

Bates vs. DHHS Consent Decree Quarterly Report: February 1, 2010

Part 1: Systems Development

Of the 119 components to the system development portion of the Consent Decree Plan of October 2006, 113 have been accomplished or deleted per amendment and are no longer reported. The remaining 6 components are reported below.

Beginning with the 8/1/08 quarterly report, OAMHS deleted past reporting on components that was no longer needed to understand the current status of the component, leaving only the most current, salient reporting.

COMPONENT of Consent Decree Plan	PAGE	DUE DATE	ACTION Note: This is a cumulative report. Each action is listed by the filing date of the quarterly report. Only new attachments are included.	COMPLETED YES (X)
CHAPTER 4 – CONTINUITY OF CARE AND SERVICES				
Realignment of Services				
Performance Requirements				
Flexible Services and Housing				
Peer Services				
49. Begin implementation of consumer participation in licensing	35	April. 2007	<p><u>Feb. 2008:</u> At a 12/5/07 meeting with the Court Master and Plaintiffs’ counsel, the Court Master agreed that it would be appropriate for the Department to present ideas for alternative ways of involving consumers in the evaluation of provider agencies’ performance to the Consumer Council, and for the Council to assist in shaping of a future amendment request for this component. He approved a delay in implementation of this component to allow OAMHS to present its proposal to the Consumer Council and solicit input about methods for including meaningful consumer involvement as part of the quality improvement process.</p> <p><u>May 2008 - May 2009:</u> Narrative descriptions of the Outcomes Stakeholder Workgroup development and process over the past year were deleted.</p>	

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			<p><u>August 2009</u>: OAMHS met with the CCSM to discuss ongoing consumer participation in OAMHS' quality management functions. Both groups agreed that meaningful consumer participation is crucial in promoting high quality services and effective program design and implementation. At the meeting participants started a list of issues of importance to the CCSM. However, the CCSM is in the process of developing a values statement and strategic plan for the future, and would like to complete that work prior to continuing this discussion with us. The CCSM plans to complete its strategic plan, take time to brainstorm and prioritize areas of focus for their interactions with DHHS, and then invite us back to a CCSM meeting to continue the discussion and begin to work on a plan.</p> <p><u>November 2009</u>: The CCSM is continuing work on its strategic priorities and is not yet ready to define the role that consumers should play in the quality management process. OAMHS can not move forward with this task without the participation of the CCSM and does not want to force implementation of any particular approach. OAMHS remains committed to working with the CCSM on quality management issues when it is ready.</p> <p>Accordingly, OAMHS intends to submit an amendment request this quarter to delete this component (along with components #50 and 51) and instead continue to work with the CCSM to incorporate consumer input in the quality management system as part of the further development of that system.</p> <p><u>February 2010</u>: Amendment request submitted November 25, 2009 to delete this component as well as components 50 and 51.</p>	

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50. Provide training in spring 2007	35	Spring 2007	<u>August 2007, Nov. 2007, Feb. 2008, May 2008, August 2008, November 2008, February 2009, May 2009, August 2009, November 2009, February 2010</u> ; See Component # 49.	
51. Begin consumer participation in licensing reviews	35	June 2007	<u>August 2007, Nov. 2007, Feb. 2008, May 2008, August 2008, November 2008, February 2009, May 2009, August 2009, November 2009, February 2010</u> ; See Component # 49.	
Persons Experiencing Psychiatric Crises				
73. Involve consumers in training for EDs to increase non traumatic transportation options	39		<p><u>May 2009</u>: Revisions have been made to the web-based training based on input received from stakeholders. This training is posted on the web with limited access awaiting further revisions. Delays with the contractor providing the electronic version of the revisions has prevented OAMHS from being able to distribute the final version of the web-based training. Once these are received from the contractor and the CME's and CEU's are finalized, all emergency departments will be notified how to access the training.</p> <p><u>August 2009</u>: OAMHS staff met with the contractor several times over this quarter to revise the training material based on consumer and other stakeholder input about non-traumatic care in the ED and non-traumatic transportation options. The contractor will make the revisions before the web-based training is made available to the public.</p> <p><u>November 2009</u>: The original contractor submitted a product that did not meet OAMHS expectations for an interactive training. Consequently, after work with the contractor to improve the product was unsuccessful, OAMHS terminated their contract. OAMHS hired consultants to edit and revise the script – this has been completed. OAMHS is currently negotiating with a web based training developer</p>	

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			<p>to complete the task.</p> <p>February 2010: OAMHS contracted with a new web based training developer in November. The developer has completed the storyboard and voiceover and is now working on the final build. OAMHS is working on arranging for continuing education credits in preparation for posting on the OAMHS web site in the next quarter.</p>	
82. Collaborate with MHA,ED Physicians, MSNA to provide training to lessen trauma in ED	42	SFY 2007	<p><u>August 2007, Nov. 2007, Feb. 2008, May 2008, August 2008, November 2008, February 2009, May 2009, August 2009, November 2009, February 2010:</u> See Component #73.</p>	
Vocational Opportunities				
<p>88.Update the MOA between OAMHS and BRS</p> <p>Expanded reporting per 3/16/07 letter to the Court Master</p>	44	<p>October 2006 MOA</p> <p>Ongoing</p>	<p><u>Task 2:</u> Review qualitative and quantitative data and other sources to determine the array of employment services needed, the resources currently available, and solutions to obstacles.</p> <p><u>February 2009 – August 2009:</u> Narrative descriptions describing the Employment Services Networks (ESNS) and the ESNs’ activities to formalize the report on the resources currently available to address the employment needs and the solutions to obtaining employment support within each CSN were deleted.</p> <p><u>November 2009:</u> OAMHS has been unable to complete this task through the ESNs as originally envisioned. The Muskie School has now been contracted to compile the data from existing sources and complete the task by the beginning of January 2010.</p> <p>February 2010: Initial draft received early in January. Draft is now in the process of review and revision.</p>	<p>X November 2006 MOA signed</p> <p>January 2008: expanded reporting completed Tasks 1, 3, and 4</p>

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CHAPTER 6 - ASSURING QUALITY SERVICES				