



**FY2009**  
**Summary of State-Reported Outcomes**  
**Fourth Quarter FY08 to Third Quarter FY09**  
**August 6, 2009**

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# COMMUNITY SYSTEMS PROGRESS INDICATORS

The DMH/DD/SAS Quality Management Team releases a quarterly report of Community Systems Progress Indicators for each LME in North Carolina. The tables and summaries presented over the next few pages present information for the Durham LME, comparing the data to other Urban LMEs (counties with an average of 200 or more persons living per square mile) and Statewide, which includes Urban, Rural and Mixed LMEs. Any indicators about which we have concern are then shared with an internal committee for review and recommendation of how we can improve.

## Timely Access to Care

Rationale: Timely access to appropriate care is critical to protect consumer health and safety, minimize adverse consumer outcomes and promote consumer engagement in services.

For emergent care, qualified provider delivers immediate care when consumer is available to receive it (within two hours of the request).

Quarter/FY	Target	Durham	Urban	State
3rd Qtr FY09	100%	100%	99%	100%
2nd Qtr FY09	100%	100%	99%	97%
1st Qtr FY09	100%	100%	99%	98%
4th Qtr FY08	100%	100%	98%	97%

For urgent care, a face-to-face service (assessment and/or treatment) is provided within 48 hours of the request.

Quarter/FY	Target	Durham	Urban	State
3rd Qtr FY09	88%	77%	93%	82%
2nd Qtr FY09	88%	76%	91%	79%
1st Qtr FY09	88%	89%	94%	77%
4th Qtr FY08	80%	77%	89%	79%

For routine care, a face-to-face service (assessment and/or treatment) is to be provided within 14 calendar days from the date/time of request; in second quarter, the standard was seven calendar days.

Quarter/FY	Target	Durham	Urban	State
3rd Qtr FY09	88%	85%	78%	72%
2nd Qtr FY09	88%	87%	77%	67%
1st Qtr FY09	88%	87%	75%	66%
4th Qtr FY08	63%	90%	74%	68%

# COMMUNITY SYSTEMS PROGRESS INDICATORS

## Services to Persons in Need

Rationale: North Carolina has designed its public system to serve those persons who have the highest need for ongoing care and limited access to privately-funded services. Increasing delivery of services to these persons is a nationally accepted measure of system performance. This indicator is measured by comparing the **prevalence**, or percent of the population estimated to have a particular condition in a given year, to the **treated prevalence**, or percent of the population in need who receive services for that condition within a year.

Estimated Persons In Need Of Services: These numbers were calculated by multiplying the most current available statewide prevalence rates for NC for Mental Health issues, Developmental Disabilities, and Substance Abuse by the July 2008 county population projections for each relevant age group for each county in each LME's catchment area.

### Sources:

- ◆ Population Data: State Demographics Unit (<http://demog.state.nc.us>), July 2008 Population Projection (last update 6/9/08)
- ◆ Mental Health Prevalence Rates: Prepared by NRI/SDICC for CMHS, June 14, 2008 (for the MH Block Grant)
- ◆ Substance Abuse Prevalence Rates: SAMHSA, Office of Applied Studies, National Surveys on Drug Use and Health, 2004-05
- ◆ Developmental Disability Prevalence Rates: Report by the US DHHS, Surgeon General (2001) based on data from the 1994 and 1995 National Health Interview Survey (NHIS) Disability Supplement, Phase I, Estimated Ages of People with MR/DD in US Non-Institutional Population.

**Treated prevalence rate is shown for each age group and disability population on the next page.**

# COMMUNITY SYSTEMS PROGRESS INDICATORS

## Services to Person in Need—Treated Prevalence Rate

Category	Quarter	TARGET	Durham	Urban	State
Adult MH	3rd Qtr FY09	40%	48%	38%	43%
	2nd Qtr FY09	40%	45%	35%	42%
	1st Qtr FY09	40%	43%	34%	40%
	4th Qtr FY08	38%	43%	34%	40%
Child & Adolescent MH	3rd Qtr FY09	40%	64%	43%	48%
	2nd Qtr FY09	40%	65%	39%	47%
	1st Qtr FY09	40%	66%	39%	47%
	4th Qtr FY08	38%	67%	39%	47%
Adult DD	3rd Qtr FY09	38%	39%	35%	38%
	2nd Qtr FY09	38%	38%	33%	38%
	1st Qtr FY09	38%	38%	33%	37%
	4th Qtr FY08	36%	38%	33%	38%
Child & Adolescent DD	3rd Qtr FY09	20%	25%	20%	21%
	2nd Qtr FY09	20%	24%	18%	20%
	1st Qtr FY09	20%	23%	18%	20%
	4th Qtr FY08	19%	24%	18%	20%
Adult SA*	3rd Qtr FY09	10%	10%	8%	8%
	2nd Qtr FY09	10%	9%	8%	8%
	1st Qtr FY09	10%	8%	8%	8%
	4th Qtr FY08	10%	8%	7%	8%
Adolescent SA*	3rd Qtr FY09	9%	13%	7%	7%
	2nd Qtr FY09	9%	13%	7%	7%
	1st Qtr FY09	9%	11%	6%	7%
	4th Qtr FY08	9%	11%	6%	7%

*\*The substance abuse data used to generate these values does not include service data for County-funded services.*

# COMMUNITY SYSTEMS PROGRESS INDICATORS

## Timely Initiation and Engagement in Service

**Rationale:** Best practice for initiating and engaging consumers in care suggests that an individual receive two visits within the first 14 days of care and an additional two visits within the next 30 days (a total of four visits within the first 45 days of service). These timelines provide the best opportunity for an individual to become fully engaged in services that can promote recovery and stability.

Category	Quarter	Two Visits in 14 Days				Two More Visits in Next 30 Days			
		TARGET	Durham	Urban	State	TARGET	Durham	Urban	State
Mental Health	3rd Qtr FY09	42%	47%	42%	41%	30%	36%	28%	27%
	2nd Qtr FY09	42%	49%	40%	41%	30%	38%	28%	27%
	1st Qtr FY09	42%	49%	41%	42%	30%	38%	29%	28%
	4th Qtr FY08	42%	46%	37%	35%	25%	34%	25%	22%
Developmental Disabilities	3rd Qtr FY09	72%	46%	65%	64%	61%	25%	51%	51%
	2nd Qtr FY09	72%	63%	67%	70%	61%	50%	54%	59%
	1st Qtr FY09	72%	72%	71%	68%	61%	50%	56%	53%
	4th Qtr FY08	72%	59%	70%	63%	55%	44%	56%	48%
Substance Abuse	3rd Qtr FY09	71%	77%	64%	62%	56%	56%	48%	46%
	2nd Qtr FY09	71%	83%	65%	62%	56%	56%	49%	46%
	1st Qtr FY09	71%	81%	67%	62%	56%	61%	51%	46%
	4th Qtr FY08	71%	82%	66%	62%	50%	63%	50%	46%
Mental Health/ Developmental Disabilities	3rd Qtr FY09	None set	55%	55%	56%	None set	39%	44%	43%
	2nd Qtr FY09	None set	63%	54%	59%	None set	38%	41%	47%
	1st Qtr FY09	None set	71%	54%	58%	None set	43%	40%	45%
	4th Qtr FY08	None set	67%	51%	54%	None set	47%	37%	41%
Mental Health/ Substance Abuse	3rd Qtr FY09	None set	77%	58%	56%	None set	65%	45%	42%
	2nd Qtr FY09	None set	73%	53%	56%	None set	60%	40%	42%
	1st Qtr FY09	None set	74%	54%	57%	None set	63%	42%	43%
	4th Qtr FY08	None set	53%	51%	51%	None set	48%	39%	38%

*SOURCE for fourth quarter is Medicaid and State Service Claims Data from second quarter FY08*

# COMMUNITY SYSTEMS PROGRESS INDICATORS

## Effective Use of State Psychiatric Hospitals

Rationale: State psychiatric hospitals provide a safety net for the community service system. An adequate community system can and should provide their residents with crisis services and short-term inpatient care close to home. This helps families stay in touch and reserves high-cost state facility beds for consumers with long-term care needs. *Reducing* the short-term use of state psychiatric hospitals is a goal that also allows more effective and efficient use of funds for community services.

	Short-Term Use (1-7 Days)				Longer-Term Use (8-30 Days)			
	TARGET	Durham	Urban	State	TARGET	Durham	Urban	State
3rd Qtr FY09	No more than 44%	42%	48%	46%	None set	38%	38%	39%
2nd Qtr FY09	No more than 44%	46%	52%	46%	None set	41%	34%	37%
1st Qtr FY09	No more than 44%	51%	55%	51%	None set	38%	31%	33%
4th Qtr FY08	No more than 44%	46%	54%	51%	None set	41%	32%	34%

SOURCE: Healthcare Enterprise Accounts Receivable Tracking System (HEARTS) Data on Discharges during Jan 1, 2008 - Dec 31, 2008.

## State Psychiatric Hospital Readmissions

Rationale: Successful community living, without repeated admissions to inpatient psychiatric care, requires effective coordination and ongoing appropriate levels of community care after hospitalization. A low psychiatric hospital readmission rate is a nationally accepted standard of care that indicates how well a community is assisting individuals at risk for repeated hospitalizations.

	Within 30 Days of Discharge				Within 180 Days of Discharge			
	TARGET	Durham	Urban	State	TARGET	Durham	Urban	State
3rd Qtr FY09	No more than 11%	13%	10%	9%	No more than 23%	29%	24%	20%
2nd Qtr FY09	No more than 11%	12%	11%	10%	No more than 23%	26%	25%	22%
1st Qtr FY09	No more than 11%	10%	11%	10%	No more than 23%	25%	26%	23%
4th Qtr FY08	No more than 8%	15%	10%	9%	No more than 16%	30%	24%	22%

# COMMUNITY SYSTEMS PROGRESS INDICATORS

## Timely Inpatient Follow-Up

Rationale: Living successfully in one's community after discharge from a state-operated facility depends on smooth and timely transition to community services/ supports. Receiving a community-based service within 7 days of discharge is a nationally accepted standard of care that also indicates the local system's community service capacity and coordination across levels of care.

### Alcohol & Drug Addiction Treatment Center (ADATC)

	Follow-Up within 7 Days of Discharge				Follow-Up between 8 and 30 Days of Discharge		
	TARGET	Durham	Urban	State	Durham	Urban	State
3rd Qtr FY09	70%	50%	35%	28%	6%	14%	17%
2nd Qtr FY09	70%	20%	24%	26%	20%	14%	13%
1st Qtr FY09	70%	20%	30%	25%	20%	13%	12%
4th Qtr FY08	36%	25%	28%	23%	23%	17%	15%

### Other Psychiatric Hospital Units

	Follow-Up within 7 Days of Discharge				Follow-Up between 8 and 30 Days of Discharge		
	TARGET	Durham	Urban	State	Durham	Urban	State
3rd Qtr FY09	70%	48%	41%	42%	16%	17%	16%
2nd Qtr FY09	70%	28%	34%	35%	16%	16%	16%
1st Qtr FY09	70%	43%	38%	36%	13%	13%	14%
4th Qtr FY08	42%	44%	36%	35%	15%	16%	16%

# COMMUNITY SYSTEMS PROGRESS INDICATORS

## Child Services in Non-Family Settings\*

Rationale: Children and adolescents served in the most natural and least restrictive community settings appropriate to their needs are more likely to maintain or develop positive family and community connections and to achieve other lasting, positive outcomes.

	TARGET	Durham	Urban	State
3rd Qtr	No more than 5%	3%	4%	4%
2nd Qtr	No more than 5%	3%	4%	4%
1st Qtr	No more than 5%	2%	4%	4%
4th Qtr	No more than 5%	2%	4%	4%

*\*Non-Family Settings Include: Level 2 (Program Type), Level 3, and Level 4 Residential Treatment Services.*

## Overall Performance on Community Systems Progress Indicators

The Durham Center met or exceeded SFY 2009 Performance Standards for indicators that had defined standards for 19 of 22 indicators in the third quarter and 11 of the 23 in the second quarter of FY 2009. The unmet standards are mostly related to hospitalization: effective use of state psychiatric hospitals, state psychiatric hospital readmissions within 30 days and within 180 days of discharge, and timely follow-up after inpatient care at Alcohol and Drug Addiction Treatment Centers. Other areas were timely initiation and engagement in services for Developmental Disabilities. The remaining three unmet indicators were a percentage or two within the target.

## PERFORMANCE CONTRACT OUTCOMES

On a quarterly basis, the DMH/DD/SAS Quality Management Team releases a report that includes data on the performance requirements specified under the Performance Contract. The requirements address three main areas, including: 1) Clinical Performance; 2) System Management Performance; and 3) Administrative Performance.

On the following pages, each requirement and its standards are defined, and the Durham LME and Statewide results are displayed for the past four quarters.

### Fourth Quarter (April-June) FY08

Durham met 14 (93%) of 15 performance standards that were applicable this quarter. Statewide, LMEs met 89% of the standards.

The single unmet area this quarter was associated with the timely submission of all expected NC-TOPPS Update interviews by provider agencies.

### First Quarter (July-September) FY09

Durham met 10 (77%) of the 13 performance standards applicable for this quarter. Statewide, LMEs met 78% of the standards.

The unmet areas this quarter were related to CDW unknown values for admissions and discharge data. NC-TOPPS Update Assessments did once again not meet the standard.

### Second Quarter (October-December) FY09

Durham met 14 of the 15 (93%) applicable performance standards in the second quarter. Statewide, the LMEs met 78% of the standards. The unmet area was NC-TOPPS Update Assessments. None of the LMEs met this performance standard.

### Third Quarter (January-March) FY09

Durham met 15 of 16 (94%) applicable performance standards in the second quarter. Statewide, the LMEs met 78% of the standards. The unmet area was NC-TOPPS Update Assessments. None of the LMEs met this performance standard.

# PERFORMANCE CONTRACT OUTCOMES

## Incident Reporting

*Performance Requirement:* The LME analyzes Level II and Level III incidents reported by providers, in accordance with 10A NCAC 27G .0600, to determine trends and take action to make system improvements. The LME shall submit quarterly reports [by the 20th of the month following the end of the quarter] summarizing Level II and Level III incidents reported by providers. The report will include summaries of (1) data analyses to identify patterns and trends, (2) strategies developed to address problems, (3) actions taken, (4) the evaluation of results and (5) next steps.

DHHS will review the reports for evidence of an effective incident review process.

**SFY 2009 Standard:** Each report shows clear evidence of an effective process containing all five elements (1-5 above).

Quarter	Durham Result	% of LMEs That Met Standard
3rd Qtr FY09	100% - Met Standard	91.7%
2nd Qtr FY09	100% - Met Standard	95.8%
1st Qtr FY09	100% - Met Standard	95.7%
4th Qtr FY08	100% - Met Standard	92%

# PERFORMANCE CONTRACT OUTCOMES

## Substance Abuse/Juvenile Justice Initiative Reports

*Performance Requirement:* LME submits all quarterly Substance Abuse/Juvenile Justice Initiative Reports by the 20th of the month following the end of the quarter. Reports are accurate and complete.

**SFY 2009 Standard:** Reports are accurate, complete, and are received no later than 10 days after the due date.

Quarter	Durham Result	% of LMEs That Met Standard
3rd Qtr	100% - Met Standard	100%
2nd Qtr	100% - Met Standard	100%
1st Qtr	100% - Met Standard	100%
4th Qtr	100% - Met Standard	95%

## Work First Initiative Quarterly Reports

*Performance Requirement:* LME submits a quarterly Work First Initiative Report by the 20th of the month following the end of the quarter. Reports are accurate and complete.

**SFY2009 Standard:** All reports are accurate and complete and are received no later than 10 days after the due date.

Quarter	Durham Result	% of LMEs That Met Standard
3rd Qtr	100% - Met Standard	100%
2nd Qtr	100% - Met Standard	100%
1st Qtr	100% - Met Standard	95.7%
4th Qtr	100% - Met Standard	100%

# PERFORMANCE CONTRACT OUTCOMES

## Client Data Warehouse (CDW) - Screening Records

*Performance Requirement:* LME submits required CDW record types by the 15th of each month. Consumers who are screened by the LMEs Access Unit and determined to have a MH/DD/SA problem will have a completed cross-reference to the Common Name Data Service (CNDS) in CDW within 30 days of the initial contact.

**SFY 2009 Standard:** 90% of consumers screened by the LMEs Access Unit who are determined to have a MH/DD/SA problem have a completed cross-reference to the CNDS within 30 days of initial contact.

Quarter	Durham Result	% of LMEs That Met Standard
3rd Qtr	100% - Met Standard	91.7%
2nd Qtr	100% - Met Standard	83.3%
1st Qtr	100% - Met Standard	87.5%
4th Qtr	100% - Met Standard	96%

## Client Data Warehouse (CDW) - Diagnosis Records

*Performance Requirement:* LME submits required CDW record types by the 15th of each month. Open clients who are enrolled in a target population and receive a billable service will have a completed diagnosis in CDW within 30 days of the beginning date of service. A missing diagnosis is defined as DHHS not being able to secure a diagnosis from a service claim (IPRS or Medicaid) or a Record Type 13.

**SFY 2009 Standard:** 90% of open clients who are enrolled in a target population and receive a billable service have a diagnosis in CDW within 30 days of beginning service.

Quarter	Durham Result	% of LMEs That Met Standard
3rd Qtr	100% - Met Standard	87.5%
2nd Qtr	100% - Met Standard	87.5%
1st Qtr	100% - Met Standard	87.5%
4th Qtr	100% - Met Standard	96%

# PERFORMANCE CONTRACT OUTCOMES

## Client Data Warehouse (CDW) - "Unknown" Value (Admissions)

*Performance Requirement:* LME submits required CDW record types by the 15th of each month. Mandatory fields contain a value other than "unknown".

**SFY 2009 Standard:** 90% of all mandatory data fields for the prior quarter contain a value other than "unknown".

Quarter	Durham Result	% of LMEs That Met Standard
3rd Qtr	100% - Met Standard	91.7%
2nd Qtr	100% - Met Standard	79%
1st Qtr	88% - Do Not Meet Standard*	79%
4th Qtr	100% - Met Standard	96%

## Client Data Warehouse (CDW) - "Unknown" Value (Discharges)

Quarter	Durham Result	% of LMEs That Met Standard
3rd Qtr	100% - Met Standard	91.7%
2nd Qtr	100% - Met Standard	79%
1st Qtr	77% - Do Not Meet Standard*	79%
4th Qtr	100% - Met Standard	96%

*\*We anticipated a drop in our 1st Quarter numbers in this area due to a change in state standards related family size and family income. We have since been able to collect this information.*

# PERFORMANCE CONTRACT OUTCOMES

## Client Data Warehouse (CDW) - Identifying & Demographic Records

*Performance Requirement:* LME submits required CDW record types by the 15th of each month. Open clients who are enrolled in a target population and receive a billable service will have a completed diagnosis in CDW within 30 days of the beginning date of service. A missing diagnosis is defined as DHHS not being able to secure a diagnosis from a service claim (IPRS or Medicaid) or a Record Type 13.

**SFY 2009 Standard:** 90% of open clients who are enrolled in a target population and receive a billable service have completed identifying and demographic records within 30 days of the beginning date of service.

Quarter	Durham Result	% of LMEs That Met Standard
3rd Qtr	99% - Met Standard	83.3%
2nd Qtr	100% - Met Standard	75%
1st Qtr	100% - Met Standard	79.2%
4th Qtr	100% - Met Standard	83%

# PERFORMANCE CONTRACT OUTCOMES

## Client Data Warehouse (CDW) - Drug Of Choice Data

*Performance Requirement:* LME submits required CDW record types by the 15th of each month. A drug of choice record (record type 17) is completed within 60 days of the beginning date of service for clients enrolled in any of the following target populations: ASDHH, ASCDR, ASCJO, ASDSS, ASDWI, ASHMT, ASWOM, CSSAD, CSWOM, CSCJO, CSDWI, CSMAJ.

**SFY 2009 Standard:** 90% of open clients in designated target populations have drug of choice record completed within 60 days.

Quarter	Durham Result	% of LMEs That Met Standard
3rd Qtr	100% - Met Standard	87.5%
2nd Qtr	100% - Met Standard	75%
1st Qtr	99% - Met Standard	75%
4th Qtr	100% - Met Standard	92%

## Client Data Warehouse (CDW) - Episode Completion (Discharge) Record

*Performance Requirement:* LME submits required CDW record types by the 15th of each month. An episode completion (discharge) record (Record Type 12) is completed for all consumers, except for members of the AMSRE target population, who have had no billable service or other administrative activity for at least 60 days.

**SFY 2009 Standard:** 90% of clients admitted since October 1, 2006 who meet the above conditions.

Quarter	Durham Result	% of LMEs That Met Standard
3rd Qtr	90% - Met Standard	33.3%
2nd Qtr	97% - Met Standard	45.8%
1st Qtr	No Data	No Data
4th Qtr	100% - Met Standard	100%

# PERFORMANCE CONTRACT OUTCOMES

## NC Treatment Outcomes and Program Performance System (NC-TOPPS) Initial Assessments

*Performance Requirement:* The LME, through providers, will collect outcomes information on its consumers following sampling methods and reporting schedules for the instrument being used. The NC-TOPPS is required for all MH/SA consumers ages six and older and shall be entered in the web-based system within 30 days of completion of the assessment as specified in the NC-TOPPS Implementation Guidelines. The expected number of initial assessments will be based on the number of consumers in the relevant target populations for whom services are reimbursed through the IPRS or MMIS reimbursement systems during the time period under review.

**SFY 2009 Standard:** 90% of the expected initial forms are received on time.

Quarter	Durham Result	% of LMEs That Met Standard
3rd Qtr	This measure is being revised	This measure is being revised
2nd Qtr	This measure is being revised	This measure is being revised
1st Qtr	This measure is being revised	This measure is being revised
4th Qtr	This measure is being revised	This measure is being revised

## NC Treatment Outcomes and Program Performance System (NC-TOPPS) Update Assessments

*Performance Requirement:* An update assessment must be completed within two weeks before or after the required update month (e.g. 3-months, 6-months, 12-months, 18-months, etc). All update assessments shall be complete and accurate. The DMH/DD/SAS shall annually sample consumers with initial assessments to determine the timeliness and accuracy of 3-month update assessments. The 3-month update assessments shall be administered between 76 and 104 days after the initial assessment.

**SFY 2009 Standard:** 90% of the expected update forms are received and are timely.

Quarter	Durham Result	% of LMEs That Met Standard
3rd Qtr	58.3% - Did Not Meet Standard	0%
2nd Qtr	88.7% - Did Not Meet Standard	0%
1st Qtr	86.2% - Did Not Meet Standard	0%
4th Qtr	87% - Did Not Meet Standard	<1%

# PERFORMANCE CONTRACT OUTCOMES

## NC Support Needs Assessment Profile (NC-SNAP)

*Performance Requirement:* The LME, through providers, will submit to DMH/DD/SAS, by the 15th of each month, an electronically transmitted file (SQL or FTP) containing current assessment forms for all consumers receiving or requesting DD services.

**SFY 2009 Standard:** 90% of current assessments are no more than 15 months old.

Quarter	Durham Result	% of LMEs That Met Standard
3rd Qtr	93.2 % - Met Standard	91.7%
2nd Qtr	98.4% - Met Standard	100%
1st Qtr	99.7% - Met Standard	91.3%
4th Qtr	99.5% - Met Standard	79%

## System of Care Report

*Performance Requirement:* LME submits a quarterly System of Care Report by the 15th of the month following the end of the quarter. Reports are accurate and complete.

**SFY 2009 Standard:** All reports are accurate and complete and are received no later than 7 days after the due date.

Quarter	Durham Result	% of LMEs That Met Standard
3rd Qtr	100% - Met Standard	100%
2nd Qtr	100% - Met Standard	95.8%
1st Qtr	100% - Met Standard	100%
4th Qtr	100% - Met Standard	96%

# PERFORMANCE CONTRACT OUTCOMES

## SAPTBG Compliance Report

*Performance Requirement:* The LME shall submit a semi-annual SAPTBG Compliance Report by the 20th of the month following the end of the semi-annual period. Reports are accurate and complete and show at least 48 hours of Synar activity for the period.

**SFY 2009 Standard:** All reports are accurate and complete, show 48 hours of Synar activity, and are received no later than 10 days after the due date.

Quarter	Durham Result	% of LMEs That Met Standard
2nd Qtr	100% - Met Standard	91.7%
4th Qtr	100% - Met Standard	83%