

Effective Date:
Revised Date:
Review Date:

North Sound Mental Health Administration

Section 4200 – Consumer Information Systems: Use of NSMHA Information System for Utilization Review and Resource Management

Authorizing Source:
Cancels:
See Also:
Responsible Staff: IS Specialist

Approved by: Executive Director
Motion #

Date: 11/29/2005

POLICY #4209.00

SUBJECT: USE OF NSMHA INFORMATION SYSTEM FOR UTILIZATION REVIEW AND RESOURCE MANAGEMENT

PURPOSE

The purpose of this policy is to support and expand the use of the NSMHA Information System to provide information for utilization management and resource monitoring and oversight processes and reports

POLICY

The NSMHA goal is to manage the regional mental health system based on reliable information. NSMHA collects large amounts of data to manage and oversee the effective and efficient delivery of public mental health services. This information is utilized systematically to assure appropriate utilization of services, efficient use of resources, and development of needed services.

PROCEDURES

A. The Information System is composed of a collection of databases including the following:

1. Consumer Information Database.
2. Telesage Outcome Database.
3. Medicaid Management Information System Database.
4. Utilization Review Database.
5. Critical Incident Database.
6. Other databases constructed for specific projects. For example:
 - a) Western State Hospital Utilization Database.
 - b) E & T Utilization Database.
 - c) Strategic Plan 2005 Survey.
 - d) Hospital Bed-Availability Database.

B. The bi-annual Quality Management Plan specifies data that is needed to conduct many of NSMHA's oversight and monitoring activities. The data collected for NSMHA's Quality Management Plan includes:

1. Consumer Demographics.
2. Inpatient Utilization.
3. Outpatient Utilization.
4. Penetration Rates.

5. Regional and provider calculations of State Performance Indicators.
6. Critical Incidents.
7. Complaints, Grievances, Appeals, and Fair Hearings.
8. Additional items are added as they come to the attention of the Quality Management Oversight Committee.

C. Process to develop new data reports:

1. Involve the Information Services Department early in the process.
Put in writing the following:
 - a. Purpose of your data need.
 - b. The scope of the data (Region, county, provider).
 - c. The timeframe of the study (month, year, three years).
 - d. The time when the data will be needed.
2. IS Department Staff will review your request and will want to clarify specific issues with you.
3. IS Department will get you a draft report. It should be anticipated that the report would take some revision to assure both its accuracy and meeting its intended purpose. Consider pilot testing the report/information to assure its accuracy and usefulness.

D. Confidentiality and Sensitivity of Information System Data

1. Much of the data in the Information System is Protected Health Care Information. Caution must be used to not disclose this protected information. Check with the NSMHA Privacy Officer if you have questions regarding the confidentiality of data.
2. NSMHA's policy is not to release specific information about CMHA providers' data prior to the CMHA having reviewed the data.
3. NSMHA's policy is not to release information regarding specific CMHA staff members to anyone other than the CMHA.

ATTACHMENTS

None