

BHG UPDATE

Ohio To Host 25th Anniversary PRIDE Conference

Ohio will host the 25th annual PRIDE World Drug Prevention Conference in Cincinnati, April 10-13, 2002. Organizers expect more than 6,000 youth and adults to attend the four-day event, sponsored by PRIDE Youth Programs, a Michigan-based non-profit organization.

PRIDE 2002 will mark the fourth time that the conference has been held in Cincinnati. The PRIDE conference is the world's largest youth conference focusing on drug and violence prevention and one of the few where youth and adults meet to find solutions. The conference theme, "Celebrate YOUth," recognizes the vital role young people play.

Ohio First Lady Hope Taft, co-founder of Ohio Parents for Drug-Free Youth; Luceille Fleming, director of the Ohio Department of Alcohol and Drug Addiction Services; and U.S. Rep. Rob Portman (2nd District - OH) are serving as the statewide conference co-chairs. Sherry Knapp, chief executive officer of the Hamilton County Alcohol and Drug Addiction Services Board, and Rhonda Ramsey Molina, executive director of the Coalition for a Drug-Free Greater Cincinnati, are serving as conference co-chairs in Cincinnati.

The Ohio Departments of Alcohol and Drug Addiction Services and Education are supporting and funding the PRIDE Survey of Ohio's fourth, sixth, eighth,

tenth and twelfth grade students. The survey of Ohio students' drug usage and attitudes helps guide statewide prevention planning. The findings will be announced at the conference.

With nationally recognized speakers and the largest drug-free party on the planet, "Musik Feast," on Thursday and Friday evenings, conference participants will have non-stop education and entertainment.

Some full and partial scholarships will be available for Ohio youth and their adult advisors. The statewide scholarship program is co-sponsored by the Ohio Department of Alcohol and Drug Addiction Services, the Office of Criminal Justice Services and other organizations and corporations throughout Ohio. Ohio youth teams interested in applying for scholarships should contact ODADAS at 614-466-6379.

For additional information, call the PRIDE Youth Programs International Office at 1-800-668-9277 or to get involved contact the PRIDE 2002 Cincinnati Office at 513-583-1433. Conference registration and complete conference details are available by visiting the PRIDE Youth Programs website at www.prideyouthprograms.org.

Behavioral Health Generations

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Special points of interest:

- *Ohio Hosts 25th Anniversary PRIDE Conference*
- *New BHG Services Implemented: Medicaid Audits, Client Satisfaction Assessment, ODADAS Level of Care Audits, Peer Review*
- *HIPAA Compliance Project Team Established*
- *Karen Sperry New BHG Auditor*

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BHG Launches New Member Services

In the first quarter of the new fiscal year, BHG staff completed Medicaid compliance audits on behalf of member boards. Audits were completed for contract agencies across the collaborative using standardized procedures for sampling, chart review and reporting. In addition to Medicaid requirements, the auditor also reviewed documentation related to MACSIS Project Team areas of concern such as duplicate billing, services to clients under age three and individual claims with a dollar value greater than \$400. February 2001 billings were reviewed with sample size for all agencies ranging from 10.2% to 16.7% of clients billed during the month. The billing error rate ranged from 0.8% to 2.1%.

In cooperation with Quality Review Services, Inc., BHG implemented a second service this fiscal year for agencies and boards — assessing client satis-

faction. QRS has been managing the Consumer Quality Review Teams (CQRT) in Western Ohio since their inception in the late 90s. CQRT is a consumer driven process that provides an external review of the publicly-funded mental health system through interviews with severely mentally disabled (SMD) clients, families and mental health professionals. Beginning in September, in addition to the CQRT interviews, QRS will also administer satisfaction surveys to other non-SMD/SED agency clients. QRS has scheduled at least three, multi-day visits to BHG agencies during which a “block sample” of clients will be surveyed. Reports will be generated and returned to the agency and aggregate data will be accumulated for comparisons across the collaborative. Multi-day agency visits have been made possible by the lease of a mobile office unit delivered to QRS in late August.

Additional Services Expected in the Second Quarter

Additional BHG services will be implemented early in the second quarter of the fiscal year—level of care audits, peer review, and HIPAA compliance. The Ohio Department of Alcohol and Drug Addiction Services (ODADAS) standards for treatment programs require audits each year of an agency’s compliance with the appropriate use of Levels of Care (LOC). Beginning in October, BHG will assume responsibility for completing the LOC audits of BHG contract agencies. Audits will involve review of 30 closed client charts to determine the level of agreement between documentation and the chosen level of care. Consistent with the protocol commissioned by BHG and developed by Beacon Health Strategies, LLC, to maintain a high level of confidence in the review, the process will also involve agency staff doing a concurrent review of the same charts to develop a measure of inter-rater reliability.

Peer review is also a requirement outlined in the ODADAS standards. For those providers who want BHG to do the peer review along with the LOC reviews, the reviewer will visit an agency four times per year. Only 10 charts will be reviewed at each visit to enable the auditor to devote time to peer review. Since the reviews will occur quarterly, the required

number (30 minimum) of LOC charts will be reviewed. At least once a year, each clinician will identify two charts for review and discussion with the auditor and other staff members. Given the size of BHG agencies, it is likely that each clinician will be involved in peer review more than once a year offering an excellent opportunity to focus on multiple areas for improving clinical skills.

The BHG collaborative provides an excellent vehicle to accomplish the tasks required for HIPAA compliance and to reduce the duplication of effort that might otherwise be expended if each agency works independently to develop the necessary policies, procedures, forms and training programs. BHG will provide assistance, support and project management to agency and board privacy/security officers as they work toward HIPAA compliance deadlines in October 2002 and April 2003. A core project team of board and agency staff has been established and will meet in a planning session in mid-October. Any agency or board interested in participating on the team and sharing in the products of the team’s work should contact Larry Bosserman, BHG CEO at 513-759-6345 or by e-mail at bosserman@bhg.org.

Sperry Is BHG Medicaid Auditor

Karen Sperry, an independently licensed social worker with 20 years experience working in the mental health field, joined BHG in July 2001 to provide leadership and expertise to the organization in its efforts to assist member boards and agencies to increase efficiency and improve overall clinical quality. She brings to BHG and its customers extensive experience in quality improvement; program evaluation and accreditation; and managed care as well as a clinical background in adult and adolescent mental health care. Karen has worked in a variety of clinical settings including adult inpatient psychiatric units; community mental health programs for adolescents; and children's protective services.

Ten years ago, Karen was involved in designing, establishing, and supervising one of the first partial hospitalization programs for adolescents in Cincinnati. The program was created to offer a clinically effective, cost efficient alternative to inpatient care that enabled patients to maximize the treatment available within tightening benefit limitations. As managed care continued to grow and to separate behavioral health treatment from medical care, Karen worked with several others to help establish what eventually became "Behavioral Health Management", a managed care company with over 60 employees managing care for 300,00+ members. Karen's primary responsibility with the new company was to develop a quality improvement program in

compliance with the standards of the National Committee for Quality Assurance (NCQA) — the accrediting body for managed care organizations. Among other things, the quality improvement program gathered, tracked, trended and in other ways analyzed data regarding utilization management, client, provider and payer complaints, claims appeals, and member services data to identify opportunities to improve care and/or service. Many hours of NCQA training prepared Karen to develop annual QI and Utilization Management plans and to complete assessments and evaluation of systems and processes that continued to meet NCQA requirements. Along with her responsibilities at BHG, she will continue conducting mental health utilization management and quality improvement for the managed care company.

Karen lives in Loveland with her husband and nine-year old son. She serves as a volunteer for her church's Stephen Ministry program and for her son's third grade class. Time permitting, she also enjoys gardening and working with stained glass.

Karen's clinical skills and private sector managed care experience will bring a different perspective to our system that should stimulate vigorous discussion and introspection, and perhaps, identify opportunities for best practice and increased effectiveness and efficiency in service delivery.

BHG Elects Officers for Fiscal Year 2002

The BHG Board of Directors elected new officers at its regular meeting on October 2, 2001 in Marysville, OH. The new officers are as follows: Andy Barr, President; Steve Dunkin, President-Elect; and Nancy A. Cochran, Secretary. Barr is the Executive Director (ED) at the Logan Champaign MHDAS Board in West Liberty, OH. Dunkin is ED at the Brown County ADAMH Board in Georgetown, OH. Cochran is ED at the MH & R Board of Seneca, Sandusky and Wyandot Counties in Tiffin, OH. Each will serve a one year term ending in October 2002.

Barr succeeds Precia Stuby who had served as BHG

President since October 1999. Although the term of office is normally one year, Precia agreed to a second term to assure leadership continuity during a period of significant initiatives at ODMH and major changes within BHG and the Board Association.

The Board thanked Stuby with a parting gift for her untiring leadership, her unwavering commitment to the mission of BHG, and her persistent efforts to create system changes that increase the capability of Boards and provider agencies to improve the reach and quality of services in their communities.

Thank you Precia!

Behavioral Health Generations

*Promoting Improved Performance
and Outcomes Through Collective
Voice and Action*

Member Boards:

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Hancock County ADAMH, Findaly, OH
Logan Champaign Counties MHDAS, West
Liberty, OH
Seneca Sandusky Wyandot Counties MH & RS,
Tiffin, OH
Union County MH & R, Marysville, OH
MHRS Warren Clinton Counties, Lebanon, OH

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**Visit the BHG Web Site at
www.bhg.org and link to
member Boards.**

BHG Board Takes Major Step Toward Improved Performance

The BHG Board of Directors took a major step toward improving governance at a seminar on August 6-7, 2001 in Dublin. The seminar entitled, *Quality Begins in the Board Room: An Introduction to a New System of Board Leadership*, was presented by Carolyn Bailey, Principal of Bailey Associates, a consulting firm based in Indianapolis. Bailey is a recognize authority in the quality theories of W. Edwards Deming and the policy governance principles of John B. Carver.

The consultant was engaged and the seminar scheduled to assist the BHG Board and CEO in the development of an advanced leadership process that achieves the benefits of process improvement through added value to the system; reduction in rework; and, elimination of the duplication and redundancy between the work of management and the work of the Board. The seminar resulted in the development of a new set of Board policies that conform to the Carver Governance Model. The Carver Model focuses the work of a board on developing the aims of the organization, creating the future in light of consumer needs, and assuring organizational performance. To achieve these ends, Board policy

clearly delineates and separates the roles of the Board and executive; clarifies the relationship between the Board and management; and, establishes systematic monitoring of performance of the organization.

Adherence to the principles of the Carver Model removes the Board from its traditional role of "watchdog" and "gatekeeper" for the actions of the CEO. Rather than rubber stamping, meddling and micromanaging which are typical behaviors for most boards, the BHG Board will now spend its time connecting to the needs of customers, framing decisions with systems thinking, and focusing on strategic leadership and long term vision.

The new governance model and the policies to support it were adopted by the Board on October 2, 2001. The new approach to leadership is expected to reduce the number of Board meetings and subsequently the time and costs of travel as well as reduce the time in meetings and the time, effort and paper exchanges required of management to justify their activities.