OMA Newsletter

Outcome Measures Application

Spring

WELLNESS · RECOVERY · RESILIENCE

The DIG

Debbie Innes-Gomberg, Ph.D.
District Chief
MHSA Implementation &
Outcomes Division
Program Support Bureau
County of Los Angeles
Department of Mental Health

The Department initiated a planning process involving the System Leadership Team (SLT) and the Service Area Advisory Committees (SAACs) to review our MHSA programs and overall plan. Central to this planning process was a review of service continuums by age group, utilization of outcome data and an acknowledgement of the importance of permanent supported housing, employment, and peer staff at all levels of care.

While the process culminated in a Three Year Program and Expenditure Plan, it really marks the beginning of an ongoing opportunity where SAACs, along with the SLT, use available outcome and service data to inform service needs. By utilizing the principles of continuous quality improvement, outcome and service data are being used to identify community needs and to align those needs with available services and ensure that services continue to improve the lives of those we serve in our communities.

To view the MHSA Three Year Program and Expenditure Plan, click on the following link: http://dmh.lacounty.gov/wps/portal/dmh

Kara's Corner

I recently had the pleasure of presenting in Sacramento to staff from other California counties on our electronic data collection system for outcomes. RAND Corporation, our partners for the regional data workgroups for Prevention Early Intervention (PEI) Outcomes, held a one day conference for counties to present different ways they have collected outcomes in their electronic health records, or by creating their own homegrown systems. Los Angeles County, in many ways, leads the state in our approach for collecting outcomes for many of the programs being implemented today. It is difficult to compare the volume of data that is collected here in LA County to most of the other counties in the state. What I heard at the conference affirms that other counties are trying to find ways to collect data locally to enable them to tell their own stories just like we are.

Here in LA, we are always searching for new ways to tell our story, finding ways to show that the services you are providing makes a difference for our clients and communities.

Our challenge has always been to provide you with enough detail so that you can monitor and utilize your data on a micro level in a timely fashion, while also trying to make progress on a macro level. We hope that our reports give you some ideas of ways that you can look at your data to understand what is happening at your sites to make changes if necessary while treatment is still in progress.

There is a lot on the horizon in this last quarter of the fiscal year. We are finalizing our transition of PEI data from the California Institute for Mental Health (CiMH), working on making changes to OMA and PEIOMA to recognize clients created both in IBHIS and the IS, wrapping up the RAND Corporation supported service area data workgroups for PEI, and are reviewing the recently released report from the Oversight and Accountability Commission on Full Service Partnership Outcomes. There is always so much work to be done, but I hope all of you take some time to get out and enjoy spring with your loved ones.

Using Determinants to Develop Levels of Service for the FSP Integration Pilot

In January of this year, FSP Integration Pilot adult providers developed and began implementing "Determinants of Level of Care" to determine levels of service. Initially, MORS ratings had been used to determine levels of service. MORS ratings were developed to track an individual's recovery using three dimensions: level of risk; level of engagement and; level of skills and support. MORS scores range from 1 - Extreme Risk to 8 - Advanced Recovery. However, due to a large portion of the clients in the pilot scoring a MORS 5, the adult providers pushed for a more in depth assessment of what service needs were associated with specific levels of service. Armed with this information, providers can target their interventions and assist their clients in moving through the system, with a focus on moving clients from Level 4- High Intensity Community Outpatient to Level 3- Moderate Intensity Community Outpatient. The determinants focus on eight critical areas of service delivery:

1. Client is unable to manage his/her own financial resources and requires formal or informal money management.
2. The client is not ready or is unable to coordinate his/her own transportation needs to and from appointments, education and occupation activities, and or other meaningful life activities.
3. The client requires formal or informal assistance with 2 or more ADLs such as the following: hygiene, shopping, transferring, feeding, walking, household chores, preparing meals.
4. The client requires at least once per week support and/or care coordination.
5. The client requires formal or informal assistance or support to manage his/her medication.
6. The client requires assistance or support to manage community relations and minimize disruptive behaviors.
7. The client has been stable at the current MORS score for less than six months.
8. The client is being provided CSS (Flex) funds to meet basic needs (housing and food). Note that CSS is being measured but no longer considered a determinate. CSS is a factor to consider when transitioning a client into a lower level of care.

The calculation of levels of service takes into consideration MORS scores, the sum of the determinants, and whether the client continues to require weekly support and/or care coordination. Chart 1 demonstrates the distribution of determinants for levels of service 3 and 4.

For more information on determinants, contact Amber Anderson: AAnderson@dmh.lacounty.gov

Percent of Adult Clients Scoring Positive by Determinant and by Level of Service
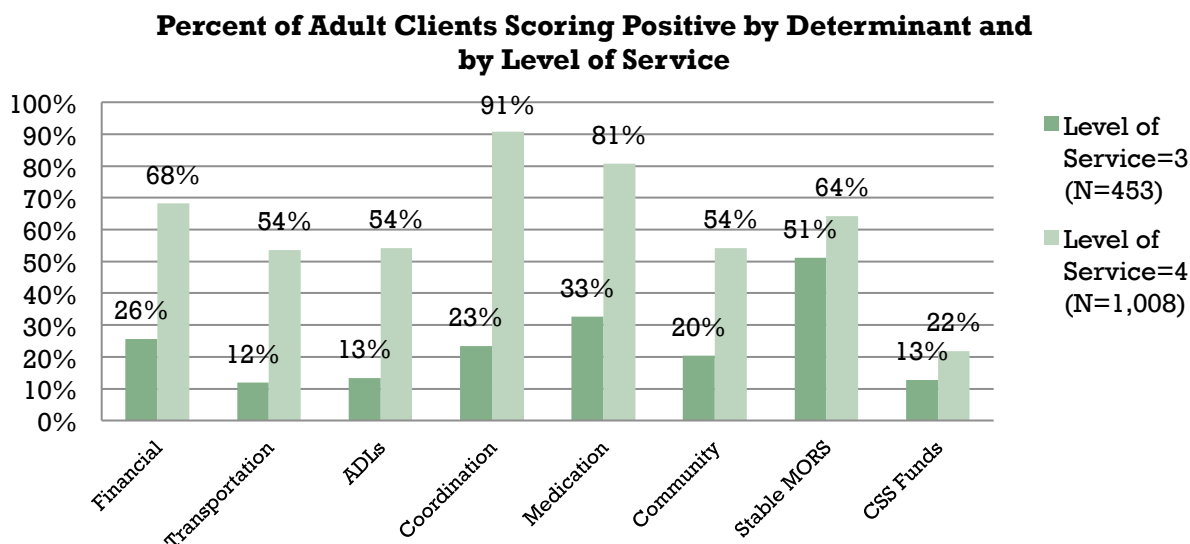
Prevention Early Intervention (PEI)

MHSA Implementation and Outcomes Division's PEI team would like to introduce you to an upcoming publication that dives into the wonderful world of outcome measures. This publication will encompass a variety of topics related to the use and analysis of outcome measures including but not limited to the efficacy of evidence based practices (EBP's); outcome measure trends; clinical and administrative use of outcome measures; and being able to showcase particular EBP's that are being provided countywide. We hope this publication will assist PEI providers and other interested parties in taking a closer look at the PEI services being delivered in Los Angeles County. We anticipate the release of this new publication in May 2014, so keep your eyes peeled!

It has been brought to our attention that there are issues with the Spanish translation of the OQ series (YOQ, YOQ-SR, OQ). The developer of the OQ series is asking for more specificity regarding the problems being encountered with the Spanish translation. In an effort to capture this information, we will create a survey that will be emailed to our PEI providers and available on our PEI OMA Wiki website. Our goal is to have this ready in May 2014. In addition, we anticipate that we will have enough feedback for the developer by the end of June 2014 to support the need for an improved Spanish version of the OQ series. We will need your help to make this happen so once we release the survey we strongly encourage you to complete it as soon as possible and to the best of your ability. We will notify you once it's ready. Thank you!

Expanded OMA Labs

Want to get your OMA problems fixed quickly? Then come to the OMA Lab in Room 712 at 695 South Vermont. Miguel, Mychi, Odre, Robin, and John are ready to work with you to clean up your Data Change/Deletion Requests and walk you through all your fixes on the spot.

Our OMA Labs have been so popular in recent months that we are now offering extra Friday sessions to accommodate the demand. You have the option to attend our regular Monday morning sessions every other week in Room 712 from 10 a.m. to Noon, or to attend them at our offices on the 8th Floor for the Friday sessions from 9 a.m. to Noon. We ask that you make a courtesy reservation via email at least one day in advance with John Flynn at: jflynn@dmh.lacounty.gov. This will ensure you get the help you need as we cannot guarantee our availability if you do not have a reservation. When you make your reservation, identify the SharePoint ID's of the requests you would like for us to work on so that we can pull them from our files to maximize your lab time. One more thing to keep in mind is that the OMA Lab is not a training session. If you are new to OMA and need training, please refer to the OMA Wiki for a list of dates they are offered.

Upcoming dates for Monday sessions include:
May 19
June 2, 16, and 30

Upcoming dates for Friday sessions include:
May 9 and 23
June 5 and 19

For more information (including parking), please see our OMA Labs page at:
http://dmhoma.pbworks.com/w/page/27190080/OMA%20LABS

Staff Feature

Ruth White

Describe what you do in the Implementation & Outcomes Division. I research outcomes, develop reports and provide analytical support to the Division.

As a person who is passionate about statistics, what do you enjoy most about your job? I love helping providers understand what the numbers mean to them and I believe using MHSA data to improve services for mental health clients is critically important.

You are not a native of Southern California. How did you end up in Los Angeles? I moved down here to be with my partner, who is a photographer. He specializes in beauty and high fashion, so Los Angeles is the place to be.

What are some cultural differences you have found amusing between Northern and Southern CA? The biggest difference is the weather. It can get quite cold in the Bay Area. I had a good laugh the first time it dipped into the lower 60's in LA and people were wearing earmuffs and turtlenecks! In my home state of Washington, that would be sandals and socks weather! I think the warm weather encourages neighbors to get to know one another. On nice days the people in my apartment building gather together in the pool and BBQ areas, so I know almost everyone who lives there.

How do you spend your time away from the office? I love to read and spend time with my boyfriend and two cats, Squish and Duffy. I love good food and I'm always on the hunt for good restaurants. I also like to hike Runyon Canyon and see movies at the Arclight in Hollywood.

What are five things you can't live without? 1) Library Card – I'm a voracious reader and would have to take a separate job to support my book habit without my public library, 2) Earplugs – I can't sleep without them! 3) A sense of humor – it'll get you through the bad times, and make the good times even better. 4) My cats – I'm slightly obsessed with these furry little creatures. But so are nearly 5,000 Instagram followers! 5) The channel changer – Game of Thrones, Real Time with Bill Maher, Bates Motel, Kroll Show, Davinci's Demons, and (of course) My Cat from Hell.

Tell us three random facts about yourself. 1) My middle name is Hawaiian. 2) I lived on a Buddhist commune as a child. 3) I spent nearly eight years working as a Criminologist evaluating crime prevention programs and computing prevalence statistics.

What is one thing you would like to accomplish in your lifetime? I would like to have an animal rescue organization.

What might we be surprised to know about you? I love to dance!

Did you know?

We receive duplicate Data Change/Deletion Requests (DCDRs) on a daily basis. This stops us in our tracks and takes time away from processing the huge backlog. Before you send us a duplicate request or contact us to check status, check in OMA to see if the changes have been made. All requests submitted to us get logged in and assigned a SharePoint ID that is identified in your confirmation email. Some of our providers have found it helpful to keep track of their requests by creating a DCDR log. When your request has been completed, you will be notified by one of our staff members. To check the status of your request(s), you may call Mychi: (213) 251-6819 or email: mhoang@dmh.lacounty.gov and reference the SharePoint ID.

Available to OMA Users

OMA Forms and Hands-On Trainings are available to all OMA users. We recommend you attend training if your last training was more than two years ago because the system is constantly changing. Visit OMA Wiki for a schedule of trainings.

OMA Users' Group is for our providers. Take advantage of this opportunity to dialogue with DMH folks about OMA issues. Next meeting: Wednesday, May 28, 2014 from 1:30 – 3:00 p.m., at 695 S. Vermont Ave, 15th Floor Glass Conference Room, L.A., 90005. To participate via Webinar, email John Flynn: jflynn@dmh.lacounty.gov

OMA Lab is open to all OMA users who want one-on-one assistance from the data team to tackle some of your pending DCDRs. Offered every other Monday from 10am–Noon. Next OMA lab: May 19, 2014. Space is limited. Please RSVP with John Flynn: jflynn@dmh.lacounty.gov

PEI Outcomes Questionnaire and Data Entry Trainings are available to all PEI providers. Training schedules are posted on the PEI OMA Wiki.

Contact Us
FSP: FSPOutcomes@dmh.lacounty.gov
FCCS: FCCSOutcomes@dmh.lacounty.gov
PEI: PEIOutcomes@dmh.lacounty.gov