

 <p>DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES</p>	<p>Behavioral Health and Developmental Disabilities (BHDD) Division</p> <p>Medicaid Services Provider Manual for Substance Use Disorder and Adult Mental Health</p>
	<p>Date effective:</p> <p>March 8, 2025</p>
<p>Policy Number:</p> <p>455qm</p>	<p>Subject:</p> <p>Community Treatment Quality Measures</p>

Quality Measures

Goal	Quality Measure
Program design	<ul style="list-style-type: none"> Total members per PACT/MCT team per month (<i>Data Source: Monthly Contact Log</i>) Total admissions, total discharges (<i>Data Source: Monthly Contact Log</i>) Referrals accepted/declined with reason Clients accepted from jail Member contacts
Encourage successful discharges from Montana State Hospital and Montana Mental Health Nursing Care Center <ul style="list-style-type: none"> Is involved in planning for hospital discharges. 	<ul style="list-style-type: none"> Monthly referrals from Montana State Hospital or MH Nursing Care Center.
Prevent admissions/readmissions to acute inpatient settings including MSH, BHU, and ED <ul style="list-style-type: none"> Has 24-hour responsibility for covering psychiatric crisis Is involved in hospital admissions 	<ul style="list-style-type: none"> Percentage of independent community days per month. (<i>Data Source: Monthly Contact Log</i>) Track the utilization for acute, ED, and monthly involuntary commitments.

Goal	Quality Measure
Increase housing stability	<ul style="list-style-type: none"> • Number of homeless clients • Percentage of days a member was in independent housing. (<i>Data Source: Monthly Contact Log</i>) (<i>Population metric homelessness</i>)
Member Medication compliance	<ul style="list-style-type: none"> • Medication level (<i>Data Source: DLA-20</i>)
Integration with primary care	<ul style="list-style-type: none"> • Percentage of members who had an outpatient visit with a primary care provider annually. (<i>Data Source: Monthly Contact Log/MMIS</i>) (<i>review the utilization primary care visits to establish a benchmark to set a target to reach for increased primary care.</i>)
Member satisfaction	<ul style="list-style-type: none"> • Annual completion of the Mental Health Statistic Improvement Program (MHSIP) Adult Consumer Experience of Care Survey. (<i>Data Source: BHDD, annually</i>)
Community integration	<ul style="list-style-type: none"> • Track Community Participation including job, hobby, volunteer hours.