

ARC Measures (January 19, 2014)

<u>Name</u>	<u>Numerator</u>	<u>Denominator</u>	<u>Data Collection Plan</u>	<u>Goal</u>
<u>Core Measures</u>				
1. Target Population				
1a. Clients in target population	Number of clients in the target population	n/a	Data Collection: On the last business day of the month, collect data on the total number of clients in the target population Worksheet Calculation: None	100 to 300
1b. New clients in the target population	Number of clients added to the target population this month	n/a	Data Collection: On the last business day of the month, collect data on the total number of clients added to the target population during this month. Worksheet Calculation: None	N/A
1c. Clients who leave the target population	Number of clients who left the target population this month	n/a	Data Collection: On the last business day of the month, collect data on the total number of clients who left the target population during this month. Worksheet Calculation: None	N/A
2. Goals Linked to Usable Strengths "Usable Strengths": Defined by examples	Number of clients in the target population with at least two usable strengths identified and linked to goal(s) (strengths and goals added or updated) this month.	All clients in the target population	Data Collection: On the last business day of the month, collect data on the total number of clients with at least two usable strengths identified and linked to goal(s) during this month. Goals and strengths have been added or updated during this month. Worksheet Calculation: The number of clients with at least two usable strengths linked to goals, where the strengths and goals have been updated (or added) this month is divided by the count of clients in the target population - and then multiplied by 100 to get a percentage.	90%

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<p>3. a. Achievement of Short-Term Goals</p> <p>“Short-Term Goal Achieved”: Defined by data recorded in the encounter note and through a consensus between client and clinician</p>	<p>Number of clients in the target population who have achieved a short-term goal this month.</p>	<p>All clients in the target population</p>	<p>Data Collection: On the last business day of the month, collect data on the total number of clients in target population who have achieved a short-term goal this month.</p> <p>Worksheet Calculation: The number of clients who have achieved a short-term goal in the last month is divided by the count of clients in the target population - and then multiplied by 100 to get a percentage.</p> <p>NOTE: Short Term Goals should result in improvements in client’s functioning and progress the client toward their long term goal. Short Term Goals should be measurable and behavioral – and achievable in no longer than 90 days.</p>	<p>80%</p>
<p>3.b. Percentage of Client with short-term goals “unachieved” achieved after 90 days</p>	<p>Number of clients in the target population who have not achieved a short-term goal in the last 90 days.</p>	<p>All clients in the target population</p>	<p>Data Collection: On the last business day of the month, collect data on the total number of clients in target population who have not achieved a short-term goal in the last 90 days.</p> <p>Worksheet Calculation: The number of clients who have not achieved a short-term goal in the last 90 days is divided by the count of clients in the target population - and then multiplied by 100 to get a percentage.</p>	<p>20%</p>
<p>4. Transitions in Recovery</p>				
<p>4a. Clients with a MORS score</p>	<p>Number of clients in the target population who have a new MORS score this month.</p>	<p>All clients in the target population</p>	<p>Data Collection: On the last business day of the month, count the number of clients with a new MORS score this month.</p> <p>Worksheet Calculation: The number of clients with a new MORS score this month is divided by the count of clients in the target population - and then multiplied by 100 to get a percentage.</p>	<p>90%</p>

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4b. Clients who transitioned from a 2, 3 or 4 to a 5 MORS score	Number of clients who transitioned from a 2, 3 or 4 to 5 MORS score this month.	All clients with a previous MORS score of 2, 3 or 4.	<p>Data Collection: On the last business day of the month, count the number of clients whose previous MORS score was 2, 3 or 4 and who now have a MORS score of 5 this month. Also count the number of clients with previous MORS score of 2, 3 or 4.</p> <p>Work Sheet Calculation: The number of clients whose previous MORS score was 2, 3 or 4 and whose MORS score is now 5 is divided by the count of clients whose previous MORS score was 2, 3 or 4 - and then multiplied by 100 to get a percentage.</p>	>5
4c. Clients who transitioned from a 3 or 5 to 6, 7 or 8 MORS score	Number of clients who transitioned from a 3 or 5 to a 6, 7 or 8 MORS score this month.	All clients with a previous MORS score of a 3 or 5.	<p>Data Collection: On the last business day of the month, count the number of clients whose previous MORS score was 3 or 5 and who now have a MORS score of 6, 7 or 8 in this current month. Also count the number of clients with previous MORS score of 3 or 5.</p> <p>Work Sheet Calculation: The number of clients whose previous MORS score was 3 or 5 and whose MORS score is now 6, 7 or 8 is divided by the count of clients whose previous MORS score was 3 or 5 - and then multiplied by 100 to get a percentage.</p>	>5
4d. Clients who are 'stuck' at MORS 5	Number of clients who have been at MORS 5 for six or more months.	All clients in the target population	<p>Data Collection: On the last business day of the month, count the number of clients with a MORS score of 5 for the last six months (or longer).</p> <p>Worksheet Calculation: The number of clients with a MORS score of 5 for the last six months (or longer) is divided by the count of clients in the target population - and then multiplied by 100 to get a percentage.</p>	<10
4e. Clients who transitioned from a MORS score of 5 to a lower score	Number of clients who transitioned from a MORS 5 score to a lower score this month.	All clients with a previous MORS score of 5.	<p>Data Collection: On the last business day of the month, count the number of clients whose previous MORS score was 5 and who this month have a lower MORS score. Also count the number of clients with previous MORS of 5.</p> <p>Work Sheet Calculation: The number of clients whose previous MORS score was 5 and whose MORS score this month is lower is divided by the count of clients whose previous MORS score was 5 - and then multiplied by 100 to get a percentage.</p>	<2

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4f. Clients who transitioned from a 6, 7 or 8 to a 5	Number of clients who transitioned from a MORS 6, 7 or 8 score to a 5 this month.	All clients with a previous MORS score of 6, 7 or 8.	<p>Data Collection: On the last business day of the month, count the number of clients whose previous MORS score was 6, 7 or 8 and who this month have a MORS score of 5. Also count the number of clients with previous MORS of 6, 7 or 8.</p> <p>Work Sheet Calculation: The number of clients whose previous MORS score was 6, 7 or 8 and whose MORS score is now 5 is divided by the count of clients whose previous MORS score was 6, 7 or 8 - and then multiplied by 100 to get a percentage.</p>	<2
5. Successful Transitions to Lower Level of Care or Into Community	Number of clients who successfully transferred to a lower level of care or transitioned out of the program this month, including clients who graduated from the mental health system.	Number of clients in the target population	<p>Data Collection: On the last business day of the month, count the number of clients who successfully transitioned out of the program this month, including clients who graduated from the mental health system or transferred to a lower level of care.</p> <p>Worksheet Calculation: The number of clients who successfully transitioned out of the program this month is divided by the count of clients in the target population - and then multiplied by 1,000 to get a rate per 1,000.</p>	>4
6. ER, Hospital, and Urgent Care Utilization	Number of clients in the target population with one or more visits to ER/hospital/urgent care centers during the month	Number of clients in the target population	<p>Data Collection Plan: On the last business day of the month, count the number of clients in the target population with one or more visits to ER/hospital/urgent care centers during the month.</p> <p>Worksheet Calculation: The number of clients in the target population with one or more visits to ER/hospital/urgent care centers during the month is divided by the count of clients in the target population - and then multiplied by 100 to get a percentage.</p>	<5

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7. Client Self Report				
7a. Client Experience with Services Provided by the Program	Number of clients who responded with a 4 or 5 on the survey statement within that last month.	Number of clients who responded to the survey that month	<p>*For every client in the target population who is seen during the month, ask them to rate their response, on a 1 to 5 scale, to the following statement: "I receive exactly the care and services I want and need exactly when and how I want and need them."</p> <p>1=strongly disagree, 2=disagree, 3=neither, 4=agree, 5=strongly agree</p> <p>Data Collection Plan: On the last business day of the month add up all the responses of either 4 or 5 to this statement and count the number of clients who responded.</p> <p>Worksheet Calculation: The number of clients who responded with a 4 or 5 is divided by the number of clients who responded to the survey that month - and then multiplied by 100 to get a percentage.</p>	>80
7b. Physical Health	Number of clients who responded with a 4 or 5 on the physical health survey question within that last month.	Number of clients who responded to the survey within that last month.	<p>*For every client in the target population who is seen during the month, ask them to rate their response, on a 1 to 5 scale, to the following question: "Rate your physical health during the past 14 days."</p> <p>1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent</p> <p>Data Collection Plan: On the last business day of the month add up all the responses of either 4 or 5 to this question and count the number of clients who responded.</p> <p>Worksheet Calculation: The number of clients who responded with a 4 or 5 is divided by the number of clients who responded to the survey that month - and then multiplied by 100 to get a percentage.</p>	

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7c. Emotion Health	Number of clients who responded with a 4 or 5 on the survey question within that last month.	Number of clients who responded to the survey within that last month.	<p>*For every client in the target population who is seen during the month, ask them to rate their response, on a 1 to 5 scale, to the following question: “Rate your emotional health and well-being during the past 14 days.”</p> <p>1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent</p> <p>Data Collection Plan: On the last business day of the month add up all the responses of either 4 or 5 to this question and count the number of clients who responded.</p> <p>Worksheet Calculation: The number of clients who responded with a 4 or 5 is divided by the number of clients who responded to the survey that month - and then multiplied by 100 to get a percentage.</p>	>70
7d. Hope	Number of clients who responded with a 4 or 5 on the survey question within that last month.	Number of clients who responded to the survey within that last month.	<p>*For every client in the target population who is seen during the month, ask them to rate their response, on a 1 to 5 scale, to the following question: “How do you rate your hope related to your recovery (right now)?”</p> <p>1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent</p> <p>Data Collection Plan: On the last business day of the month add up all the responses of either 4 or 5 to this question and count the number of clients who responded.</p> <p>Worksheet Calculation: The number of clients who responded with a 4 or 5 is divided by the number of clients who responded to the survey that month - and then multiplied by 100 to get a percentage.</p>	

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7e. Client Engagement in Meaningful Activities in Their Communities	Total number of days reported by clients as having meaningful engagement in their communities (in the last 14 days)	Number of clients who responded to the survey that month	<p>*For every client in the target population who is seen during the month, ask them to give a numeric response to the following question: “During the past 14 days, how many days were you engaged in meaningful activities in the community?”</p> <p>Data Collection: On the last business day of the month add up all the responses (add the number of days of meaningful activity for all clients who responded) to this question and count the number of clients who responded to that question.</p> <p>Worksheet Calculation: The total number of days of meaningful activity is divided by the number of clients who responded to the question that month.</p>	>12
7.f. Clients Who Report They Would Like to Make Changes to Their Living Situation	Number of clients who report a “Yes” on the following questions: “Would you like to make any changes to your living situation?”	Number of clients who responded to the question that month	<p>*For every client in the target population who is seen during the month, ask them to give a “Yes” or “No” response the following question: “Would you like to make any changes to your living situation?”</p> <p>Data Collection: On the last business day of the month add up the number of clients who responded with a “Yes” and count the number of clients who responded to those questions.</p> <p>Worksheet Calculation: The total number of who responded with “Yes” is divided by the number of clients who responded to that question this month.</p>	<10
7.g. Clients Who Report They Would Like Additional Education or to Learn New Skills	Number of clients who report a “Yes” on the following questions: “Would you like additional education or to learn new skills?”	Number of clients who responded to the question that month	<p>*For every client in the target population who is seen during the month, ask them to give a “Yes” or “No” response the following question: “Would you like additional education or to learn new skills?”</p> <p>Data Collection: On the last business day of the month add up the number of clients who responded with a “Yes” to this question and count the number of clients who responded to this question.</p> <p>Worksheet Calculation: The total number of who responded with a “Yes” is divided by the number of clients who responded to the question that month.</p>	>70

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8. Housing Status				
8a. Homeless	The number of clients who reported during this month that they are homeless.	All clients in the target population	Data Collection: On the last business day of the month, count the number of clients who reported during this month (or when last questioned about their housing status) that they are homeless. Worksheet Calculation: The number of clients who reported that they are homeless is divided by the count of clients in the target population - and then multiplied by 100 to get a percentage.	<10
8b. Clients who Live in the Most Restrictive Settings	Number of clients in the target population who live in one of the following settings: State Hospital, IMD, Psychiatric Hospital, Mental Health Rehab Center (MHRC)	All clients in the target population	Data Collection: On the last business day of the month count the number of clients in the target population who live in one of the following settings: State Hospital, IMD, Psychiatric Hospital, Mental Health Rehab Center (MHRC) Worksheet Calculation: The number of clients who reported they lived in one of the most restrictive housing categories is divided by the count of clients in the target population - and then multiplied by 100 to get a percentage.	<10
8c. Clients who Live in the Least Restrictive Settings	Number of clients in the target population who live in one of the following settings: Room & Board, Permanent Supportive Housing, Shelter Plus Care, Permanent Housing	All clients in the target population	Data Collection: On the last business day of the month count the number of clients in the target population who live in one of the following settings: Room & Board, Permanent Supportive Housing, Shelter plus Care, Permanent Housing Worksheet Calculation: The number of clients who reported they lived in one of the least restrictive housing categories is divided by the count of clients in the target population - and then multiplied by 100 to get a percentage.	>60
9. Employment				
9a. Participation in Paid or Unpaid Employment	Number of clients in the target population participating in paid or unpaid employment	All clients in the target population	Data Collection: On the last business day of the month count the number of clients who reported they participated in paid or unpaid employment this month. Work Sheet Calculation: The number of clients who reported being involved with paid or unpaid employment this month is divided by the total number of clients in the target population - and then multiplied by 100 to get a percentage.	>70

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9b. Average Hours Worked per Week	Total number of hour worked per week during this month – for those clients reporting they participate in paid or unpaid employment.	Number of clients in the target population participating in paid or unpaid employment	Data Collection: On the last business day of the month add up the total number of hours worked per week by clients who reported they participated in paid or unpaid employment during that month. Work Sheet Calculation: The number of total number of hours worked per week is divided by the total number of clients in the target population participating in paid or unpaid employment.	>20
10. Primary Care				
10a. Designated PCP	Number of clients in the target population with a designated PCP documented in their record	All clients in the target population	Data Collection: On the last business day of the month, count the number of clients in the target population who have a known documented primary care provider. Worksheet Calculation: The number of clients in the target population who have a known documented primary care provider is divided by the count of clients in the target population - and then multiplied by 100 to get a percentage.	>70
10b. Visit(s) to PCP	Number of clients in the target population who have had a primary care visit within the last 12 months	All clients in the target population	Data Collection: On the last business day of the month, count the number of clients in the target population who have had a primary care visit within the last 12 months Worksheet Calculation: The number of clients in the target population who have had a primary care visit within the last 12 months is divided by the count of clients in the target population - and then multiplied by 100 to get a percentage.	>70
11. Field-Based Supervision	Number of hours that supervisors spent in the field providing Strengths Model supervision this month	Total number of supervised staff	Data Collection: On the last day of the month, add up the number of hours that supervisors spent in the field using the Strengths Model methodologies with staff during this month. Worksheet Calculation: The number of total number of hours of field supervision is divided by the total number of supervised staff.	>8