

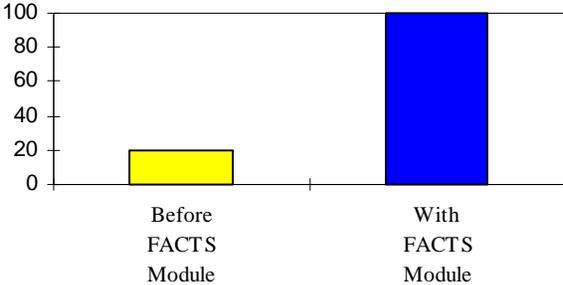
CLINICAL MANAGEMENT IMPROVEMENT
 Service Documentation Tracking on FACTS
IMPACT

#38 (sent)

• Increased clinical service accountability

<u>The Issues</u>	<u>The Goal</u>	<u>The Intervention</u>	<u>The Results</u>
<ul style="list-style-type: none"> Contract deliverables, such as current progress reports, are essential to clinical decision making by clinical services management teams Only able to monitor contract deliverables from 20% of service providers 	<ul style="list-style-type: none"> Automated system to track receipt of service deliverables and aggregate quality improvement data on clinical records 	<p>FACTS module which produces feedback on timeliness and completeness of contract deliverables, notifies clinical services management teams of the arrival of clinical records such as progress reports, and allows staff to rate the quality of reports</p>	<ul style="list-style-type: none"> 100% of service providers have contract deliverables tracked through FACTS

% of service providers having contract deliverables tracked



Narrative Summary

Clinical services management teams need information about client progress in order to plan clinical services for clients and their families. To ensure that the teams have the necessary information, the Division of Child Mental Health Services stipulates a documentation submission time frame in its contracts with service providers. Prior to implementation of the new FACTS module, DCMHS only had automated tracking of service deliverables from residential treatment centers and hospitals, which comprise 20% of the total provider network. This was an unsatisfactory level of accountability. The new FACTS module was designed to enhance accountability without increasing the workload of the clinical services management teams. The Clinical Records Unit enters receipt of reports into the system and produces feedback on timeliness and completeness for review by the Program Administrators and the service providers themselves. The module notifies clinical services management teams of the arrival of progress reports and allows these staff to enter ratings on the quality of reports from service providers as a basis for decisions about further service authorization. Contract deliverables from all service providers are tracked through this module.