

SAMHS Consent Decree Score Card

FY13 Q4

Standard #	Description	Met	Unmet
1	Consumers report treated with respect for their individuality		X
2	Grievances are addressed in a timely manner	★	
3.1	Number of Level II grievances filed and number unduplicated people	★	
3.2	Number of Level II grievances filed where violation is substantiated	★	
4.2	Percent of consumers reporting they were given information about their rights	★	
5.1	Percentage of class members requesting a worker who were assigned one	★	
5.2	Percentage of hospitalized class members who were assigned a worker within 2 working days		X
5.3	Percent of non-hospitalized class members assigned a worker within 3 working days		X
5.4	Percent of class members in hospital or community not assigned on time but were assigned within an additional 7 working days		X
5.5	Class member ISPs completed within 30 days of service request	★	
5.6	90 day class member ISP reviews completed within specified timeframe		X
5.7	Initial class member ISPs not developed within 30 days, but were developed within 60 working		X
5.8	Class member ISPs that were not reviewed within 90 days but were reviewed within 120		X
7.1a	Does the record document that the treatment plan goals reflect the strengths of the consumer receiving services?	★	
7.1b	Does record document the individual's potential need for crisis intervention and resolution services was considered during treatment planning?	★	
7.1c	Does the record document that the consumer has a crisis plan?	★	
7.1d	If the consumer has a crisis plan, "has the crisis plan been reviewed as required, every 3 months?"	★	
8.1	ISPs reviewed in which there is evidence that the ISP team reconvened after an unmet need was identified		X
8.2	ISPs reviewed with identified unmet needs in which interim plans are established	★	
9	ISPs with services identified/treatment plan signed by each provider		X
10.1	ACT Providers with average caseloads of 10 or fewer	★	
10.2	Community Integration Providers with average caseloads of 40 or fewer	★	
10.5	Office of Aging and Disability Services Case Managers with average caseload of 25 or fewer		X
11.1	Number of class members who do not receive services from a community support worker identifying resource needs in an ISP-related domain area	★	
11.2	Number of unmet needs in each ISP-related domain for class members who do not receive services from a community support worker	★	
12.1	Class members in community with ISPs with unmet residential support needs	★	

Standard #	Description	Met	Unmet
12.2	Percentage of patients at Riverview determined to be ready for discharge who are discharged within 7 days of that determination. (discharge is not impeded due to lack of residential support services)	★	
12.3	Percentage of patients at Riverview determined to be ready for discharge who are discharged within 30 days of that determination. (discharge is not impeded due to lack of residential support services)	★	
12.4	Percentage of patients at Riverview determined to be ready for discharge who are discharged within 45 days of that determination. (discharge is not impeded due to lack of residential support services)	★	
13.1	Domain average of positive responses to the questions in the Perception of Outcomes domain		X
14.1	Class members with ISPs with unmet housing needs.	★	
14.2	Percentage of respondents who experienced homelessness over 12-month period	★	
14.4	Percentage of patients at Riverview determined to be ready for discharge who are discharged within 7 days of that determination. (discharge not impeded due to lack of housing alternatives)	★	
14.5	Percentage of patients at Riverview determined to be ready for discharge who are discharged within 30 days of that determination. (discharge not impeded due to lack of housing alternatives)	★	
14.6	Percentage of patients at Riverview determined to be ready for discharge who are discharged within 45 days of that determination. (discharge not impeded due to lack of housing alternatives)	★	
15	Housing where community services are located / Homes with more than 8 beds	★	
16	Psychiatric Hospitalization reasonably near an individual's local community		X
17.1	Class member involuntary admissions to community inpatient units have blue paper on file	★	
17.2	Blue paper was completed and in accordance with terms	★	
17.2a	Corrective action taken by UR nurse where blue paper not completed in accordance with terms	★	
17.3	Class member involuntary admissions to community inpatient units in which 24 hour certification was completed	★	
17.3a	Corrective action taken by UR nurse where 24 hour certification was not completed	★	
17.4	Class member involuntary admissions to community inpatient units in which patients' rights were maintained	★	
17.4a	Corrective action taken by UR nurse where documentation showed patients' rights not maintained	★	
17.5	Class member involuntary admissions for which medical necessity has been established	★	
18.1	Class members admitted with ISPs for whom hospital obtained ISP		X
18.2	Treatment and discharge plan were determined to be consistent with ISP goals and objectives	★	
18.3	CI/ICI/ICM/ACT worker participated in hospital treatment and discharge planning	★	
19.1	Face to face crisis contacts that result in hospitalizations	★	
19.2	Face to face crisis contacts that result in follow-up and/or referral to community based services	★	

Standard #	Description	Met	Unmet
19.3	Face to face crisis contacts in which a previously developed crisis plan was available and used	★	
19.4	Face to face crisis contacts in which client has a CI worker and worker was notified about the crisis	★	
21.1	Class members with ISPs with unmet mental health treatment needs		X
21.2	Percentage of patients at Riverview determined to be ready for discharge who are discharged within 7 days of that determination	★	
21.3	Percentage of patients at Riverview determined to be ready for discharge who are discharged within 30 days of that determination	★	
21.4	Percentage of patients at Riverview determined to be ready for discharge who are discharged within 45 days of that determination	★	
21.5	MaineCare data demonstrates by mental health service category that class members use an array of mental health treatment services	★	
22.1	Domain average of positive responses in the Perception of access domain		X
22.2	Domain average of positive responses in the General Satisfaction domain		X
23.1	Number of education programs developed and delivered meeting Settlement Agreement requirements	★	
23.2	Number and distribution of family support services provided	★	
24.1	Percentage of support group and group counseling participants reporting satisfaction with services	★	
24.2	Percentage of program participants reporting satisfaction with education programs	★	
25.1	Agency contracts reviewed with documented evidence of referral mechanism to family support services		X
25.2	Families receiving referrals for family support services reporting satisfaction with referral process	★	
26.1	Class members with ISP identified unmet vocational/employment support needs	★	
26.2	Class members younger than age 62 in competitive employment in the community		X
26.3	Consumers under age 62 in supported and competitive employment (part or full time)	★	
28.1	Percentage of class members with ISP identified unmet transportation needs	★	
30.1	Number of social clubs/peer centers and participants by region	★	
30.2	Number of other peer support programs and participation	★	
31.1	ISP identified class member unmet needs in recreational, social, avocational and spiritual areas	★	
31.2	Domain average of positive responses in the Social Connectedness domain		X
32.1	Class Members demonstrating functional improvement on LOCUS between baseline and 12 month re-certification	★	
32.2	Class Members who have maintained level of functioning between baseline and 12 month re-certification	★	
32.3	Consumers reporting positively on functional outcomes on Data Infrastructure Survey outcome items		X
33.1	Consumer reporting that agency staff helped them obtain information needed to take charge of managing illness	★	
33.2	Consumers reporting that agency staff believe that they can grow, change and recover		X

Standard #	Description	Met	Unmet
33.3	Consumers reporting that agency services and staff supported their recovery and wellness efforts and beliefs		X
33.4	Consumers reporting that providers offered opportunities to learn skills to strengthen and maintain wellness		X
33.6	Consumers reporting that service providers offered mutual support or recovery-oriented groups run by peers		X
34.1	# of mental health workshops, forums, and presentations geared toward general public and level of participation	★	
34.2	Number and type of info packets, publications, press releases, etc. distributed to public audiences	★	