objectives

Indicator	Type of Objective	Client Inclusion Criteria	Data Source / Compliance	Source of Requirement	Report Availability for Providers
AOA-SUD-OP-1: 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: Programs with fewer than 5 clients with psychiatric inpatient hospitalizations during FY21-22	Avatar -- BOCC calculates	DHCS/ACA	Pending
AOA-SUD-OP-2: 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 enrolled prior to the PES admission date and remaining in services during the 30 days post PES discharge. Excludes: Programs with fewer than 5 clients with psychiatric inpatient hospitalizations during FY21-22	Avatar -- BOCC calculates	BHS Policy	Pending
AOA-SUD-OP-3: At least 60% of clients will have successfully completed treatment or will have left before completion with satisfactory progress as measured by discharge codes.	Outcome	All clients discharged in FY21-22 Excludes: Methadone, Buprenorphine, Detox program & clients with < 3 visits in 60 day period	CalOMS Discharge Status Field	ACA	CalOMS Discharge Status Report Avatar Report
AOA-SUD-OP-4: At least 70% of clients will maintain abstinence or show a reduction of Alcohol and Other Drug use.	Outcome	Clients in Tx ≥ 60 days and discharged, or for whom CalOMS data updated in FY21-22 Excludes: Methadone Programs and Residential Programs	CalOMS admission, Annual Update, and Discharge Data	ACA	QM Quarterly Report SFDPH website, BHS/QM section
AOA-SUD-OP-5: At least 70% of clients admitted to a methadone maintenance treatment program will stay in treatment ≥ 12 months.	Outcome	All clients admitted in FY21-22	Avatar episode opening & closing dates for discharged clients	ACA	Methadone Maintenance TX Duration Avatar Report
AOA-SUD-OP-6: 100% of initial requests for services (phone and walk-ins) will be recorded in the Avatar Timely Access Log.	Process	All initial requests for Services from new (non-registered) clients or clients registered in Avatar without an open episode in the program. Number of entries in Timely Access Log should be ≥ number of new episodes opened in FY21-22	Avatar - BOCC calculates	BHS Policy/DHCS	Timely Access Log Report Dashboard Avatar Report

FY21-22 BHS AOA SUD Outpatient Objectives

Indicator	Type of Objective	Client Inclusion Criteria	Data Source / Compliance	Source of Requirement	Report Availability for Providers
AOA-SUD-OP-7: 100% of clients admitted in FY 21-22 will have an accepted Cal-OMS Admissions by DHCS.	Process	Clients admitted during FY 21-22	Cal-OMS Accept and Reject Report	BHS Policy/DHCS	Avatar: CalOMS Admission Errors by Program Report DHCS: Accept and Reject Report
AOA-SUD-OP-8: 100% of clients discharged during FY21-22 will have the CalOMS Discharge Status field completed.	Process	Clients discharged during FY21-22	CalOMS Discharge Status Field	BHS Policy/DHCS	CalOMS Discharge Timely Status Avatar Report
AOA-SUD-OP-9: No more than 40% of clients will be coded as CalOMS Administrative Discharge during FY21-22. NOTE: Administrative discharge codes "4" and "6" only used when client interview not possible and full set of CalOMS items cannot be completed	Process	Applicable to all CalOMS programs with clients discharged in FY21-22 Excludes: Methadone Programs	CalOMS Discharge Status Field	BHS Policy/DHCS	CalOMS Administrative Discharge Status Report Avatar Report
AOA-SUD-OP-10: 100% of clients will be offered an appointment within 10 business days of the initial request for services.	Process	All clients with non-urgent needs beginning Tx with a new provider; extended wait times for app't. only approved & accepted if deemed clinically appropriate by qualified Behavioral Health practitioner & documented via attestation in Avatar Timely Access Log ***Excludes:*** *ICM, FSP, supportive housing programs, & Outpatient services provided in residential Tx settings*	Avatar - BOCC calculates	BHS Policy/DHCS	Timely Access Report (Program) Avatar Report

Updated 10-13-21

FY21-22 BHS AOA Residential SUD Objectives

Indicator	Type of Objective	Client Inclusion Criteria	Data Source / Compliance	Source of Requirement	Report Availability for Providers
AOA-SUD-RES-1: At least 60% of clients will have successfully completed treatment or will have left before completion with satisfactory progress as measured by discharge codes.	Outcome	All clients discharged in FY21-22 Excludes: Methadone, Buprenorphine, Detox programs and clients who stay < 3 days	CalOMS Discharge Status Field	ACA	CalOMS Discharge Timely Status Avatar Report
AOA-SUD-RES-2: At least 60% of clients will have left before completion with satisfactory progress as measured by discharge codes.	Outcome	All clients discharged in FY21-22 (Withdrawal Management Only)	CalOMS Discharge Status Field	ACA	CalOMS Discharge Timely Status Avatar Report
AOA-SUD-RES-3: 100% of initial requests for services (phone and walk-ins) will be recorded in the Avatar Timely Access Log.	Process	All initial requests for Services from new (non-registered) clients or clients registered in Avatar without an open episode in the program. Number of entries in Timely Access Log should be ≥ number of new episodes opened in FY21-22	Avatar - BOCC calculates	BHS Policy DHCS	Timely Access Log Report Dashboard Avatar Report
AOA-SUD-RES-4: 100% of clients admitted in FY21-22 will have an accepted Cal-OMS Admissions by DHCS.	Process	Clients admitted during FY21-22	Cal-OMS Accept and Reject Report	BHS Policy DHCS	Avatar: CalOMS Admission Errors by Program Report DHCS: Accept and Reject Report
AOD-SUD-RES-5: 100% of clients discharged during FY21-22 will have the CalOMS Discharge Status field completed.	Process	Clients discharged during FY21-22	CalOMS Discharge Status Field	BHS Policy DHCS	CalOMS Discharge Timely Status Avatar Report
AOD-SUD-RES-6: No more than 40% of clients will be coded as CalOMS Administrative Discharge during FY21-22. NOTE: Administrative discharge codes "4" and "6" only used when client interview not possible and full set of CalOMS items cannot be completed	Process	Applicable to all CalOMS programs with clients discharged in FY21-22 Excludes: Methadone Programs	CalOMS Discharge Status Field	BHS Policy DHCS	CalOMS Administrative Discharge Status Report Avatar Report
AOA-SUD-RES-7: 100% of discharged clients in FY21-22 will have an accepted Cal-OMS discharge by DHCS.	Process	Clients discharged during FY21-22	Cal-OMS Accept and Reject Report	BHS Policy DHCS	Avatar: CalOMS Discharge Errors by Program Report DHCS: Accept and Reject Report

Updated 10-13-21

FY21-22 BHS AOA Residential SUD Objectives

Indicator	Type of Objective	Client Inclusion Criteria	Data Source / Compliance	Source of Requirement	Report Availability for Providers
AOA-SUD-RES-8: 100% of clients in Residential Step-Down will have documented monthly verification of enrollment in an Outpatient treatment program (Outpatient, Intensive OP, NTP, Recovery Services).	Process	Clients in program ≥ 30 days	SUDS RSD Report of Client Connection to SUD Services or Internal Tracking Document	BHS Policy DHCS	NA
AOA-SUD-RES-9: Program will submit SUDS RSD Report of Client Connection to SUD Services monthly to DPH by the 15th of the following month.	Process	Residential Step-Down Only	SUDS RSD Report of Client Connection to SUD Services or Internal Tracking Document	BHS Policy DHCS	NA